

## Lancaster County Call Center Training

### Step-by-Step How To Apply

**Admission into the Call Center Customized Training is a very simple process. Contact is initially made with the Lancaster County One Stop (Employment Security Commission) by calling (803)-285-6966 and asking for Lori Taylor, Lead WIA Case Manager. WIA prospective participants will be required to become certified for the WIA (Workforce Investment Act) Program.**

**Participants will follow these steps to successfully be enrolled into the Customized Training Course:**

#### Orientations:

- ✓ **STEP ONE:** Participants will be referred to WIA Orientation conducted by the Lancaster Co. One Stop. Orientations for WIA Participants will take place every Tuesday @ 10:00 am at Edwards Jones Building (905 North Main St. Lancaster SC 29720). Class size is 15.
- ✓ **STEP TWO:** Participants will receive information about the WIA/Customized Training and given a WIA packet.
- ✓ **STEP THREE:** Brenda Odom (York Technical College) will perform the Work Keys testing (Locating).
- ✓ **STEP FOUR:** Brenda Odom (York Tech) will score the test that day and notify the One Stop Office (Lori Taylor) of participants' scores. Need to be a 4 or higher.\*\*

**\*\*The local One Stop will send out a letter to the participants who didn't score the required 4 on Work Keys. Participants can practice on the WIN Courseware online or by using other tools that can assist in improving their scores.**

- ✓ **STEP FIVE:** The One Stop will call participants with a score of a 4 or higher for certifications on Thursday.
- ✓ **STEP SIX:** Copies of the files will be sent to York Tech WIA Department.
- ✓ **STEP SEVEN:** Case Managers at York Tech will take over the file in VOS and provide a voucher for the Continuing Education Department for registration into the class.
- ✓ **STEP EIGHT:** Contact with the clients to remind them of the training date.

#### Certifications:

Held every Thursday from 1:00 p.m.- 4:00 p.m. at the Edwards Jones Building  
Certification Team (Jan Thomasson, WIA Coordinator, One Stop, will use One Stop in a Box to certify the participants.)

#### Training dates:

**1st class July 20th - Aug 14th** Lancaster High School @ 8:30 a.m.

**2nd class Aug 24th - Sept 18th** Lancaster County Education Center, 1520 Pageland Hwy. Lancaster, SC (Thaxton Building)

**3rd class Sept 21st - Oct 16th** Lancaster County Education Center, 1520 Pageland Hwy. Lancaster, SC (Thaxton Building)

**Additional Classes will be scheduled.**