

January 23, 2017

DIRECTIVE:	JOB CORPS INFORMATION NOTICE NO. 16-23
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TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL OFFICE STAFF
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: LENITA JACOBS-SIMMONS
National Director
Office of Job Corps

SUBJECT: Providing Accurate Information to Prospective Job Corps Students
During the Admissions Phase

1. Purpose. To ensure that prospective Job Corps students receive accurate information about the Job Corps program.
2. Background. Providing accurate information about the Job Corps program is essential during the outreach and admissions process. Providing reliable information supports retention, enables prospective students to make informed choices, set realistic expectations, and helps to establish trust and credibility between Job Corps and new students.

There are frequent examples of the inaccurate information being provided during the admissions phase. Specifically, important aspects of Job Corps such as career training, (e.g., availability, requirements), length of time to complete the program, recreational options, stipends during enrollment, support for college, and other areas are presented inaccurately. Admissions staff members must ensure that they are knowledgeable about Job Corps and knowledgeable about specific centers for which they provide services.

3. Reference and Resources. Please refer to the following for additional background information:
 - Job Corps Policy and Requirements Handbook (PRH) Section 1.2, Outreach and Admissions Provider Responsibilities
 - Job Corps Information Notice 16-06 “*Great Expectations* Videos – Supporting Positive Behavior, and the Job Corps Student Conduct Policy During Admissions and Pre-Enrollment,” dated September 16, 2016. The video series assists admissions representatives in sharing accurate information. The videos can be viewed and ordered by visiting: <http://jcmarketplace.com/products/videos>.

Job Corps and center-specific recruitment materials including brochures, booklets, posters, fliers and videos, can be found on the Job Corps Materials Marketplace (www.jcmarketplace.com). These materials assist admissions staff with providing consistent and accurate information to prospective students.

4. Action. Addressees are to ensure this Information Notice is distributed to all appropriate Outreach and Admissions staff. Mandatory Webinar training on this topic is forthcoming.

Admissions staff must provide every applicant with accurate information about Job Corps. They must also provide accurate information as it pertains to the completion of a high school diploma or equivalency, career training programs, center life, community service activities, recreational activities, Student Government Association, student conduct standards and expectations, stipends and allotments, and other key information as appropriate.

5. Expiration Date. Until superseded.

6. Inquiries. All inquiries should be directed to Andrea Kyle Bobrik at kyle.andrea@dol.gov.