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| **STATE OF WASHINGTONEMPLOYMENT SECURITY DEPARTMENTWORKFORCE INVESTMENT ACT****INFORMATION AND GUIDANCE #4022Job Hunter Workshop Series  Revised 10/28/03** [DEFINITIONS](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#DEFININTIONS) | [WEB SITE](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#WEB SITE) | [REFERENCES](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#REFERENCES) | [SUPERSEDES](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#SUPERSEDES) | [INQUIRIES](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#DIRECT INQUIRIES TO)[JOB HUNTER QUALITY STANDARDS](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Series)This communication has been formatted for use on this web site. It contains hyperlinks that enable the user to jump directly to specific areas within the document or to related documents. The information it contains is new. There are [definitions](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#DEFININTIONS) for terms that may be unfamiliar. This communication has been developed as Information and Guidance rather than Policies and Procedures. The development of Policies and Procedures communications will continue, but on a more selective basis. Information and Guidance communications are a new means of sharing information with all WorkSource Washington staff. This includes partner staff as well as ESD staff. Information and Guidance communications are not prescriptive or directive. They are provided to inform and guide.The development of local Policies and Procedures or other directives related to this or any other administrative Information and Guidancecommunication is at the discretion of the Workforce Development Councils (WDCs)/local partnerships.[Background](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#BACKGROUND) | [Utilizing the Job Hunter Workshop Series](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Utilizing) | [Group Services](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Group Services)[Orientation and Assessment](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Orientation) | [Skills Identification](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Skills) [Employment Applications and Rsums](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Applications) | [Knowing YourselfSkills and Abilities Analysis](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Skills) | [Recording Services](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Recording) | [Staff Training](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Training)**Background**Historically, [group job search assistance](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Group) has been provided through the federally defined job search workshops (a minimum of 6 hours of classroom participation) and job finding clubs (up to five additional days of structured, supervised work search activity). Over the last several years, these two services, particularly the job finding clubs, were rarely utilized by local service delivery sites. Most job search assistance was provided one-on-one. Recently, a new series of job search instructional modules was developed that meets the needs of most job seekers. This new approach is the Job Hunter Workshop Series. The modules in the Job Hunter Workshop Series were designed so that they could be used by any interested party who shares ESD's commitment to provide group level job search assistance. The workshop modules are appropriate for all job seekers who need and want such services. The quality of the information provided in the modules empowers job seekers to operate independently and with more confidence.The workshop modules respond to the concepts of universal access and customer choice, and are a good fit with the service delivery strategies associated with the Workforce Investment Act (WIA) and the one-stop service delivery system. This particular type of group job search assistance is also appropriate as a core service in the inverted pyramid service delivery model adopted by Washington State. Finally, the use of group services streamlines the service delivery process thereby allowing point-of-service to redirect one-on-one services to those customers who clearly demonstrate a need for more intensive services.Although the Job Hunter Workshop Series was developed and tested as a part of the Claimant Placement Program (CPP) redesign, it is now a part of the Labor Exchange and of the larger service delivery system. Even though ESD developed the modules, they are not considered to be proprietary and ESD does not claim sole rights to their use.**Utilizing the Job Hunter Workshop Series**Due to fund source expectations, CPP requires the use of a modular approach when providing group job search assistance to Unemployment Insurance (UI) Claimants. Local service delivery sites may use the Job Hunter Workshop Series or any similar vehicle that meets the established [Job Hunter Quality Standards](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Series). Any interested job seeker is allowed to participate in the workshop modules and all point-of-service staff are encouraged to refer their customers (e.g., Veterans, Migrant and Seasonal Farmworkers [MSFWs], Dislocated Workers, etc.) to the workshop modules whenever such referral would benefit their customers. The actual extent to which the Job Hunter Workshop Series is utilized is to be determined by local Management.**Group Services** - Group services are provided to all interested job seekers through the use of the Job Hunter Workshop Series or any similar vehicle that meets the established Job Hunter Quality Standards. The seven modules in the Job Hunter Workshop Series were designed and developed by CPP administrative staff through collaboration with point-of-service staff to meet the need of accessing a group level job search assistance service vehicle. The modules are (1) three to three and a half hours in length; (2) flexible in their design and use; (3) provide open entry and open exit; (4) allow customer choice; (5) are available in Spanish and (6) are available in sight-impaired materials (Braille, Large Print and Audio Tape). Hands-on learning of computer assisted job search activities supports movement from the group service level into the more independent self and facilitated self-service levels. Local innovation, flexibility, and creativity in the design and delivery of the workshop modules is encouraged as long as the quality standards are not compromised. Claimants scheduled to attend the Orientation and Job Search Preparation (Module 1) are recorded into SKIES through the Mass Call In form under Job Seeker selection from the SKIES' Main Menu.   **NOTE:** Job Finding Clubs are an excellent follow-up to information attained during the Job Hunter modules.**Module 1 -** **Orientation and Job Search Preparation** - Participants are introduced to information about the employment and training resources available at the local service delivery site and in their community. They are provided an overview of the additional six modules in the Job Hunter Workshop Series and an assessment ([Job Search Readiness Inventory [JSRI]](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#jsri)) to help them select the workshop modules that would be of the most benefit to them. They also engage in a goal setting exercise.It is at this point that decisions are made by participants as to whether or not they would benefit from attendance in additional modules, or proceed directly to self-service or facilitated self-service. It is also possible at this point that a participant may demonstrate an inability to participate in self-service, facilitated self-service, or group services, or need a particular service that cannot be provided except through a one-on-one (intensive) process (e.g., Individual Employment Counseling, etc.). Participants can always return to the self-service, [facilitated self-service](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#facilitated), or group service approaches once their more intensive needs have been addressed.Attendance for Module One is recorded in SKIES under Job Seeker core services Module 1 Orientation and Job Search Preparation.  The service must be recorded in the job seeker's record the same week as the attendance to Module 1 occurs.**Module 2 -** **Knowing Yourself -** Job seekers are continually faced with change and choices.  Learning "who you are " can effect how the job seeker will plan, control and shape their life.  Participation in this interactive workshop assists the job seeker to gain new and exciting information about themselves.One of the first steps in the job search is to be clear about who job seekers are.  In other words, what is it that they are marketing to an employer? Participants will examine their interests, learning styles, personality types and values.  Participants will explore their decision-making styles and evaluate their ability to establish and commit to a goal.  Participants will learn how to combine all of this information to design a more effective job search.Attendance for Module Two is recorded  under Job Seeker core services as Module 2 Knowing Yourself.**Module 3 -** **Skills and Abilities Analysis** - Most job seekers recognize, but are unable to actually name the skills and abilities they learned through their work and life experiences. Being able to name their skills and abilities allows them to develop examples that demonstrate the actual use of their skills and abilities. This, in turn, enables them to better communicate their desirability to employers and demonstrate a match with a particular employers needs.Participants in this module will develop a foundation for job search related communications. They will identify and develop examples demonstrating their personal (self-management) skills, work related skills, and transferable skills. They will receive an introduction to and hands-on experience with computer assisted job search software (i.e., [Choices CT](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Choices)). This module consists of approximately ten minutes of introductory lecture and then moves on to exercises developed to identify self-management and work related skills. There is also approximately one hour of hands-on computer experience in identifying and printing transferable skill lists and corresponding occupational lists. Workbook materials support hands-on learning exercises and provide easy to follow Choices CT instructions.Upon completion of this module, participants will have a list of their top skills, written examples demonstrating the use of the identified skills, and a list of occupations that utilize those skills. The skills list can also be used in additional modules as it will contribute to completing employment applications, rsums, and preparing for interviews. The occupations list produced by Choices CT expands job opportunities by creating additional options for work. The occupations list can be used in the Labor Market module as it works in conjunction with software that identifies employers in regions that hire in specific occupations. As a result, participants will be able to use their list of occupations to identify employers in their area that hire for those occupations.Attendance for Module Three is recorded  under Job Seeker core services as Module 3 Skills & Abilities Analysis.**Module 4 - The Job Market** - Researching and knowing what is available in any given labor market helps job seekers with their individual preparation, focus, and expedites their job search.Participants in this module will learn how to locate employers that hire in specific occupations within their individual labor markets. They will use computer software to develop a list of employers that typically hire within specific occupations. They will learn who and how employers hire. This will give them an opportunity to target their top skills when presenting themselves to an employer. This module consists of brief lectures interspersed with learning activities and exercises. Participants will receive guided instruction and practice time on a PC to obtain employer information.Upon completion of this module, participants will know how to make their job search efforts more specific and effective. They will have a preliminary list of employers and employer contact information within a personalized search area. They will be equipped to conduct employer research that will, in turn, contribute to their ability to demonstrate an appropriate job match to a selected employer.Attendance for Module Four is recorded  under Job Seeker core services as Module 4 The Job Market.**Module 5** **- Effective Job Search** - Most job seekers lack up-to-date information regarding the methodologies for conducting a successful and effective work search. They are also unpracticed in how to contact employers and in how to best present themselves.Participants in this module will be provided sound information on the most effective job search techniques and preparation for conducting a job search. This module consists of brief lectures interspersed with learning activities and exercises. Participants will be provided an introduction to and practice in job search preparedness, including basic organizational skills, basic communication and oral presentation skills, and effective job search methods including computer assisted job search. They will also receive basic operating instructions and hands on experience using the Internet as an effective job search tool. They will be given the opportunity to develop and practice delivering one-minute commercials (brief high impact employer presentations) about their skills, abilities, and value to an employers business.Upon completion of this module, participants will be more competitive and a step ahead of the average job seeker. They will know how to conduct a work search, what employers are looking for in job applicants, and how to best present themselves to employers in a highly desirable manner.Attendance for Module Five is recorded  under Job Seeker core services as Module 5 Effective Job Search.**Module 6** **-****Applications and Rsums** - (Attendance in the Skills Identification module is encouraged). Many job seekers are unfamiliar with employer expectations and how to present themselves competitively on paper or electronically. Many are also unfamiliar with how to post an electronic rsum and how various software packages can be used to produce a professional quality rsum.Participants in this module will develop and practice their job search-related written communication skills. This will instill an understanding of employer expectations surrounding self-presentations. This module consists of brief lectures interspersed with learning activities and exercises. While in class, participants will prepare a master job application and rsum worksheet.Upon completion of this module, participants will know how to organize and communicate their skills and abilities to an employer in a way that stands above the average job seeker. They will be able to produce a high-quality professional rsum without paying an outside source. They will know what an employer is looking for in an employee and how to present themselves. They will gain knowledge in using technology to contact and communicate with prospective employers. They will have a master job application for use in the real world; a rsum worksheet that will provide the basis for preparing their real world rsum; and information about where to access public computers for formal, final preparation. Finally, they will be provided access to a PC and software (including WinWay Rsum Maker) in the sites resource area.Attendance for Module Six is recorded  under Job Seeker core services as Module 6 Applications and Resumes.**Module 7** **-** **Interviewing** - (Attendance in the Skills Identification module is encouraged). Public speaking is the number one fear of most Americans. Public speaking includes a job interview. Most job seekers benefit greatly from developing an understanding of the context of job interviews and practicing their interviewing skills.Participants in this module will develop and practice their job search related oral communication skills. They will learn what to expect within a job interview setting; what employers are expecting to learn from a job interview; and how to respond to frequently asked and difficult to answer interview questions. They will also develop an awareness of and appropriate behavior around non-verbal messages. This module is presented via lecture, and an in-depth review and discussion around the interviewing process. Participants will practice responding to typical questions by developing written responses. They will hone their oral presentation skills by participating in mock interviews (possibly video taped where facilities and staffing allow). The curriculum also supports optional approaches to the issues of videotaping.Upon completion of this module, job seekers will know what employers expect to learn during job interviews. They will have had an opportunity to practice their interviewing skills within a supportive environment and receive appropriate feedback. If they had the opportunity to video tape their practice interviews, they will be more aware of their personal habits and presentation styles.Attendance for Module Seven is recorded  under Job Seeker core services as Module 7 Interviewing.**Recording Services**Record attendance at workshops as a service for any participant, regardless of program affiliation.  Services will be recorded on the same day or at least by close of business (COB) on Thursday the same week the service is provided to support customer tracking and performance evaluations. The referral process for UI claimants to Module 1 Orientation and Job Search Preparation is tracked by the Mass Call In entries. The profile list is correlated to a single service delivery site.  Users assigned to multiple offices will designate the appropriate site during sign on in order to generate the corresponding list.Record services for attendance in any of the seven Job Hunter Modules under the Job Seeker core services by selecting Module 1- Orientation and Job Search Preparation, Module 2 - Knowing Yourself, Module 3 - Skills &  Abilities Analysis, Module 4 - The Job Market, Module 5 - Effective Job Search, Module 6 - Applications and Resumes, Module 7 - Interviewing.**Staff** **Training**Quality group services require highly trained, highly professional staff. The WorkSource Operations Division has developed training to equip point-of-service staff with the necessary tools to provide high quality group job search assistance. Partners’ staff are also encouraged to participate in the training when appropriate. WorkSource Operations Division Training staff will make every effort to coordinate and deliver all requisite training in a timely manner.**DEFINITIONS**[Choices CT](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Choices) | [Facilitated Self-Service](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Facilitated) | [Group Services](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Group)[Job Search Readiness Inventory](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#JSRI) | [Workforce Explorer](http://www.wa.gov/esd/1stop/policies/documents/4022.htm#Workforce Explorer)1. **Choices CT** - Choices for Career Transitions (Choices CT) is computer software that provides job seekers with a vast array of information to help them through various career exploration, decision making, planning, and transition activities. Choices CT provides job seekers with a solid information foundation, a structured search strategy, a career planning process, and assistance in developing a plan.
2. **Facilitated Self-Service** - A service strategy wherein job seekers are provided access to self-service resources at a WorkSource site or at any other Labor Exchange site generally through a dedicated Resource area. Because this may be many job seekers first exposure to self-service tools and computer-based systems, one or more staff are assigned to assist those job seekers who need help in using the resources. These staff interact with job seekers, as needed, to facilitate their job search using the resources provided (e.g., personal computers, word processing and/or resume writing software, fax and copy machines, etc.), and online access to Internet-based tools (e.g., America's Job Bank (AJB), America's Talent Bank (ATB), America's Career InfoNet, [go2worksource.com](http://worksource.wa.gov/), etc.). After being shown how to use the resources and tools, many customers are able to use them in the future without additional assistance both on-site and at other locations with access to the Internet (e.g., schools, libraries, home, etc.).
3. **Group Services** - A service strategy wherein groups of job seekers are provided the skills necessary to find and secure their own jobs. This is accomplished through at least seven modules in the Job Hunter Workshop Series or a comparable series that is consistent with Job Hunter Quality Standards. This can also be accomplished through the use of federally defined job search workshops (minimum of 6 hours of classroom participation) and job finding clubs (plus up to five additional days of structured, supervised work search activity).    The modules in the Job Hunter Workshop Series are of variable duration and are conducted as a series of topics from which job seekers can pick and choose. Local innovation, flexibility, and creativity in the design and delivery of the workshop modules is encouraged as long as the quality standards that were developed and agreed to by the CPP Design Team are not compromised. The workshop modules do not qualify as Job Search Workshops or Job Finding Clubs by federal definition.
4. **JSRI** - A Job Search Readiness Inventory (JSRI) is a self-scoring assessment tool that enables job seekers to identify their specific needs regarding job search education and tools. The inventory will indicate a job seeker's work search knowledge strengths and weaknesses. The tool acts as a link between a job seeker and available specific workshop modules that address identified needs. (The current JSRI does not meet this definition. Grant monies have been received to develop a more comprehensive JSRI).
5. **Workforce Explorer** - Provides customers labor market information, including supply and demand data for occupations, wages by occupation, the occupations found within each industry, lists of industries, wages for each occupation by industry and lists of local employers in each industry.  All of this valuable information for job seekers who want to identify potential employers.  Workforce Explorer displays the most recent data and offers articles about employment as teaser for users to explore.

**WEB SITE**[http://www.wa.gov/esd/policies/](http://www.wa.gov/esd/policies/default.htm)**REFERENCES**The Workforce Investment Act (WIA) of 1998, Public Law 105-220 (WorkSource); the Wagner-Peyser Act as amended by WIA (Labor Exchange); the Americans with Disabilities Act (ADA) (Persons with Disabilities); the Social Security Act, Sections 303(a)(10) and 303(j) (UI Claimants); Title 38, USC, Chapters 41 and 42 (Veterans); the Code of Federal Regulations (CFR), Title 20, Chapter V, Part 652 (Labor Exchange), Parts 653 and 654 (MSFWs), Part 655 (H-2A),and Chapter IX, Parts 1001 and 1005 (Veterans); the Revised Code of Washington (RCW) Chapters 49.60; 50.12.210 (Persons with Disabilities); 50.62, and 50.24, Sections 50.20.010, 50.20.011, 50.20.230, and 50.20.240 (UI Claimants); and the Washington Administrative Code (WAC), Chapter 193.180 and 192.23.019 (UI Claimants).**SUPERSEDES**This communication cancels and supersedes Information and Guidance # 4022, Job Hunter Workshop Series, dated 07-25-00, and all draft policies, procedures, and other publications related to the Job Hunter Workshop Series.**DIRECT INQUIRIES TO:**Barbara KorstEmployment Security DepartmentEmployment and Career Development DivisionP.O. Box 9046, Mail Stop 6000Olympia , WA 98507-9046E-Mail: bkorst@esd.wa.gov            Telephone: (360) 438-4615Fax: (360) 438-4014**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****The Job Hunter Workshop** **Series****Quality Standards****MODULE CONTENT: Topic and Delivery Integrity**The Job Hunter Workshop Series is comprised of a variety of modules that incorporate activities based adult learning principles. It is founded on current research, which indicates that most adult learners respond positively to activities based learning. In addition, the design supports the service delivery goals of providing universal access and customer choice. A significant element in the design is that learning participants receive hands-on training in resource area software. Hands-on learning meets the needs of a majority of learning styles and supports the goal of labor exchange (i.e., movement toward self-sufficiency in work search and the use of other facility services).Each module in the current series consists of brief topical overviews that introduce learning concepts. Hands-on practice is achieved through participation in a variety of activities that encourage incorporation of the processes into the participant’s individual search for work. As technological advances begin to alter traditional work search methods, it becomes necessary for job seekers to learn the tools to become self sufficient with electronic job search. Therefore, the use of computer assisted job search techniques are incorporated wherever possible.All staff, including leadership, local partners, the administrative office program unit, and workshop facilitators share a responsibility to ensure the integrity of quality services to job seeking customers. A consistent and regular display of professionalism upholds that quality and supports the integrity of the workshops, ESD, and the partnerships.**At a minimum, the workshop modules:**Address the following minimum topics:1. Goal setting, job search planning, evaluation of individual job search practices;
2. A personal assessment of job search readiness (see “Support additional elements” below);
3. Reference and access to community and center services and job search support resources;
4. Identification of and, written and oral communication of personal and work-related skills;
5. A job seeker’s role within the post-industrial job market;
6. Job search activities such as networking and direct employer contacts;
7. Evaluation of effective vs. typical job search activities;
8. The employer perspective in relation to application and resume review and, hiring interviews;
9. The purpose for and methods of application and resume completion, thank-you and cover letters;
10. Researching job markets and employers through electronic and in-person activities;
11. Verbal communication practices; and
12. Job Interviewing purposes and methods.

Support additional elements to include:1. Marketing principles and techniques that will encourage continued voluntary participation in additional modules as well as use of community and center resources; and
2. Meaningful measurement and accurate evaluation of job search readiness that:
	* Identifies particular areas where a job seeker would benefit from job search preparation; and
	* Allows the participant to develop a personalized motivation toward active participation that will fulfill the identified need.

Be delivered in a manner that preserves the integrity of adult learning principles. Specifically:1. Approach delivery of material from the perspective of the job seeker;
2. Encourage job seekers to approach the job search from the perspective of the employer;
3. Utilize activity based learning that promotes and encourages pro-active job search attitudes and behavior; and
4. Offer hands-on experience in the use of computer assisted job search software with no more than two individuals sharing a single terminal during a training session.

Be delivered in an atmosphere of integrity and professionalism:1. Materials that are consistent in design and printed “master quality” originals;
2. Materials that are consistent with and support program concepts;
3. Content that is delivered within a positive and encouraging framework;
4. Facilitators model professional dress, behavior and attitudes;
5. Training room environments that are professional in dcor and arrangement; and
6. Each module is delivered with sufficient time to fully incorporate and support program concepts.

A well-equipped resource area is a vital and integral program component that supports client self-sufficiency and provides tools that support job search.**MODULE FACILITATION:** **Staff Knowledge and Abilities**The Job Hunter Workshop Series challenges the notion of traditional trainership. As indicated by current consumer demand, lectures and information sharing no longer equate to value-added customer service. Therefore, foundational knowledge of job search processes and basic presentation is supplemented with significant knowledge of the service delivery model, adult learning principles, communication techniques, sophisticated levels of modern trainership as well as the ability to operate and instruct the use of computer software programs.Module facilitators are the walking ambassadors of the emerging WorkSource system. Developing a comprehensive understanding of the Job Hunter Workshop Series model and its role within the larger perspective of the WorkSource inverted pyramid service delivery model allows staff to accurately and positively relate to all services. This knowledge enhances the ability to educate and inform community partners, internal and external customers, and the general public. Module facilitators are grounded in and possess sufficient knowledge of:1. The inverted pyramid style of service delivery;
2. All policies and procedures related to the delivery of services of Labor Exchange, the Claimant Placement Program and WorkSource; and
3. Partner, community and center services and resources;
4. How to establish and maintain a productive learning environment to include:
	* Group dynamics;
	* Behaviors of effective trainers;
	* Interpersonal communication theories and techniques;
	* Training styles, techniques and tools; and
	* Levels of trainership.
5. How to relate to the individual as a learner to include:
	* Characteristics of adult learners;
	* Learning styles;
	* Working with challenging learners; and
	* Evaluation of learning.
6. Resource area management;
7. Computer operation and computer assisted job search software programs; and
8. Basic marketing principles and techniques.

In addition, facilitators utilize the most current job search concepts and practices in delivery of the workshops. Therefore, module facilitators are grounded in and possess sufficient knowledge of:1. Basic job search related concepts to include:
	* Effects of job loss on the individual and family unit;
	* Job seekers' role within the post industrial labor market;
	* Employer expectations of the job seeker in the post industrial market;
	* How employers make hiring decisions;
	* Goal setting concepts and practices;
	* Job seeker self-evaluation process and practices; and
	* Identification and demonstration of personal, work related and transferable skills and abilities.
2. Concepts and practices of effective job search techniques to include:
	* Job search planning techniques and effectiveness tracking;
	* Evaluation and implementation of useful and effective job search methods;
	* Networking; and
	* Employer contacts by phone and in-person.
3. Concepts and practices of an electronic job search to include:
	* Use of technology and software to identify skills;
	* Access labor market information;
	* Use of the internet to seek employer information including job openings and employer research; and posting and sending of electronic resumes; and
	* Use of resume template software.
4. Concepts and practices of written job search communications to include:
	* Employer perspective in relation to job search communications;
	* Purpose and construction of applications, resumes in relation to skill demonstration principles; and
	* Cover and thank you letters, and other correspondence.
5. Concepts and practices of obtaining and using labor market information to include:
	* Local labor market situations;
	* How to use labor market information to support the job search;
	* Accessing electronic labor market tools; and
	* Informational interviewing to obtain labor market information and conduct employer research.
6. Concepts and practices of job interviews:
	* Employer expectations of the interview process;
	* Awareness and development of verbal and non-verbal communication skills;
	* Process of developing and building interview responses based on skill demonstration principles; and
	* Mock interviewing.

**MODULE EVALUATION:** **Measurement and Assurance of Quality**The Job Hunter Workshop Series represents a core development product to provide job search education and assistance to all job seeking individuals including the four targeted populations – Unemployment Insurance Claimants, Migrant and Seasonal Farmworkers, Veterans and Persons with Disabilities. Designed to operate within the WorkSource service delivery environment, a basic tenet is the complete immersion in the philosophical undertaking of continuous quality improvement. Toward that end, periodic measurement and evaluation of the module delivery is an integral and necessary practice. Because evaluation and assurance of quality is an aspect of service delivery that extends far beyond the delivery of job search group services, it is understood that there are a variety of practices running concurrently. These standards and consequent need for evaluation are narrowly defined solely in relation to delivery of the job search modules. Depending upon locale, job search modules may be restricted to the basic core of the original series or extend significantly beyond to include a variety of other workshops or group style services. Therefore, measurement, evaluation, and assurance of quality extend to the level necessary to cover all reasonable and applicable services.At a minimum, service delivery sites:1. Measure and evaluate the quality and effectiveness of service delivery at least two times per year;
2. Use data and evaluative results to determine need for and commencement of improvement processes; and
3. Share evaluative data as reasonable with exchange partners i.e.; staff, community partners, regional administration and the administrative program unit.

At a minimum, measurement and evaluation consists of:1. Internal self-assessment and evaluation through use of a rating scale measurement tool or other equally effective model measuring at least:
	* Module Content – topic and delivery integrity.
	* Module Facilitation – staff knowledge and abilities.
2. Solicitation of customer feedback in regard to overall service satisfaction and specifically in relation to the learning value of individual modules (suggested tools – customer satisfaction surveys and evaluative questionnaires); and
3. Staff assessment of workshop delivery effectiveness and learning value of individual modules (suggested tools – rating scale measurement tool or other equally effective model).

These Quality Standards are intended to work in conjunction with other quality assurance efforts surrounding service delivery within the WorkSource service delivery model. They are specific to the delivery of the Job Hunter Workshop Series as well as any locally designed or modified version. They are deliberately limited in scope yet, can apply to a broadened base of application if any service delivery site so chooses.

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