

# Navigating the New NVTI



# Who Is Management Concepts?

Management Concepts is the nation's premier training provider of professional development, performance improvement, and human capital solutions for the public and private sectors.

- Founded in 1973; over 4 decades of experience and expertise
- During our 45-year history, we have delivered training and collaborated with government personnel
  - Federal
  - State
  - Local
  - International deliveries
  - More than 1M training hours to state & federal employees in 2017

Learn More about Management Concepts

- [www.managementconcepts.com](http://www.managementconcepts.com)
- [http://twitter.com/#!/mgmt\\_concepts](http://twitter.com/#!/mgmt_concepts)
- <http://www.linkedin.com/company/management-concepts>

# Our Role With NVTI

## Managing and administration of the NVTI Contract

- Received the contract award from DOL/VETS in the fall of 2016
  - Training and program management
  - Instructional design
  - Competency-based dynamic training and selection of delivery formats
  - Logistics and travel management
- Contract kick-off meeting at the National Program Office with DOL/VETS team
- Participation in the site visit and transition meetings with the prior vendor
- Delivery of legacy courses in early 2017
- Delivery of onsite training to states on request

# New NVTI Curriculum Development Process

## Approach to the task

- A true collaborative process was established during the planning phase of updating the NVTI curriculum. We received a sense of what the final products should look like and reassurance we were being guided by the appropriate learning objectives for each course. Direction and input was received throughout this process from:
  - DOL/VETS program management staff
  - Federal and state subject matter experts
  - Volunteer review committee consisting of DOL staff and members of the National Association for State Workforce Agencies (NASWA)
    - Several members also participated in course audits during pilot classes

# New NVTI Curriculum Development Process

## Approach to the task (next steps)

- Management Concepts' NVTI team performed in-depth job analysis activities to determine the training needs of NVTI participants. This data informed the instructional design team's recommendations to DOL/VETS for the new NVTI curriculum design.
  - Online job analysis survey was developed and deployed to all LVERs and DVOP Specialist as well as their supervisors
  - AJC site visits & focus groups (Georgia, Indiana, Arizona and Washington State)

# New NVTI Curriculum Development Process

Responses from the job analysis activity surveys revealed what the top three identified training needs were:

- Specific topics that needed to be covered in training [i.e. case management, laws, individual development plans (IDPs)]
- Implementation of more effective training format and delivery
- Implementation of refresher training

# Our NVTI Training Center Partner

## MicroTek

- As the industry's leading single source state-of-the-art training facilities and logistics provider, MicroTek has helped train more than one million participants in over 800 locations around the world.
- Benefits to NVTI
  - Full-time Management Concepts Student Services Manager exclusively for the NVTI program
  - Complimentary Wi-Fi
  - On-site technical support
  - Student computer stations
  - Café areas with unlimited beverages (juice, soda, coffee, water and tea)
  - Lunch provided onsite
  - Proximity to the hotel (all indoors)

# Our NVTI Hotel Partner

## Hilton Dallas Lincoln Center

- Our preferred lodging partner is the AAA four-diamond rated Hilton Dallas Lincoln Center Hotel. Located in the North Dallas area which is also home to Belt Line Road, known as 'Restaurant Row' which offers cuisines from every corner of the globe. Downtown Dallas is just eight miles away.
- Benefits to NVTI
  - The property offers accommodating guestrooms furnished with microwaves and refrigerators.
  - Late check-out for participants
  - Close proximity to the training center (all indoors)
  - Dallas Galleria Mall right across from the hotel (one of the premier shopping destinations in the DFW area)
  - Breakfast & Dinner provided onsite for participants





**National Veterans'  
Training Institute**

a DOLVETS Program

# National Veterans' Training Institute (NVTI) JVSG Required Curriculum



# The NVTI, JVSG Required Courses

**Prerequisite Online Courses** (must be completed prior to participating in a core competency development course)

- A Day in the Life of JVSG Staff in an American Job Center
- Legal Guidance Affecting Veterans' Employment Services
- Removing the Employability Gap for Veterans with Significant Barriers to Employment




## **Core Competency Development Courses**

- Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development
- Local Veterans' Employment Representative (LVER) Core Competency Development

*Must complete the four, role-specific required training courses within 18 months of hire date*

# Training Methods

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-  **Self-Paced:** eLearning that exists without instructor guidance or feedback, participants work alone
-  **Online:** An online university model with a participant cohort and instructor support; participants work on their own time but discuss and collaborate with others
-  **Classroom:** Live classroom classes offered at the NVTI training center in Dallas, TX

# Before Beginning the Curriculum

# Participant Support and Onboarding

## JVSG Primer

- Overview of DOL VETS, NVTI, Legal Guidance, and Roles and Responsibilities

## NVTI Student Essentials

- Deeper Dive into NVTI and JVSG Required Courses
- Participating in NVT Self-Pace Classes
- Participating in NVTI Online Classes
- How Do I Access My Certificates?
- NVTI Travel Information and Frequently Asked Questions

# NVTI Student Central

## Repository of Participant Learning Resources

- Overview of DOL VETS, NVTI, Legal Guidance, and Roles and Responsibilities

## NVTI Student Central Resources

- My Training
- Collaboration Space
- Resources
- Profile
- Transcript

# During Curriculum Completion

# Prerequisite Course 1: A Day in the Life of JVSG Staff in an American Job Center

## A Day in the Life of JVSG Staff in an American Job Center: 9635

- Jobs for Veterans State Grants (JVSG) staff are tasked with providing veterans with individualized career and training services, which can be a daunting undertaking. This course is a broad overview of how an American Job Center (AJC) operates, and the roles and responsibilities of each staff member, including DVOP specialists and Local Veterans' Employment Representatives (LVERs). Participants will experience a simulation and complete knowledge check activities to ensure understanding of an AJC's goals and processes.

### Self-Paced eLearning



DVOP and



LVER required



# A Day in the Life of JVSG Staff in an AJC

## Terminal Learning Objective

- Explain the intake, assessment, and referral processes for veterans at an American Job Center

## Enabling Learning Objectives

- Describe the mission/purpose of an American Job Center
- Describe the resources available in an American Job Center
- Explain the differences in “veteran” definitions as they related to services provided by an AJC
- Identify the different job roles found within an American Job Center



# Navigating NVTI Student Central for Self-Paced

- Launching
- Time Requirement

# Prerequisite Course 2: Legal Guidance Affecting Veterans' Employment Services

## Legal Guidance Affecting Veterans' Employment Services: 9636

- There are many guidelines and requirements that dictate working with veterans who are seeking employment. This course provides participants with information regarding important provisions of veteran-related legislation and regulations and the legal relationship between the DVOP specialist and LVER. Participants will examine the Veterans' Employment and Training Service (VETS) and the JVSG Program. Using Veterans' Program Letters, along with relevant TEGs/TENs issued by ETA and WIOA priority of service, participants will come to understand the role of DVOP specialist and LVER personnel in the One-Stop Delivery System at American Job Centers (AJCs).



**Online Cohort**



DVOP and



LVER required

# Online Cohort - Legal Guidance Affecting Veterans' Employment Services

- Lesson 1: Mission & Purpose of VETS, AJCs, and the JVSG Program
- Lesson 2: Legislation & Regulations Relevant to U.S. DOL/VETS' Authority
- Lesson 3: Legislation and Regulations Relevant to DVOP Specialists and LVERs
- Lesson 4: Veterans' Program Letters (VPL) with companion Training and Employment Guidance Letters (TEGLs) and Relevant TENs
- Lesson 5: The Workforce Innovation and Opportunity Act (WIOA) Priority of Service and the Integration of DVOP Specialists and LVERs into One-Stop Delivery System at AJCs
- Lesson 6: Statutorily-mandated Responsibilities of DVOP Specialists
- Lesson 7: Eligibility for DVOP Services
- Lesson 8: Statutorily-mandated Responsibilities of the LVER
- Lesson 9: Allowable Activities for LVER Staff
- Lesson 10: Performance Measures for DVOP Specialists and LVERs
- Lesson 11: Integrating DVOP Specialists and LVERs into the One Stop Delivery System
- Course Wrap-Up

# Prerequisite Course 3: Removing the Employability Gap for Veterans with Significant Barriers to Employment

## Removing the Employability Gap for Veterans with Significant Barriers to Employment: 9637

- One of the challenges that veterans may face when seeking job opportunities is significant barriers to employment (SBEs), which include issues like substance abuse, mental health issues, and homelessness. This course allows participants to examine the strategies for effectively developing working relationships with veterans, particularly those with SBEs. Participants will study examples of SBEs, discuss the perceptions others have of veterans, learn effective communication techniques to interact with veterans and employers, and explore the contents of an Individual Employment Plan (IEP).



**Online Cohort**



DVOP and



LVER required

# Online Cohort - Removing the Employability Gap for Veterans with Significant Barriers

- Lesson 1: Significant Barriers Employment
- Lesson 2: The Negative and Positive Perceptions of Veterans
- Lesson 3: Strategies for Building Rapport
- Lesson 4: Communication Techniques to Confirm SBEs & Other Employment Barriers
- Lesson 5: The IEP
- Lesson 6: Communicating Skills & Abilities to Civilian Employers
- Lesson 7: Necessities for a Successful Career
- Lesson 8: Resources and Strategies for Job Obtainment and Sustainment
- Lesson 9: Transferring Military Skills to New Career Settings



# Navigating NVTI Student Central for Cohorts

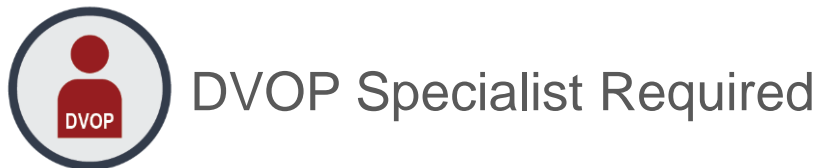
- Launching
- Course Main Page
- Navigating the Topics tab
- Investigating Required Assignments
  - eLearning
  - Discussions
  - Checkpoints
- Assignments Checklist
- Instructor Blog and Student Questions

❖ Time commitment

# Core Competency Course: Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development

## Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development: 9608

- Working with veterans is both a rewarding and challenging endeavor. This course provides DVOP specialists with the training, skills, and tools needed to assist veterans with finding and keeping meaningful employment. From building relationships with veterans to developing concrete plans that will enable veterans to transition from unemployment to following a career path, participants will engage in exercises, discussions, and activities that will prepare them to tackle the unique obstacles they face on the job..





# Classroom & Role Specific – DVOP Specialist Core Competency Development

## Learning Objectives

- Apply the duties that are associated with the DVOP specialist position
- Build relationships and rapport with veterans
- Evaluate the knowledge and skills of veterans
- Develop plans that will make veterans with significant barriers of employment (SBEs) career ready
- Execute the management of multiple cases
- Establish, facilitate, and/or maintain networking skills
- Apply critical thinking and problem-solving skills throughout job-related scenarios

# Core Competency Course: Local Veterans' Employment Representative (LVER) Core Competency Development

## Local Veterans' Employment Representative (LVER) Core Competency Development: 9609

- Local Veterans' Employment Representatives (LVERs) advocate for job-seeking veterans by serving as liaisons with employers and training providers. This course will empower LVERs to conduct a variety of outreach activities, thus facilitating employment opportunities for job-seeking veterans through their American Job Centers (AJC). Participants will create a personal plan for building productive relationships with employers and local businesses, revisit soft skills necessary for success, and learn to market veterans' skills and experience to potential employers. Participants are provided with the strategies and tools they need to help veterans gain and maintain meaningful employment.



**Classroom**



LVER required

# Classroom & Role Specific – LVER Core Competency Development

## Learning Objectives

- Implement the roles and responsibilities associated with the LVER position
- Develop skills for facilitating employment, training, and placement services furnished to veterans
- Apply strategies necessary for working with AJC staff to assist with career obtainment for veterans
- Execute the LVER's role as a business and marketing representative working directly with employers

# Cumulative Assessment

## Skills and Knowledge

- Traditional right/wrong, multiple choice testing device based on data from analysis, site visits, and course content
- Graded

## Situational Judgement Test (SJT)

- The assessment questions are complex, real-life scenarios. Participants may choose from 4 potential answers. One answer is the best answer, but few if any are wrong. The final 1/2 day of class is spent in discussion of the choices, reasoning, and outcomes.
- Ungraded

# After Curriculum Completion

# Resources Available After Curriculum Completion

- Transcripts with course content
- Communities of Practice
- Existing Courses
- Upcoming New and Significantly Revised Courses
  - Business Services (advanced LVER)
  - Revised Advanced Case Management
  - DVOP/LVER Collaborative Workshop
  - Intensive DVOP specialist training for LVERs (for emergency situations)
  - Grants Curriculum
    - Grants 101 online platform and curated content
    - Classroom courses with two tracks: Federal Grants Managers & Federal Grant Recipients

# NVTI Logistics



# What NVTI courses to take?

## JVSG Staff (DVOP specialists and LVERs)

Course Name	Recommended Completion Timing
A Day in the Life of JVSG Staff in an American Job Center	0 - 60 days in role
Legal Guidance Affecting Veterans' Employment Services	30 - 90 days in role
Removing the Employability Gap for Veterans with Significant Barriers to Employment	30 - 90 days in role
Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development	60 - 180 days in role
Local Veterans' Employment Representative (LVER) Core Competency Development	60 - 180 days in role

- All required courses must be completed within 18 months of starting in role



# What NVTI courses to take?

## JVSG Staff (DVOP specialists and LVERs)

- Re-take courses as a refresher
  - Planned annual updates
- Cross-train on other role
  - e.g. DVOP specialists take LVER Core Competency Development Course
- Other courses:
  - Veterans Benefits Online
  - Advanced Case Management
  - Serving Veterans in the Chapter 31 Program
  - USERRA 101 and 102

# What NVTI courses to take?

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## **Other SWA staff who work directly with Veterans**

- See courses for DVOP specialist and LVERs

## **State Workforce Agency Managers/ Supervisors**

- Leadership for the Integration of Veterans' Services
- Managing Case Management

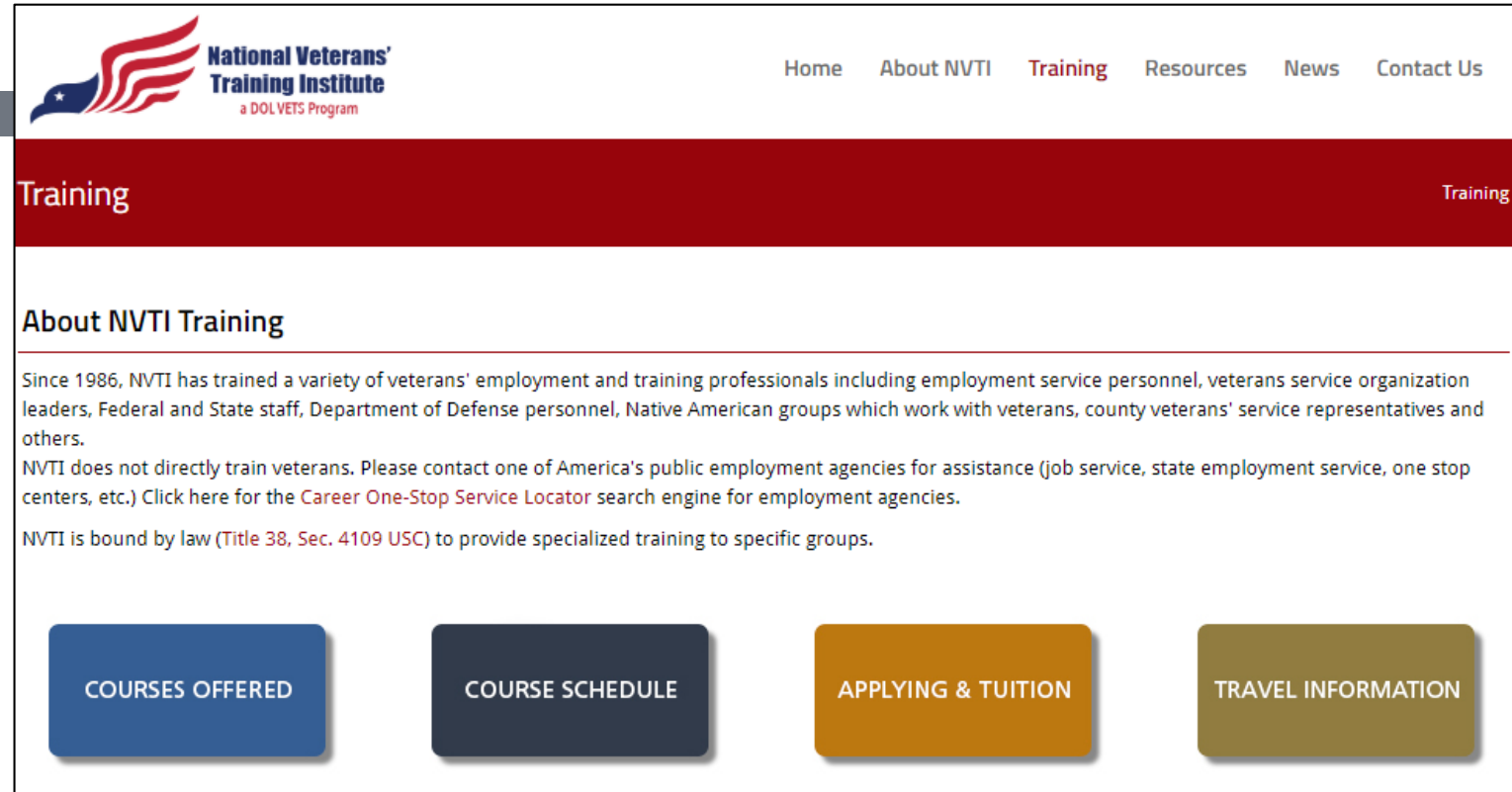
# Applying to NVTI

1. Visit <https://nvti.org/Training> for information on courses and schedule

2. Complete an application form

3. Send the application form to [studentservices@nvti.org](mailto:studentservices@nvti.org)

4. Students receive a confirmation email once they are fully enrolled



The screenshot shows the NVTI website's Training page. At the top left is the NVTI logo, which features a stylized American flag and the text "National Veterans' Training Institute a DOL VETS Program". To the right of the logo is a navigation menu with links for "Home", "About NVTI", "Training" (which is highlighted in red), "Resources", "News", and "Contact Us". Below the navigation menu is a red header bar with the word "Training" on the left and "Training" on the right. The main content area has a sub-header "About NVTI Training" followed by a horizontal line. Below the line is a paragraph of text: "Since 1986, NVTI has trained a variety of veterans' employment and training professionals including employment service personnel, veterans service organization leaders, Federal and State staff, Department of Defense personnel, Native American groups which work with veterans, county veterans' service representatives and others. NVTI does not directly train veterans. Please contact one of America's public employment agencies for assistance (job service, state employment service, one stop centers, etc.) Click here for the [Career One-Stop Service Locator](#) search engine for employment agencies. NVTI is bound by law (Title 38, Sec. 4109 USC) to provide specialized training to specific groups." At the bottom of the page are four buttons: "COURSES OFFERED" (blue), "COURSE SCHEDULE" (dark blue), "APPLYING & TUITION" (orange), and "TRAVEL INFORMATION" (olive green).

# Tips on Applying to NVTI

- We don't accept applications directly from individual participants
  - We accept them from the DOL/VETS DVET or designated state representative
- Every course requires a registration, including all eLearning courses
- The last day to enroll in a classroom course is 3 weeks before the travel day to Dallas, TX
- A participant is not registered until they receive a confirmation email

## VPL 04-17 Change 1

### Non-JVSG DOL Grantee Staff Can attend NVTI

- “DOL Grantee staff members are persons who are involved in the provision of employment, job training, individualized career services, placement, or related services to veterans”
  - Includes:
    - Wagner Peyser
    - WIOA
    - HVRP Grant recipients
- Training and travel are included
- Registrations must be approved by the DVET

# The NVTI Application Form

- Find the NVTI application form at: <https://www.nvti.org/Training/Applying-and-Tuition>
- Application form Tips:
  - Name:
    - Put your full legal name, as this name will be used on your airline tickets
    - If you use a nickname you may not be able to board your plane
  - Position Type:
    - Make sure you select the correct “Position Type”
    - Wagner Peyser, JVSG, WIOA all count as DOL Grantee Personnel
    - “Other” position type will not receive NVTI travel
  - Courses requested
    - If you request specific dates on your application form we will try our best
  - Your email
    - Don’t use a personal email- such as Yahoo, Gmail, Hotmail etc.

# NVTI Travel

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- Includes:
  - Flight or mileage to Dallas, TX
  - Flight baggage fees
  - Transportation to hotel from airport
  - Hotel stay
  - Meals
- Does not include:
  - Transportation to and from departure airport
- Fly out the day before class, return flight after 3pm on last day of class



# NVTI Travel Tips

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- Travel process take up to 3 weeks to arrange and process
  - Contact NVTI travel as soon as you receive a confirmation email from NVTI
- Expect to get final flight confirmation 72 hours before flight
- Only NVTI can make changes to flights
  - If the traveler makes changes they may be responsible for any additional costs







## NVTI Contacts

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844-423-8872



**Program related questions:** Questions@nvti.org

**Questions about NVTI registrations:** Studentservices@nvti.org

**Travel:** Travel@nvti.org

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### **QUESTIONS?**

For additional information including course details, course schedule dates, the application process, and travel information visit:

**<https://www.nvti.org>**

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