UNITED STEELWORKERS ICD PARTICIPATING COMPANIES

PENN FOSTER

Building the Talent Pipeline

Career Mobility for Today's Middle-Skilled Workforce

Agenda

1. Penn Foster Introduction
   - Organization
   - Partnership
   - Team
2. Benefits of Online Learning with Penn Foster
3. Programs We Offer
4. Getting Started

Introduction to Penn Foster

Our Story

Penn Foster is an education institution and upskilling platform focused on helping adult learners and opportunity youth launch, accelerate and thrive in their careers. We're creating a national movement to ***upskill one million middle-skilled workers*** a year, and are actively building a coalition of purpose-minded leaders.

Penn Foster & ICD Partnership

- Penn Foster and ICD have partnered to provide ICD participants with Penn Foster's online skills training programs
- 200+ accredited career certificates, diploma programs, and college courses across a variety of industries
- Online delivery makes it easy to learn at home or on-the-go
- World-class support provided by Penn Foster faculty and staff
- 15% discount on cost of tuition offered to ICD participants

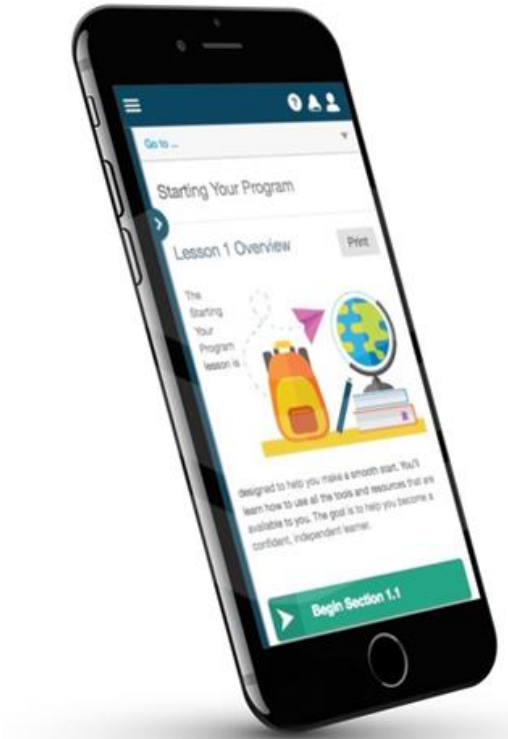
Your Penn Foster Team

- **Drew Fuhrmann** – *Managing Director, Workforce Solutions*
- **Pat Gaffey** – *Vice President of Admissions*
- **Kyra Cotterick**– *Assistant Manager, Admissions*
- **Wayne Saffel** – *Senior Admissions Specialist*
- **Kyle Hetsko** – *Admissions Specialist*
- **Roberto Reyes** – *Admissions Specialist*
- **Ashlee Van Wert** – *Admissions Specialist*

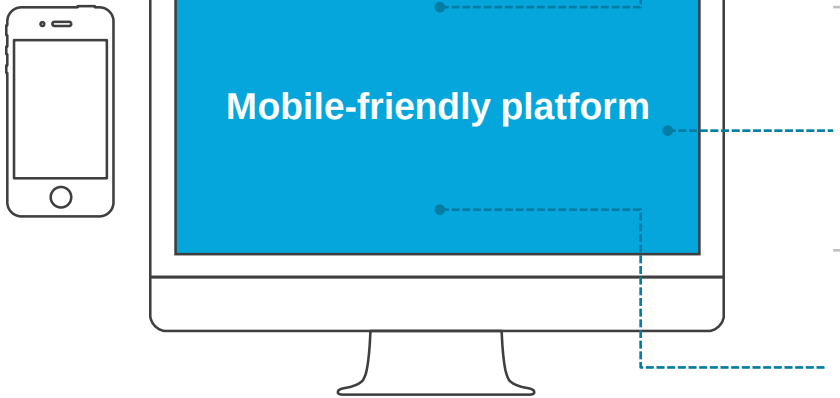
Online Learning with Penn Foster

Mobile Platform for On-The-Go Learning

- Penn Foster's online learning platform is mobile-friendly and easy to use
- Participants can use the self-paced programs to learn on their own time and on their own terms



All-In-One Platform for Complete User Experience



Curriculum

7000+ hours of expert-developed courses across 15+ industries and 200 occupations

Technology

Mobile-first, self-paced and expert-guided learning platform with embedded personal communication and assessment

Services

Self-help service, coaching, administrator tools and dashboard

Award-Winning Learner Support Structure

Faculty and Graders

- Full-time & adjunct remote faculty

Teaching Assistants

- Junior instructors who manage all email and phone inquiries

Financial Coaches

- 15 certified financial services representatives
- Aids in enrollment and ongoing support

Peer-to-Peer Support

- Connected community of learners and staff
- Private virtual spaces allow learners to connect with classmates and faculty

Success Coaches

- 18-person team focused on motivating learners and providing career guidance
- Certified Professional Career Coaches (CPCC)

Facilitators

- Partner liaison to manage onsite experience

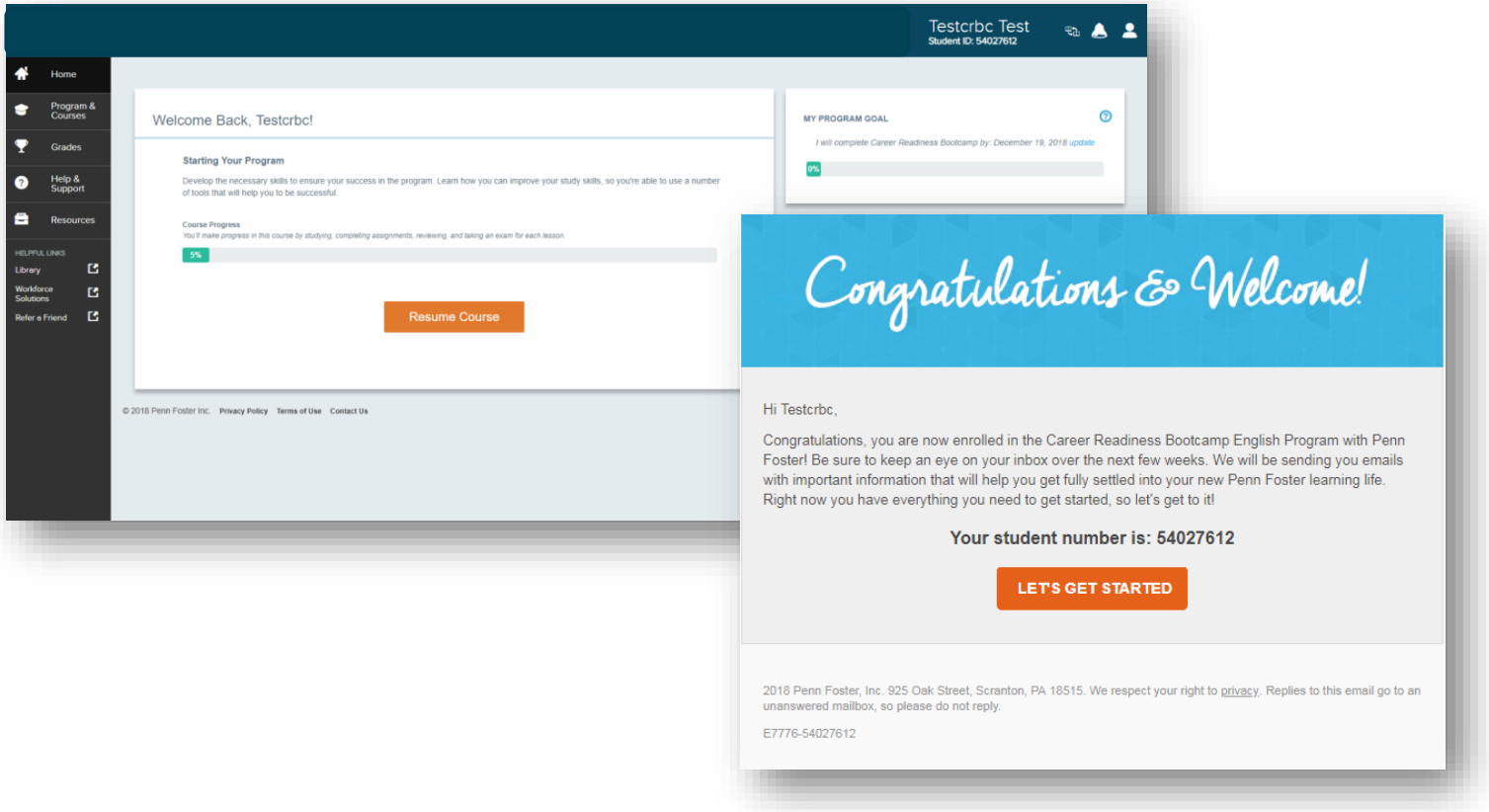
General Support

- Center of Excellence; 493k annual interactions via phone, email, chat, SMS, etc.

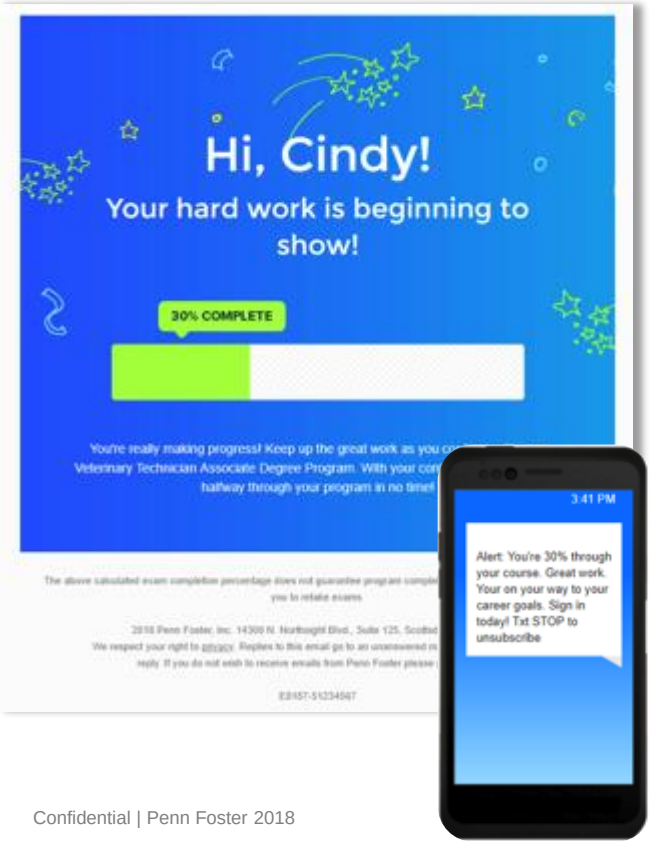
ORACLE

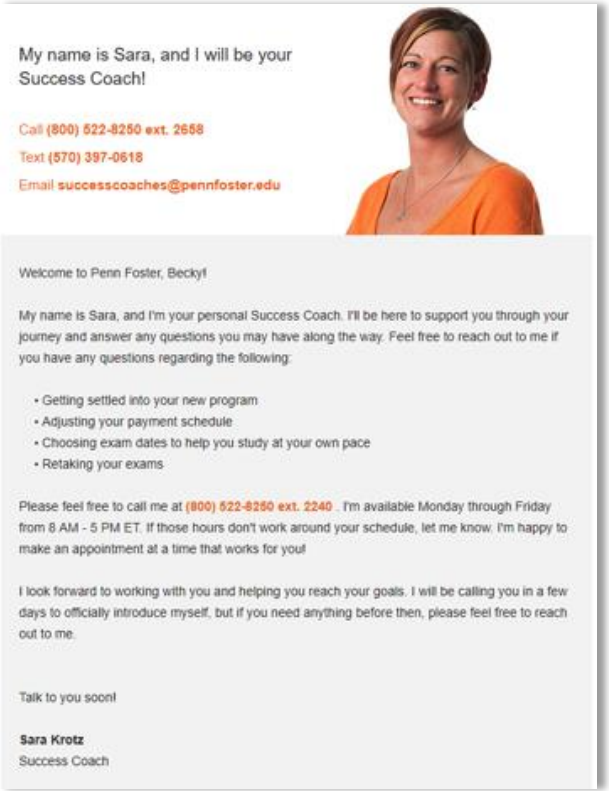
CX Excellence Finalist 2018

Onboarding for New Enrollments



Ongoing Communications to Support Onboarding and Progression





Programs Offered

Career Certificates, Diplomas, & Degrees

Examples of programs offered:

HOSPITALITY/RETAIL/ RESTAURANT

- Retail Supervisor Career Diploma
- Guest Services Agent Career Diploma
- Hotel/Restaurant Management A.S.
- Retail Management A.S.
- Retail Industry Fundamentals

ALLIED HEALTH

- Medical Billing & Coding Career Diploma
- Pharmacy Technician Career Diploma
- Home Health Aide Career Diploma

VETERINARY

- Veterinary Technology, A.S.
- Veterinary Assistant Career Diploma
- Pet Grooming Certificate
- Dog Obedience Trainer/Instructor Certificate Career Diploma

SKILLED TRADES

- Appliance Repair Technician Career Diploma
- HVACR Technician Career Diploma
- Industrial Supervision Associate Degree
- Manufacturing Associate Degree
- Residential Electrician Career Diploma

BUSINESS

- Administrative Assistant Career Diploma
- Bookkeeping Career Diploma
- Business Management, A.S., B.S.
- Accounting A.S.
- Finance A.S.

SECURITY/LEGAL

- Security Guard Career Diploma
- Paralegal Career Diploma
- Legal Secretary Career Diploma
- Criminal Justice A.S., B.S.

Custom Programs Offered for ICD Participants

ECT Preparation:

Course / Block	Course / Block
DC Theory	**Actuators and Sensors**
Block A21 DC Principles (30 HRS) – Page 74	**086079 – Industrial Switches (10 HRS) – Page 80**
Includes:	**086022 – Electronic Sensors (10 HRS) – Page 90**
086096 Nature of Electricity	**Optional:**
086002 Circuit Analysis and Ohm's Law	**086021 – Switching Devices (10 HRS) – Page 89**
086003 Capacitors and Inductors	
086004 Magnetism and Electromagnetism	**Transformers**
086005 Conductors, Insulators, and Batteries	**086011 – Transformers (10 HRS) – Page 76**
086006 DC Motors and Generator Theory	**Optional:**
	4040 – Transformers (10 HRS) – Page 68
AC Theory	
Block 22 AC Principles (40 HRS) – Page 76	**Wiring Methods and Practices**
Includes:	**086E02 – Electrical Wiring Practices (20 HRS) – Page 61**
086007 Alternating Current	
086008 Alternating Current Circuits	**Rectifiers**
086009 Inductors in AC Circuits	**086041 – Rectifiers & Power Supplies (10 HRS) – Page 90**
086010 Capacitors in AC Circuits	**Optional:**
086011 Transformers	**086023 – Special Rectifiers: Electron Tubes (10 HRS) – Page 90**
086012 Alternators	**086014 – Rectification & Basic Electronic Devices (10 HRS) – Page 77**
086013 Electrical Energy Distribution	
086014 Rectification and Basic Electronic Devices	**Troubleshooting Procedures**
	Block B06 Troubleshooting Electronic Equipment and Systems (36 HRS) - PG 81
Actuators and Sensors	B0601 Introduction to Troubleshooting
086022 – Electronic Sensors (10 HRS) – Page 90	B0602 Basic Troubleshooting Methods
086079 – Industrial Switches (10 HRS) – Page 80	B0603 Selecting Instruments for Troubleshooting
	B0621 Progress Examination
AC Motors	B0604 Measurement Techniques in Troubleshooting
086052 – Industrial AC Motors (Some three phase content) (10 HRS) – Page 58	B0605 Support Services for Troubleshooting
Optional:	B0606 Practical Troubleshooting Problems
6631 A-B – AC Motor Repair (20 HRS) – Page 73	B0622 Progress Examination
6698 – AC Motors, Generators & Rectifiers (10 HRS) – Page 73	B0620 Progress Examination Booklet
	086065 - Electronic Troubleshooting of Industrial Motor Controllers (10 HRS) – Page 93

Getting Started

Reaching Out to Admissions

To learn more about programs offered, participants can either visit https://www.pennfoster.edu/partners/icd/programs or reach out to Penn Foster's Admissions team.

Email: partnersolutions@pennfoster.edu

Phone: 800-773-5379

To enroll in a program, participants should visit their onsite ICD center and speak with their center coordinator.

Enrolling Participants

There are two ways to enroll participants:

1) Call the Penn Foster Admissions team directly at **800-773-5379** with the names and information of interested participants
2) The Admissions team can send your center an **enrollment form** that you can fill out and send to your Admissions point of contact

Admissions team availability:

Monday-Friday: 9:00am – 6:00pm

Available to answer questions, conduct demonstrations of the learning portal, provide literature on specific programs, and help onboard students

Q&A