

Mass Workforce Issuance

Workforce Issuance No. 14-51

☐ 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: June 20, 2014

Subject: **cTORQ (Transferable Occupational Relationship Quotient) – Next Steps:**
Using the Personal Employment Plan to Help Customers Find the Right Job.

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the next step in the sequence of cTORQ training sessions titled *cTORQ Next Steps: Using the Personal Employment Plan to Help Customers Find the Right Job*. This training is scheduled to take place at the Employment and Training Resources center in Framingham on July 23, 2014.

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 Labor Market Information Training and Development (LMI) Team will be conducting a training session that addresses the use of the Personal Employment Plan report (PEP) to assist job seekers plan their job search.

Training Description: The *cTORQ Next Steps: Using the Personal Employment Plan to Help Customers Find the Right Job* training session will provide staff the skills to work with customers to make sense of and use the PEP to improve job search strategies. This will help the customer to recognize transferrable skills and expanded job opportunities based on labor market information.

Upon completion of this training, attendees will understand how to use the PEP to help customers:

- develop or improve a resume
- overcome barriers created by unique job titles
- identify and correct job seeker-created employment barriers within work search activity tracking documents
- prepare for interviews and salary negotiations
- justify requests for training
- make referrals to various career center services

Upon completion of this training, attendees will also understand how to:

- use LMI and customized filters to improve a basic PEP
- use TORQ in conjunction with other LMI tools
- use the administrative functions within the cTORQ tool

***Prior attendance of an *Introduction to cTORQ* training is required to participate in the *cTORQ Next Steps: Using the Personal Employment Plan to Help Customers Find the Right Job*. This pre-requisite must be met prior to registering for this training.**

**cTORQ Next Steps: Using the Personal Employment Plan to Help Customers Find the Right Job.
July Training Schedule**

Date	Class title	Time	Location	Special instructions
07/23/14	<i>cTORQ Next Steps: Using the Personal Employment Plan to Help Customers Find the Right Job.</i>	9:00 a.m. - 4:00 p.m.	1671 Worcester Road Framingham, MA Lab 2	Please be prepared to present photo ID at the front desk.

Note: Seating is limited to 18 participants. Because space is limited it is recommended that you register early as seating is on a first come first serve basis. Refreshments will not be provided.

Action

Required: Please disseminate this information and assure that all appropriate staff register for this training. **The deadline for registration is July 18, 2014.**

Registration

Information: Please complete the attached Registration Form (*use the attached form only*) and return to Juliet Nelson at JNelson@detma.org.

Inquiries:

Questions regarding this training should be directed to Juliet Nelson at jnelson@detma.org or 617-626-5287.