

CVS/APRI Workforce Initiative Course Syllabus

Mon – Fri. 3:30 - 6:30 p.m. (Summer Hrs. TBD)

Instructors:

James O'Connor	joconnor@accesspointri.org	401-941-1112 x117
Michelle Tougas	mtougas@accesspointri.org	x141
John Gomes	jgomes@accesspointri.org	x143
Brandi Ekwegh	bkwegh@accesspointri.org	x141

Program Description

CVS/APRI Workforce Initiative provides a broad introduction to job readiness. The course consists of six weeks of classroom instruction along with a two-week paid externship in a CVS store. The emphasis is on developing a general understanding of the skills necessary for obtaining and retaining employment, particularly in the retail and customer service fields. However, the concepts and skills covered in the course may be generalized and transferred to employment in other career fields.

Consideration is given to the standard prerequisites of finding the right job: e.g., the job search, resume' development, interviewing skills, navigating on-line job applications and situational judgement tests. Particular attention is given to the development and cultivation of soft-skills which are so essential for successful employment. Throughout the course students will receive hands-on instruction and practice in the many aspects of providing excellent customer service; handling money and making change; and learning how to operate a cash register. The course then ends with all participants using Google Chrome-Books to submit an online application which includes a virtual job tryout and situational judgement assessment for a job at CVS: applications are coded to identify students as participants of a CVS sponsored Workforce Initiative participant.

AIMS:

This course has three specific aims:

1. To introduce you to the discipline of job readiness with an emphasis on the development of soft-skills, customer service and overall employment preparedness
2. To encourage you to think deeply, critically and coherently about taking your place in the workforce
3. To help you establish the links between your job-readiness training and your network of supports in order to gain and retain employment

OBJECTIVES:

On completion of this course, the student should be able to:

1. Demonstrate fundamental customer service skills necessary for successful employment in a retail setting
2. Integrate fundamental soft-skills into their overall job readiness
3. Critically evaluate their interest, inclinations and talents for their compatibility with a career in retail and customer service
4. Identify careers (either in retail or non-retail) that match the students' talents and employment goals
5. Apply the concepts and skills covered in this course to actively applying for employment in retail and customer service or a career of their choice

Assessment Overview

6 Quizzes	Person-Centered Plan
Class Participation	Mock Interview(s)
Homework	Externship

Instruction Methods

Traditional Lecture –Instructor guided dialogue and conversation
Role Playing Activities
Video/PowerPoint
Collaborative Activities
Hands-on Learning Activities
Situational/ on the job training –externship

Schedule

	Mon	Tue	Wed	Thurs.	Fri
Week 1	Class Time: 3:30 – 6:30PM				
Week 2					
Week 3					
Week 4					
Week 5					
Week 6					
Week 7	CVS Externships: Not to exceed 40 hrs.				
Week 8					
Week 9	Review Externships/On-line Applications/Graduations				

Required Texts and Materials

Skills to Pay the Bills: Mastering Soft Skills for Workplace Success. U.S. Department of Labor's Office of Disability Employment Policy, 2012

I Want To Work. The Partnership for People with Disabilities at Virginia Commonwealth University, 2012

CVS Handouts and Training Material

A note book: to be used as a journal for class assignments

Google Chrome Book and I-Pad (provided by program and to be used in class only)

