

# Mass Workforce Issuance

---

**Workforce Issuance No. 14-27**

☐ Policy   ☒ Information

---

**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Manager

**cc:** WIA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** April 3, 2014

**Subject:** **cTORQ (Transferable Occupational Relationship Quotient) Train-the-Facilitator Workshop**

---

**Purpose:** To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the cTORQ Train-the-Facilitator training sessions scheduled for April.

**Background:** cTORQ allows career center staff to assist customers analyze transferability of job skills based on an analysis of previous work history in light of current labor market conditions. The software assists workers to move between occupations efficiently and to identify potential new employment options based on the transferability of their knowledge, skills, and abilities. The analysis provides a fit to compatible jobs based on O\*NET skill sets and allows real-time matches to several internet job search engines. Massachusetts specific labor market information has been uploaded to cTORQ. The LMI team will be conducting cTORQ Train-the-Facilitator training during the month of April.

The *cTORQ Train-the-Facilitator* training sessions will instruct career center facilitators on how to conduct a hands-on *Introduction to cTORQ* class for career center customers. After attending this training, attendees will understand how to conduct a TORQ Workshop including the key features of this LMI tool, how to answer commonly asked and difficult to answer questions regarding this tool, and explain the output of this tool. This workshop is a valuable tool that career centers can add to their workshop repertoire or update their current cTORQ workshop (where applicable) with the latest information on the cTORQ tool.

The *cTORQ Train-the-Facilitator* training will include some interactive content and discussions on best workshop delivery methods of cTORQ content for audiences of job seekers and individuals in career transition. Concepts such as knowledge, skills, and abilities (KSA's), transferrable skills, skills gap, and identifying opportunities to bridge the skills gap between occupations will also be discussed in these sessions. Upon completion of the *Train-the-Facilitator* training, attendees will also be given a Facilitator's Guide that will guide them through the steps of presenting an *Introduction to cTORQ* class to career center customers.

**\*There are pre-requisites for *cTORQ Train-the-Facilitator* training. Each of the following pre-requisites must be met prior to registering for this training:**

- *prior training in or experience with the cTORQ tool*
- *must be an experienced workshop facilitator*

### **cTORQ Train-the-Facilitator April Training Schedule**

Date	Class title	Time	Location	Special instructions
04/16/14	<i>cTORQ Train-the-Facilitator</i>	9:00 a.m. - 4:00 p.m.	Lawrence Heritage Place 439 S. Union Street. Building 2, Suite 106	Be prepared to present photo ID at the front desk.
04/22/14			Boston Hurley Bldg. Room 612 C&D	Be prepared to present photo ID at the security desk in the front lobby.
04/25/14			Framingham 1671 Worcester Rd.	Be prepared to present photo ID at the front desk.
04/30/14			Fall River 446 North Main St.	

Note: Seating is limited to 10 participants per session. It is recommended that you register early as seating is on a first come first serve basis. Refreshments will not be provided.

### ***Inclement Weather Policy***

- In case of inclement weather please call the Adverse Weather number 617-626-6277. If the agency is closed, then training will be canceled.
- If a public school in the city or town where the training is being held is cancelled, then the training is cancelled and will be rescheduled. In that instance please report to your regular assigned Career Center unless otherwise directed by the Adverse Weather line instructions.

### **Action**

**Required:** Please disseminate this information and assure that all appropriate staff registers for their choice of training dates. **The deadline for registration is April 11, 2014.**

Please complete the attached Registration Form (*use the attached form only*) and return to Helena Bucca at [hbucca@detma.org](mailto:hbucca@detma.org)

**Inquiries:** Questions regarding this training should be directed to Helena Bucca at [hbucca@detma.org](mailto:hbucca@detma.org) or 617-626-6467.

**Attachment:** Attachment A - Registration Form