



# workforcedevelopment program

IN PARTNERSHIP WITH PRINCE GEORGE'S COMMUNITY COLLEGE

*Equipping High Road Students with Job Skills & Career-Readiness  
Training for Productive & Rewarding Futures*

# Introduction



## High Road's Workforce Development Program:

- ◆ Provides students with **professional training & hands-on work experience** in key career fields
- ◆ Equips students with **certifications** that enhance their attractiveness to potential employers
- ◆ Increases **student employability & skill levels**
- ◆ Complements other aspects of our **comprehensive Transition Services curriculum** (including career interest surveys, vocational coursework, résumé & portfolio creation, job interview skills, community-based mentorships/internships, on-campus simulated employment opportunities)

# In Partnership with PGCC



This new program is a joint effort with Prince George's Community College



PRINCE GEORGE'S  
COMMUNITY COLLEGE

*Workforce Development and Continuing Education*

[http://www.pgcc.edu/Programs\\_and\\_Courses/Continuing\\_Education\\_Offerings.aspx](http://www.pgcc.edu/Programs_and_Courses/Continuing_Education_Offerings.aspx)



HIGH ROAD  
SCHOOLS

# Partnership Features



- ◆ High Road has been operating in Prince George's County for 15 years – already a **successful collaboration**
- ◆ High Road is the **only non-public** in PGC partnering with the college on this program
- ◆ Students from **all High Road Schools in both MD & DC** can qualify and participate
- ◆ Training programs **delivered** both at High Road Schools (mostly Largo location, but sites will vary) and on PGCC campus
- ◆ Trainings conducted by **certified instructors** provided PGCC
- ◆ **Program flexibility** allows for meeting the needs of individual schools and not interfering with students' educational coursework & regular academic curriculum



# Curriculum Components



- ◆ All participating students commence the program with required **Career Essentials** curriculum:
  - ✧ 26-Hour Customer Service Course
  - ✧ 18-Hour Microsoft Word 2013 Mastery Course
  - ✧ This certified course provides foundational background & skills transferable to any field
- ◆ **Three certification-bound vocational tracks** currently available:
  - ✧ Hospitality
  - ✧ Child Care
  - ✧ IT Academy
- ◆ **Additional vocational tracks** will be added as Workforce Development Program progresses

T R A C K 1

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# HOSPITALITY



# Track #1: Hospitality



## General Program Information:

- ◆ Hosted by PGCC's **Hospitality, Tourism & Culinary Arts Institute**
- ◆ Offers training & certifications in **Front Desk, Maintenance, and Food & Beverage**
- ◆ Class limit of 5 (minimum) to 15 (maximum) students to ensure **personalized attention & instruction**
- ◆ High Road is on PGCC **Hospitality Advisory Board**, allowing our Transition Coordinators to network with businesses in the field & facilitate job opportunities for our students
- ◆ Multi-Component “**Hospitality Express**” Job Training Program:

# Track #1: Hospitality



## Four-Component Program:

### ① **START (Skills, Tasks, and Results Training):**

- ◆ Curriculum developed by American Hotel & Lodging Association
- ◆ (1) Provides specific skills training en route to professional certifications; (2) prepares students for entry-level lodging positions; and (3) promotes confidence & positive work ethics
- ◆ Divided into three units: Hospitality Express I, II & III covering numerous specialty areas (e.g., reservationist, bell attendant, guestroom attendant, laundry attendant, PBX operator, etc.)
- ◆ Students must complete all three units
- ◆ Upon passing final exam, certification granted by American Hotel & Lodging Association
- ◆ Following 90 days of employment in entry-level hospitality position, program graduates are eligible for additional professional certifications from American Hotel & Lodging Educational Institute

# Track #1: Hospitality



## Four-Component Program:

### ② ServSafe Food Handler Program:

- ◆ Covers five key areas: (1) Basic Food Safety; (2) Personal Hygiene; (3) Cross-Contamination & Allergens; (4) Time & Temperature; and (5) Cleaning & Sanitation
- ◆ Successful completion of course & exam results in national certification from the National Restaurant Association

### ③ Customer Service Training Curriculum:

- ◆ Teaches students how to demonstrate knowledge and skills & incorporates core values of brand awareness and of how customer service workers affect company profits/reputation and customer satisfaction
- ◆ Successful completion of course & exam results in national Customer Service & Sales Certification from the National Federation of Retail

# Track #1: Hospitality



## Four-Component Program:

### ④ Bring Your A Game:

- ◆ Adds the element of essential values, not just learned skills, to successful employment
- ◆ Uses cutting-edge methodology to develop seven foundational work ethic behaviors: (1) Attendance; (2) Appearance; (3) Attitude; (4) Ambition; (5) Acceptance; (6) Accountability; and (7) Appreciation
- ◆ Based on proven learning model developed by nation's best workforce development & education professionals
- ◆ Designed to establish lasting change in the workplace to meet managers' demands & expectations
- ◆ Successful completion of course & exam results in certification from the Center for Work Ethic Development



# Track #1: Hospitality



## PROGRAM OUTCOMES

### Prepares Students for Employment In:

#### Sample Industries

- ◆ Hotels & Resorts
- ◆ Restaurants & Clubs
- ◆ Cruise Lines
- ◆ Food Sales & Distribution
- ◆ Food Services
- ◆ Convention & Visitors' Bureaus
- ◆ Conference Centers
- ◆ Travel & Tourism
- ◆ Sports Stadiums & Arenas
- ◆ Theme Parks

#### Sample Jobs

- ◆ Lodging & Hotel Staff
- ◆ Front Desk Representatives
- ◆ Receptionists & Reservationists
- ◆ Meeting Planners
- ◆ Bell & Guestroom Attendants
- ◆ Food & Beverage Servers
- ◆ Hospitality Supervisors
- ◆ Maintenance Workers
- ◆ Laundry Attendants
- ◆ Public Space Cleaners
- ◆ Customer Service Specialists



T R A C K 2

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# CHILD CARE



# Track #2: Child Care



## General Program Information:

- ◆ Hosted by PGCC's Continuing Education Offerings: **Early Childhood Education & Child Care**
- ◆ For students interested in working in the **day care industry** & other agencies/organizations providing services to children
- ◆ Courses **meet the Maryland Child Care Credential requirements** established by MSDE OCC (MD State Department of Education, Office of Child Care)
- ◆ Credentialing courses organized into topic areas that cover the **“core of knowledge”**:
  - ✦ Curriculum
  - ✦ Child Development
  - ✦ Health, Safety & Nutrition
  - ✦ Community
  - ✦ Professionalism
  - ✦ Special Needs

# Track #2: Child Care



## Lead Teacher Certification:

- ◆ In addition to more general areas of child care certification, students can earn more specific **Lead Teacher Certification**
- ◆ This **90-hour certification program** consists of:
  - ✧ **45-hour Child Growth & Development course** (which covers child development from birth to age 12)
  - ✧ **45-hour Curriculum Development course** for at least one other age group:
    - Infant/Toddler (from birth to 2 years old)
    - Preschool Curriculum/Activities (ages 3–5)
    - School-Age Curriculum (ages 6–12)
- ◆ Lead Teacher Certification also requires **9-hour Communication Skills for Child Care Providers course**

T R A C K 3

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# IT ACADEMY



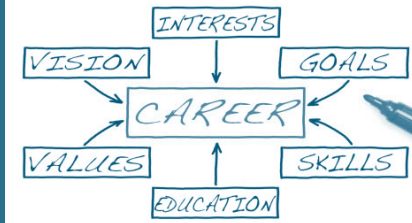
# Track #3: IT Academy

## General Program Information:

- ◆ Hosted by PGCC's Continuing Education Offerings: **Computers & Information Technology: MS-Office Application**
- ◆ Students in this program can earn **continuing education certificates** in:
  - ✧ **Entry-Level Administrative Assistant**
  - ✧ **Microsoft Office Suite** (including MS Word, Excel, PowerPoint, Outlook, Publisher)



# Track #3: IT Academy



## Further Opportunities:

- ◆ For those students who are well-suited to a career in the computer field and who wish to continue their education through PGCC's IT curriculum, options beyond the admin assistant and MS Office certificates include certifications in:
  - ✧ Help Desk Technology
  - ✧ Web Design & Management
  - ✧ Networking
  - ✧ Computer Hardware
  - ✧ Information Security



# Additional Information

- ◆ Student selection & eligibility will be determined by High Road Schools
- ◆ Program frequency, length & scheduling will be jointly determined by HRS & PGCC
- ◆ High Road will provide staff on the premises of trainings to address any behavioral issues that may arise
- ◆ Certification programs can be mixed & matched to best meet HRS needs
- ◆ Students struggling to pass certification exams will receive additional support, like modifications to help them complete the program and the chance to retake exams
- ◆ Other options being explored: PGCC's QUICK START Program and PGC Public Schools Choices & Pathways option



# Any Other Questions?



# Contact Information



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