

APPENDIX 302g**MEMORANDUM OF UNDERSTANDING****Transportation Communications International Union (TCU)**

Where the Transportation Communications International Union (TCU) Job Corps program operates, the provisions of this Memorandum of Understanding (MOU) apply to TCU Job Corps officials and staff, and Center Directors (including designees). No deviations from the MOU are authorized without the specific and written approval of the Job Corps National Director.

Wherever the acronym TCU appears throughout this MOU, it represents the TCU Job Corps program. Should any differences exist between this MOU and the Statement of Work (SOW) for TCU, the provisions of the SOW take precedence.

1. PURPOSE

This document constitutes a working agreement between TCU and the _____ Job Corps Center Director entered into this _____ day of _____, 2008. (Appropriate signatures required at the end of this Agreement.)

2. CENTERS, PROGRAMS, SLOTS, AND RATIOS

TCU shall provide eight contracted career technical training programs at eight centers, totaling 390 slots (these figures are valid as of April 2008).

TCU Training Program Location	Number	Slots
Shriver	1	50
Potomac	1	50
Atlanta	1	40
Hubert Humphrey	1	50
Excelsior Springs	1	50
St. Louis	1	50
Los Angeles	1	50
San Jose	1	50
Total	8	390

To modify any of the above figures, TCU is required to follow the Career Technical Training Change Request process established by the National Office of Job Corps (PRH Change Notice No. 05-17 and PRH Appendix 307), in conjunction with Job Corps Regional Offices and Center Directors. All changes in any of the above categories shall be reflected through fully executed

Contract Modifications initiated by the National Office of Job Corps.

3. **BASIC RESPONSIBILITIES FOR PROGRAMS AND SERVICES**

TCU, in collaboration with centers where TCU programs operate and provide services, and to the extent that adequate resources are made available, shall provide all necessary administrative and training personnel, services, off-center administrative facilities and materials, and staff travel and subsistence required to accomplish contracted training services with Job Corps. TCU shall deliver these in accordance with the:

- Workforce Investment Act (WIA) of 1998, as amended, and implementing regulations;
- President's High Growth Job Training Initiative;
- Job Corps Policy and Requirements Handbook (PRH), as well as other Job Corps instructions and policy issuances;
- Career Development Services System (CDSS); and
- Memorandum of Understanding (MOU) signed by a TCU Executive or designee and each Center Director or designee where TCU operates career technical training programs.

The following are specific responsibilities for TCU and all Center Directors where TCU programs exist:

- A. **NTC Operation Plan** – TCU shall develop, in conjunction with centers and Regional Offices, as appropriate, an *Operation Plan* and submit it to the Job Corps National Contracting Officer Technical Representative (COTR) within 90 days of the plan template being available following final contract definitization and award in the first base year. For the second base year and each option year, provided that the National Office of Job Corps extends the contract with TCU, TCU shall revise its *Operation Plan* and submit a summary of all changes, if applicable, to the National COTR within 60 days of contract extension award. In accordance with Job Corps policy, regulations, and requirements, the *Operation Plan* should contain detailed descriptions of TCU Job Corps Program administrative structure, operation systems, and processes for all its recruitment, training, placement (including registered apprenticeship programs), and follow-up services to students; TCU staff qualifications and annual professional development plans; and activities to align training to the latest industry skill/training standards. The format of the *Operation Plan* can be similar to a Job Corps Center Plan.
- B. **Industry Skill/Training Standards** – TCU shall provide training programs that lead to high growth, high demand, and high wage positions in the transportation industry. TCU shall align all their technical training programs with the latest skills/training standards of the transportation industry.

As a contractor for advanced training programs, TCU shall develop instructional materials and completion requirements that exceed the level of rigor in basic training programs in the same

technical fields. The instructional and curricular materials and completion requirements must be approved by the National Office of Job Corps before being executed.

- C. **Training Outcomes** – TCU shall provide assigned students training in career technical, career success, and applied academic skills so that they become agile workers with expanded career options, and maintain long-term attachment to the labor market or educational opportunities. Specifically, training outcomes from TCU programs include the following categories:
- a. Students enter a registered apprenticeship training program leading to full journeyman status, a customized employer-based training program that leads to career opportunities, or
 - b. Students enter a specific area of the craft/trade that pays sustainable wages and offers the opportunity for long-term employment and career advancement, or enter the Armed Forces, or
 - c. Students enter a community college or technical training school-level program to pursue further technical training or degree-based education, if they choose not to pursue further training or job placement in the occupation for which TCU has provided the training, and
 - d. Students earn a passing score on written and/or performance tests associated with nationally recognized certification and/or state licensure, if applicable.
- D. **Placement Services** – TCU shall administer initial job placement services for up to 6 months from separation, and career transition support for 12 months following the date the initial job placement is accepted by the Center Information System/Career Transition Services (CIS/CTS), to all graduates. TCU shall provide initial placement services to former enrollees, as defined in PRH 4.2, R1.b, for up to 3 months following separation.
- In addition to job placement services, TCU may also provide career transition support services to graduates, such as making arrangements for housing and transportation, where TCU has the capability to effectively deliver such services and the provision of such services has first been coordinated with the designated Career Transition Services (CTS) provider.
- TCU instructors and field staff shall work collaboratively with Job Corps regional officials and center staff to ensure that TCU-provided job placement and, as applicable, career transition support services are coordinated with the development and implementation of each center's Center Plan.
- E. **Collaboration With Other Job Corps Entities** – It is imperative that TCU establish and maintain open and professional communication with Department of Labor (DOL) regional officials and staff from centers, operators, and Outreach and Admissions (OA)

and CTS contractors. The National Office of Job Corps encourages TCU to work with all related entities referenced above, within established protocol, to address and resolve any area of concern before seeking involvement of the NTC COTR and the National Office. Within available resources, TCU shall also try to conduct a minimum of one face-to-face meeting with each DOL Regional Director in each program year, collectively with the other NTCs if possible, to synchronize goals, priorities, and solutions to problems.

Center Directors shall provide corresponding cooperation to TCU in all areas related to TCU contracted services.

- F. **Center Curriculum Development** – TCU shall have appropriate staff fully participate in the curriculum development process at each center where TCU operates a career technical training program. This includes serving as an active member of the center Curriculum Development Committee and, if authorized by the TCU national executive, sharing TCU-developed instructional resources, techniques, and methods that contribute to student success.
- G. **Center Industry Council and Business Community Liaison Functions** – TCU shall fully support the functioning of the Center Industry Council, and the Business and Community Liaison (BCL) in improving the quality of career technical training programs and creating meaningful linkages with individual employers, labor and business organizations, One-Stop centers/partners, state and local Workforce Investment Boards, and local Youth Councils.
- H. **Disability Issues** – TCU shall follow all federal laws, government regulations, and Job Corps policy related to accommodations for students with disabilities. TCU will work closely with the Center Director's designee for disability issues to ensure that students with disabilities who are interested in TCU trades are provided reasonable accommodations/modifications, if needed, to perform the trade-related skills required by the Training Achievement Records (TARs). TCU shall ensure that no Job Corps students with disabilities are denied entry into TCU programs for any discriminatory reason.
- I. **Safety** – TCU shall follow all federal, state, local, center, and TCU-specific safety regulations and requirements during the technical training process and, in cooperation with center officials, ensure that all training areas are clean and well-maintained. TCU shall advise the centers and NTC COTR, in writing, of current industry standards and employer-partner specifications in terms of safety design, requirements, and operation in the training facilities on centers.
- J. **Recruits From Industry/Business** – As applicable, TCU shall inform local unions, other established business/industry affiliates, apprenticeship committees/councils, contractors, and individual employers, of the opportunity to refer potential employees, who are eligible for Job Corps, to related TCU training at Job Corps centers. TCU staff shall coordinate with the

appropriate Outreach and Admissions (OA) contractor(s) and center staff to ensure the availability of program openings prior to finalizing arrangements for potential enrollees.

Center Directors and designated staff shall support TCU in such recruitment efforts.

- K. Student Selection of TCU Programs** – TCU shall follow center procedures for the assignment of students to career technical programs. To the greatest extent possible, these should include the participation of TCU instructors in the selection process, and providing students an opportunity to learn as much as possible about TCU specialty training programs before final selection, including an opportunity to observe and participate in daily training activities.

Where slots are available, Job Corps-qualified applicants referred to specific TCU programs by the groups cited in 3.J shall be admitted to those programs. These students, as all others, are first required to participate in and successfully complete all activities included in the center's Career Preparation Period (CPP), the only exception being an activity directly related to the selection of a trade. However, in the event that a student in this category expresses interest in exploring other trades, and selects another trade, he/she shall be permitted to do so.

Center Directors and designated staff shall collaborate with TCU in such trade selection efforts.

- M. Enrollment Criteria for TCU Programs** – The specific selection criteria for students participating in TCU training programs are as follows:

a. Age

No student can be denied access to a TCU program because of age. However, because most TCU programs and related employers, as a condition of employment in the transportation industry, require applicants to be at least 18 years of age, and certain TCU trades have significant safety-related responsibilities, the Center Director, or her/his designee, and TCU instructor(s)/field coordinator shall jointly address these issues. Based upon relevant factors, particularly student safety, but also including demographics and employment opportunities, a solution shall be agreed upon that will not adversely impact students or TCU performance.

b. Driver's License

Students who are prevented from obtaining a valid driver's license due to serious previous violations, etc., shall not be enrolled in TCU programs requiring a driver's license as a condition of employment.

Employers in many transportation trades consider a driver's license an essential tool in

securing and maintaining employment. Therefore, Center Directors, Regional Offices, and TCU shall make every effort to enable every TCU graduate to attain a full driver's license before post-Job Corps employment.

c. Health

Unless the center physician determines that participation in a particular program would be a direct threat to the student, other students, and/or the instructor, the condition of a student's health shall not be a factor affecting his/her participation in a TCU trade. In this regard, and in accordance with Job Corps Program Instruction No. 01-11, dated November 27, 2001, TCU is not authorized to collect information, formally or otherwise, regarding the health/disability status/history of a potential enrollee, or a student who has or has not, as yet, entered a TCU trade. These matters are solely within the purview of the center physician.

Once a student is enrolled in a TCU training program, center health staff will share relevant information about a present health condition that may be aggravated by training activities supervised or conducted by TCU instructors or that could cause harm to the student or another student, for the purpose of avoiding such health aggravation or harm.

For students with disabilities who have a reasonable accommodation plan, TCU instructors must ensure that the reasonable accommodations/modifications indicated in the plan are provided. The center disability coordinator will inform TCU instructors and/or their supervisors of the existence of an accommodation plan for a particular student.

d. Academics

Students must have a proficiency level in reading and math that will enable learning in a TCU trade, understanding and following instructions and, where applicable, adhering to safety regulations and procedures. These proficiencies are particularly essential for trades that require proper use of power tools, equipment, and machinery, and adherence to specific OSHA/industry safety guidelines.

e. TCU-Specific Enrollment Requirements

TCU is authorized to establish and implement additional specific enrollment requirements for students, in accordance with prevailing transportation industry labor standards and employment practices, and with approval from the National Office of Job Corps. Job Corps centers are expected to comply with all TCU-specific enrollment requirements when transferring students to this NTC.

4. **STUDENT TRAINING**

- A. **Career Preparation Period** – During the Career Preparation Period (CPP), TCU instructors, as appropriate and in recognition of time constraints imposed on them by daily training schedules and other mandates impacting their availability, shall educate new students about the advantages of participating in TCU training and work with interested students to observe training.
- B. **Career Development Period** – TCU instructors shall work collaboratively with center officials and staff to ensure that student learning and training experiences, including those arranged through employer partnerships, meet center-based and Work-Based-Learning standards described in the PRH.
- a. **TCU Work Experience Program (WEP) and Federal Internship Training Program (FITP)** – These two programs are intended to assist TCU students through the transition from classroom instruction to actual on-the-job working conditions. If TCU determines that the student will have insufficient funds to successfully complete WEP or FITP and make the transition to independent living, TCU may use their contract funds, if available, to provide additional assistance, such as lodging, meals, transportation, clothing, or other job-related expenses.
- If it is determined that the student will require additional financial assistance beyond the normal WEP period (30 work days - 42 calendar days), TCU may, with prior approval of the NTC COTR, provide additional financial assistance for the COTR-approved extension period.
- b. **Assessing Student Readiness for Work-Site Assignments** – During the Career Development Period, there must be a process for determining each student's readiness to benefit from work-site experience. This process includes input from all relevant components at the Job Corps center, including TCU instructors.
- c. **Management of Class Size** – Generally, centers shall not backfill TCU career technical training slots occupied by students who have been assigned to WBL, except in those situations where the WBL student(s) will be separating from Job Corps (e.g., to take a job) within 2 weeks after completing the WBL assignment. In this regard, however, every effort must be made to avoid situations where TCU instructors have very few students in their class over an extended period of time. TCU instructors will closely monitor this situation and work with the career technical manager and other appropriate center staff to ensure that this situation is effectively managed. When TCU instructors are confronted with significantly smaller classes, they are expected to perform other job-related tasks, as time permits. These include, but are not limited to, the following:
- monitoring existing WBL sites, and helping to develop new sites;
 - strengthening working relationships with local unions and district councils,

- employer organizations, and individual employers/contractors;
- working with Job Corps entities to plan and establish various career technical training clusters;
- working with academic instructors to develop applied academic lessons; or
- providing short-term (up to 10 days) introductory training to students on the waiting list for a TCU trade, who continue to have a strong desire to enter and complete the trade.

C. **Related Training Issues**

- a. **Realistic Working Environment** – All TCU training shall be conducted in an environment and under conditions as close as possible to those found in the transportation industry, and, as applicable, shall be the same as required for apprentices as outlined in the craft Apprenticeship Training Standards published by the USDOL Office of Apprenticeship, when such training standards exist.
- b. **TAR Completion and Certification/Apprenticeship Enrollment Test** – TCU shall ensure instructional materials are upgraded as necessary to remain aligned with the latest transportation industry and/or apprenticeship skills/training standards. TCU TAR(s) shall be developed and formatted in a manner consistent with these standards.

TCU shall assist each student completing a TCU program to take the appropriate industry certification or qualifying test for apprenticeship training programs, if applicable.

- c. **Career Success Skills** – Throughout their training, students will be taught the importance of attaining and applying the career success and applied academic standards listed in each TAR. They will be provided assistance and support in mastering and demonstrating these skills during their career technical training experience, including Work-Based Learning.
- d. **Scheduling** – TCU staff shall work closely with center staff to develop student schedules. Every effort shall be made to schedule students to attend career technical classes for the maximum period per day, including an appropriate amount of time for lunch. However, the training day may be less than the traditional 8 hours to accommodate activities that clearly and directly support students' success in securing and retaining training-related employment. For example, the time required by both academic and TCU instructors to plan for curriculum integration, establishing mentoring arrangements and Work-Based Learning sites with employers, fall into this category. Likewise, the participation of TCU staff and students in each center's Social Skills Training program is an important learning opportunity that may also be scheduled during the workday.

The above exceptions notwithstanding, and in accordance with the PRH, "Centers shall: develop a schedule which ensures that, prior to graduation, students receive substantial

practice and experience in working an 8-hour day, or working hours and conditions consistent with the anticipated workforce.”

- e. **Hands-on Training vs. Classroom Instruction** – TCU hands-on training and related shop/classroom instruction shall be divided proportionately, when required.
- f. **Training Week** – A standard training week shall be 40 hours, Monday through Friday, excluding center-observed holidays.
- g. **Length of Training** – TCU shall require students to receive technical training in a time frame commensurate with typical industry time requirements for technical training, before being eligible for graduation.
- h. **TCU Instructor Supervision** – During the training period, TCU instructors shall be responsible for:
 - *Center Safety and Occupational Health Plan*, as well as industry, state, local, and OSHA trade-related safety rules, regulations, and standards;
 - center rules and regulations, including those pertaining to safety;
 - center student conduct standards; and
 - student accountability.

TCU instructors shall work closely with the Center Safety Officer, and the Health and Wellness Manager/Administrator, on all matters concerning the health and safety of students.

E. **Student Conduct Standards**

- a. **Student Conduct Standards** – TCU staff shall use Center Director-established student conduct standards and disciplinary procedures as the basis for dealing with any significant student problem while in career technical training.
- b. **Suspension and Dismissal of Students for Safety and Disciplinary Reasons** – To prevent injuries to students/instructors, TCU instructors have the authority to immediately suspend from class a student who has violated safety/disciplinary rules or regulations. In these situations, TCU instructors shall advise the Center Director of the action taken as soon as practicable, with adequate documentation. Further, TCU instructors shall recommend to the career technical training manager and Center Director the permanent removal of students from TCU trades who continue to disregard safety rules and procedures, with adequate documentation.

TCU instructors shall be part of the center’s process for determining the readmission of such students to TCU classes.

F. Student-Related Activities

- a. **Involvement With Center Activities** – As appropriate, and to the extent that commitments during the training day permit, TCU instructors shall be actively involved with center officials and staff in helping to establish programs, activities, and training conducted during the Career Preparation Period as defined in PRH Chapter 2.
- b. **ESP Panel** – TCU instructors shall actively participate in the Evaluation of Student Progress (ESP) Panels for students enrolled in TCU training programs. TCU and center staff will work cooperatively to ensure that the scheduling of these activities results in the least disruption to career technical training classes.
- c. **Coordination of CTS for Graduating Students** – TCU instructors shall notify appropriate center staff, on a timely basis, when students are within 60 days of career technical training completion, so that career transition planning can be initiated. However, in those instances when a training-related job becomes available on short notice, particularly a registered apprenticeship opportunity, the TCU instructor and center management shall work expeditiously to ensure that the scheduling of career transition readiness activities is not a deterrent to the job-related placement of the graduate. In this situation, every effort will be made to provide departing graduates, as applicable, with transition allowances and WBL funds, and ensure that they receive all appropriate transitional services, and where applicable, meet with assigned CTS staff.
- d. **Driver Education** – TCU shall work closely with Center Directors in support of each center's responsibility to provide Driver's Education training for all eligible students beginning in the Career Preparation Period. TCU shall make every effort to collaborate with center management to help students attain a valid driver's license or learner's permit before graduation.

5. TCU STAFF RESPONSIBILITIES**A. TCU Field Staff/Coordinators**

- a. **Monitoring Performance** – TCU field staff shall be fully knowledgeable about the performance of TCU programs and instructors. As required by the Career Technical Reporting and Improvement System (CTTRIS), for individual training programs performing below established standard or on probation, TCU field staff shall work collaboratively with the instructor, as well as center and regional staff, to develop, implement, and monitor Program Improvement Plans (PIPs). TCU field staff shall actively participate in the Regional Appeal Process for their programs facing

sanctions, including closure and reduction. In this regard, also, slot utilization is a cost-effectiveness issue that must continually be monitored. When warranted, TCU field staff shall collaborate with centers and Regional Offices to effectively address issues related to slot utilization.

The ability of TCU field staff to adequately support the activities cited above, particularly those that require travel, is dependent on the amount of resources made available by the National Office of Job Corps for these purposes.

- b. **Technical Assistance** – For those instructors having difficulty teaching students and/or dealing effectively with problems associated with student conduct and behavior, field staff are encouraged to provide or arrange for the provision of necessary assistance and support.
- c. **Interaction With Center Activities** – TCU field staff shall ensure that TCU instructors are contributing to the effectiveness of the center CDSS Plan, and not acting independently or with sole regard to their responsibilities as instructors.
- d. **Actions on Staff Issues** – Where significant problems associated with a particular TCU instructor are verified, either in the performance of his/her basic responsibilities or as a participant in other center activities and programs, TCU field staff shall take immediate and appropriate corrective action. If warranted, such action may ultimately include the permanent removal of a TCU instructor. However, before a final decision of this type is made, the Center Director and assigned project manager shall be notified. These individuals shall have the opportunity to expeditiously assess the impact of such a decision on the operations and administration of the center, and to share this information with the appropriate TCU official(s) for consideration prior to a final decision being made by TCU.
- e. **Business Linkages** – TCU field staff shall play a vital role in establishing meaningful relations with business agents and other local union officials, business councils, and affiliated organizations in labor markets where students return to seek employment in the transportation industry. Such efforts are intended to promote and establish registered apprenticeship and other career opportunities for qualified graduates. The extent of these activities is also dependent on the amount of funds made available for this purpose.
- f. **Communication With Center Directors During Visits** – As stated above, while effective use of desk monitoring, conference calls, and e-mail is strongly encouraged, TCU field staff will visit centers, when justified and when adequate resources are available for this purpose. To the extent practicable in these situations, the Center Director shall be notified in advance of visits. Further, following each visit, TCU field staff shall conduct an exit conference with the Center Director, or her/his

designee, and other officials, as appropriate, to review significant findings, and address issues affecting program performance, particularly if the program is on probation and/or under a PIP.

- g. **Communication With Regional Project Managers** – TCU field staff shall also establish and maintain contact with appropriate regional project managers concerning TCU programs and instructor performance, as well as significant findings/issues resulting from monitoring that could not be resolved at the center level. TCU field staff are encouraged to share monitoring reports with appropriate project managers, especially for those programs on probation and/or under a PIP.

B. TCU Instructors

While TCU instructors perform as part of a TCU national contract, they shall cooperate with and be a part of the center and its operation. As required of all center staff, TCU instructors shall function as mentors, models, and monitors of all Career Success Standards when working with students. In addition, they shall be active partners with center staff in evaluating student progress and meeting students' needs in support of their social and career development.

- a. **Career Technical Training** – TCU instructors shall plan, deliver, and evaluate career technical training to Job Corps students in various specialty areas, including both classroom instruction (theory learning) and hands-on practices (Career Technical Skills Training and Work-Based Learning). Instructors are expected to provide students the opportunity to complete all required Training Achievement Records (TARs) in their chosen program. They are also expected to train students to be sufficiently competent to enter: a registered apprenticeship training program; a high growth/high demand/high wage occupation for career development; a community/technical college for advanced training; or the Armed Forces.
- b. **Professional Development** – To the extent that adequate resources are made available, TCU instructors shall participate in all professional development activities sponsored by TCU, centers, Regional Offices, and the National Office, as applicable, to increase their effectiveness in developing and delivering standards-based instruction; coordinating instruction; teaching applied academics and related basic skills standards; utilizing evidence-based instructional techniques; and implementing effective student-engagement strategies.
- c. **Role-Modeling** – TCU instructors are expected to serve as role models for students. Any abusive or other inappropriate behavior by instructors toward students or staff; failure to properly supervise students and maintain order, effectiveness, and safety; or a disregard for center rules and regulations, will not be tolerated and will result in disciplinary action, possibly the loss of employment. TCU field and headquarters officials shall take immediate and appropriate action when such incidences are

verified. Where an NTC fails to respond expeditiously and adequately, the National COTR will become involved and initiate whatever corrective actions/measures may be needed.

- d. **Communication With Center Staff** – TCU instructors shall periodically communicate with other center staff who also serve TCU students in other program areas (e.g., academic and residential). The purpose of such contact is to determine if TCU students are meeting their responsibilities in these other required activities, and especially to identify students having problems that could lead to early separation if not dealt with immediately and effectively. Where this appears to be the case, the TCU instructor, acting as a role model, shall endeavor to positively influence the student and steer him/her in a better direction.

The responsibility described above is in addition to TCU instructors' participation in Evaluation of Student Progress (ESP) panels, and is primarily intended to prevent Zero Tolerance (ZT) terminations, AWOLs, etc., and increase the number of TCU career technical completers and placements.

- e. **Center Activities** – TCU instructors are expected to support and participate in pre-planned, scheduled activities/projects that have been established by center officials and staff to support center goals and objectives. Such activities/projects, which usually involve most center components, may take place outside of normal working hours, including weekends, and at sites other than the Job Corps center.
- f. **Business Linkages** – TCU instructors shall play a vital role in establishing meaningful relations with business agents and other local union officials, business councils, and affiliated organizations in labor markets where students return to seek employment. Such efforts are intended to promote and establish registered apprenticeship and other career opportunities for qualified graduates, and will be carried out to the extent that adequate resources are available for this purpose.
- g. **Driving Compliance** – TCU instructors shall comply with all related PRH and NTC/center-specific requirements related to driving privileges for employment as well as operating NTC/center vehicles. When requested by center officials, TCU instructors who use center vehicles must show proof of a valid driver's license. TCU instructors will also immediately notify appropriate center officials of any changes/restrictions to their licenses, when these occur.

6. **RESOLVING ISSUES**

- A. **Process for Resolving Issues** – TCU instructors shall work cooperatively with Center Directors and appropriate staff to informally resolve all issues. Where necessary, these efforts shall also involve the assigned field coordinator, TCU headquarters officials, and

the project manager. However, in the event that an informal resolution is not possible, the TCU Executive Director shall immediately request the assistance of the National COTR; concurrently, the Center Director shall notify the assigned Job Corps Project Manager to assist in the resolution process.

The National COTR and Regional Office Project Manager shall work cooperatively and expeditiously to fully investigate matters that could not be resolved informally, and jointly render a final decision that will be binding on all parties involved. However, if this is not achievable, the Job Corps National Deputy Director shall be the final arbiter. At no time during this entire process shall the Center Director or NTC officials/staff, including field staff and instructors, take any action that could adversely affect the training of students in the TCU program or functioning of the center.

- B. **Center Request for TCU Personnel Change(s)** – In the instances where the Center Director requests permanent removal of a TCU instructor, such requests shall be in writing and concurrently transmitted to the National COTR and the designated Regional Office Project Manager, with copies to the assigned TCU field coordinator and TCU National Project Coordinator. The written communication shall include the specific reason(s) justifying the request for removal, along with any documented violations of center rules, operating policy, etc., that were committed by the instructor in the past.
- C. **Center Request for TCU Program Change(s)** – In the instances where the Center Director requests the permanent addition or removal of a TCU training program, such request shall be submitted to the Job Corps National Office, through the Regional Director who must approve the request, in the form of a *Job Corps Career Technical Training Change Request*. The request shall be developed in collaboration with the center operator, the regional project manager, and TCU. The Job Corps National Office will make a final determination of the request after verification of all facts and reasoning in conjunction with all related parties.
- D. **TCU's Request(s) for Program Change(s)** – To initiate any changes to the contracted training programs (program and slots), TCU is required to follow the Career Technical Training Change Request process established by the National Office of Job Corps (PRH Appendix 306). Following approval from the Regional Office, the Job Corps National Office will make a final determination of the request after verification of all facts and reasoning in conjunction with all related parties, including centers and Regional Offices. The DOL Contracting Officer and the NTC COTR will develop and execute a Contract Modification for each TCU program change, following approval from the National Director of Job Corps.

The above four provisions apply to all Job Corps centers where TCU programs operate, including agency-operated centers.

7. **PERFORMANCE**

- A. **Annual Performance Assessment** – TCU performance shall be evaluated annually by Job Corps Regional Office staff, the National COTR, and other appropriate Job Corps National Office staff, using data from the Career Technical Training Report Card (CTTRC) and assessment mechanisms specified in the PRH Appendix 501d. The assessments are in the forms of regular center assessments by Regional Offices and desk-monitoring. For programs that have performed at the “unsatisfactory” level (Grade ‘D’ on the VTRC) for 1 year and have been placed on probation by the Regional Office of Job Corps following an appeals process, TCU shall develop a Performance Improvement Plan (PIP), in cooperation with affected centers and Regional Office staff. A copy of the PIP will also be submitted to the NTC COTR.

TCU shall work with appropriate center management and regional officials/staff to implement PIPs so that performance outcomes of such programs in the following program year will be elevated to the “average” level (Grade ‘C’), at a minimum. For programs that have performed at the “unsatisfactory” level (Grade ‘D’) for 2 consecutive years, TCU shall develop and file an appeal, jointly with the center, if possible, to the Job Corps National Office. Following the appeals process, the National Office of Job Corps will render a final decision, which could be closure or another period of probation.

TCU programs that have performed at the “exceptional” level (Grade ‘A’) for 2 consecutive years, will be recognized by the Job Corps National Office with a Certificate.

- B. **Industry-Based Placements** – To the extent that adequate resources are available, TCU shall develop and maintain a productive and meaningful relationship with local unions, district councils, national/ regional/ local business-industry organizations, and individual employers that can place Job Corps graduates into registered apprenticeship training programs and other meaningful career opportunities that offer sustainable wages. In addition to meeting all performance expectations stipulated in PRH Appendix 501d, TCU, with approval and support from the National COTR, will make every effort to increase graduates’ placement into industry-based employment, based on historical data and realistic projections and with consideration of local, regional, and national economic conditions impacting the transportation industry.

Where applicable, TCU shall collaborate with specific employers to develop and implement training programs/modules tailored specifically to their labor needs.

Job Corps centers are expected to cooperate with TCU in placing graduates in registered apprenticeship programs and training-related jobs. In this regard, it is particularly important for centers to ensure that prior to graduation, TCU students have an opportunity to secure a valid driver’s license.

8. REQUIREMENTS FOR FACILITY, EQUIPMENT, AND SUPPORT SERVICES

In consultation with appropriate unions, industry groups, individual employers, and OSHA (as well as state and local OSHA counterparts), TCU shall determine the equipment, tools, materials, and supplies necessary to ensure quality training and protect students'/instructors' safety and health. As appropriate, these activities will be coordinated with the Center Safety Officer and/or the Health and Wellness Manager/Administrator.

TCU instructors shall also provide advice to center and Regional Office officials regarding the adequacy of training facilities, particularly as it relates to ensuring the safety and well-being of students; security of equipment, supplies, and materials; and other factors impacting the learning environment.

The Center Director shall provide TCU with appropriate and adequate career technical training and administrative space and the support services described below. Subject to a center's fire, security, and related safety policies, TCU shall be responsible for maintaining security of the assigned space during training hours – including the establishment of a limited access policy. TCU shall work cooperatively with centers to implement these policies to ensure effective maintenance, stewardship, and accountability of government-owned personal property during normal TCU operation hours and in accordance with all government property management regulations and requirements.

The center operator shall provide TCU, at no cost, the following equipment and support services as part of the center operator's contract.

- (A) Shop and career technical training equipment, materials, and supplies (a detailed listing of equipment by TCU for each career technical training program that they offer at a specific center shall be included as part of the MOU). Desks and chairs for classrooms will also be provided.
- (B) Reasonable accommodations/modifications, where needed, to provide students with disabilities the opportunity to successfully complete the TAR(s) required in the trade.
- (C) Acquisition, maintenance, repair, and replacement of career technical and administrative equipment.
- (D) Telephone installation in instructor offices and ongoing service, including local and long distance service, in support of providing job development, placement, transition support services, follow-up activities, and for other official Job Corps business. In addition, cell phones will be provided to TCU instructors when working with students off center, or at remote areas on center, to ensure that the need for medical/emergency support can be quickly communicated.

- (E) FAX and copying services in instructor offices. Where this is not possible, other arrangements shall be in place that are convenient for instructors to use such services.
- (F) Safe and adequately equipped vehicles to support training activities/projects.
- (G) Mail (postage).
- (H) Trash and garbage collection.
- (I) Utilities.
- (J) Locking file cabinets.
- (K) Computer equipment. This includes hardware and software in each TCU instructor's office, capable of accessing the Internet, CIS, CTS, and the Job Corps Career Development Resource Center (JCCDRC) Web site. It also includes hardware and software in each TCU classroom/shop, capable of accessing the Internet, to support student learning. Instructors will also be provided with a printer. Computer training, if scheduled for center staff, shall also be made available to TCU staff.
- (L) DVD/CD players, VCRs, monitors, and related equipment, as necessary, to support training.
- (M) Transportation and meals for students participating in Work-Based Learning, and other work-experience activities.
- (N) Fire protection and OSHA-approved safety programs at career technical facilities.
- (O) OSHA-required safety equipment (e.g., eye, hand, face, and fall protection), and other personal protective equipment that is required in the trade and meets OSHA and industry standards.
- (P) The provision of Federal Tax Credit Conditional Certifications for eligible graduates, prior to separation, as long as these programs continue to be statutorily authorized and target-group documentation is accessible.
- (Q) Student career technical training clothing including, where applicable, special and foul weather clothing, hard-toed safety shoes, and replacement items (including those students who may be assigned by the center above the contracted class/surge level). TCU is contracted to provide hard hats to students.
- (R) Appropriate attire for Work-Based Learning assignments and, as applicable,

requirements imposed by OSHA, state law, and industry standards.

- (S) Immediate and accurate entry into the CIS, the following TCU-provided information/data: (a) career technical student data, including entry dates and completion status, as they occur; (b) any and all corrections, when notified by TCU along with verification to TCU when the corrections are made; and (c) placement results, as determined by the center or as provided by TCU.
- (T) Copies of the 678 Forms and CTTRC 10 and 20 Reports, or subsequently developed career technical training performance reports, on a regular and timely basis, and provision of quality staff training regarding the CTTRC reports, when necessary.
- (U) Shipping tool kits to students, if applicable and when required by TCU.
- (V) Transportation to and from Work-Based Learning/WEP sites, industry/trade certification-accreditation sessions/tests, and job interviews.
- (W) Consistent with the Center CDSS Plan, as described in the PRH, TCU staff will be a part of all training designated for career technical instructors, including standard First Aid and CPR.
- (X) Secretarial/clerical assistance, when the need is justified.
- (Y) Security for career technical training facilities, including on-center CTST sites, outside of normal working hours.

9. TRAINING MATERIALS AND SUPPORT

Instructional Materials – TCU shall provide each student and instructor with instructional materials and publications, as necessary, to adequately conduct quality career technical training. Training-related courseware (CD-Rom-based or Web-based) or videos that have proven to be successful in supporting classroom instruction will also be made available by TCU, as well as an updated listing of Internet Web sites that contribute to student learning and the professional development of TCU instructors.

10. AUTOMATED CAREER TRANSITION SYSTEM (CTS)

It is imperative that TCU comply with Job Corps policy (Program Instructions No. 06-08 and No. 06-25) to safeguard students' Personally Identifiable Information (PII), and use the CDSS Suites of Job Corps' Center Information System (CIS) exclusively for all data purposes related to recruitment, training, placement, follow-up, and other student services. TCU shall also protect students' PII in all paper-based documents, including TARs, in accordance with Job Corps Program Instruction No. 06-23.

Center Directors shall collaborate with and provide assistance to TCU to meet this important requirement.

- A. **Data Entry into CTS** – TCU instructors and field staff/coordinators shall be responsible for the timely and accurate entry of the following data into the automated Career Transition System:
- a. Post-center contact with graduates including updated graduate contact information, job development, referral and placement activity, and transition support needs and services provided.
 - b. Upgrade information related to graduates, especially acceptance into registered apprenticeship programs, wage increases, and job training match data.
- B. **Verification of Placement Data by CTS Providers** – Each Career Transition Services (CTS) provider assigned a TCU graduate is responsible for verifying the placement, when TCU records such accomplishment in the CTS. Verification activities shall be initiated by the CTS provider in a timely manner and, when this process is fully completed, the CTS provider has the responsibility to report the verified placement to the CIS as expeditiously as possible.
- C. **Resolving Issues With CTS Providers** – If a CTS provider routinely delays the verification and/or placement reporting process, TCU shall report this matter to the appropriate official in the CTS provider organization, the Center Director, and the assigned regional project manager, in an attempt to correct the problem. Where this is not successful, the National COTR shall be notified in writing including, at a minimum, the following information:
- a. The name of the CTS provider (contractor) organization involved, and the dates and names of the organization's official(s) contacted by TCU to resolve the delays.
 - b. The TCU graduate's name, student identification number, the date the placement was recorded in the CTS reporting system by TCU, and how many calendar days it took for the CTS provider to: (1) complete the verification process, and (2) record the verified placement in the CTS. Other pertinent information should be reported, such as: delay(s) that extend beyond the 'window' of opportunity for recording placements; the impact on annual performance results, and, if applicable, the future of the specific TCU training program where the student completed training.

11. ADMINISTRATIVE PROVISIONS

A. **TCU Staff Leave Provisions**

- (1) **Workday** – The workday (starting and ending times) shall be in accordance with center policy.
- (2) **Annual and Sick Leaves** – The TCU Executive Director shall review and approve/disapprove annual leave, sick leave, and overtime requests from TCU staff members. When requested by center management, lead instructors at TCU sites will provide advance notices of TCU staff’s annual and sick leave plan/situation.
- (3) **Overtime** – With the exception of pre-scheduled center activities, no overtime or center holiday work shall be performed unless requested in writing by the government and accepted by TCU; overtime pay, when approved, will be reimbursed at the rate established for the area in which the work is performed.

B. Substitute Instructors

TCU shall provide qualified substitute instructors for planned and unplanned staff absence.

12. SIGNATURES

Name and Title of Center Director or Designee (Please Print)

Signature of Center Director or Designee Date

Name and Title of TCU Executive or Designee (Please Print)

Signature of TCU Executive or Designee Date