



GOODWILL TRAINING CENTER COURSE CATALOG



GOODWILL INDUSTRIES, INC., SERVING EASTERN NEBRASKA & SOUTHWEST IOWA

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ABOUT GOODWILL

Goodwill Industries, Inc., Serving Eastern Nebraska and Southwest Iowa, has been providing work services and opportunities since 1933. As an area leader in vocational rehabilitation training, Goodwill offers a variety of programs to help people with disabilities and other disadvantages find and keep jobs.

Goodwill's mission is to change lives and strengthen communities through education, training and work. Anyone who is interested in programs offered through the Goodwill Training Center is welcome to schedule a tour.

Retail Operations offers a variety of value-priced merchandise to its customers at 16 convenient locations in Omaha, Bellevue, Papillion, Fremont, Blair, Gretna and Council Bluffs. Goodwill offers customers a unique shopping experience. From clothing to furniture to antiques and collectibles, you never know what you will find at Goodwill. Check out the list of our local retail locations at www.goodwillomaha.org.

AbilityOne provides part-time job opportunities for individuals with disabilities in a supportive and integrated work environment at several federal properties. Employees work independently and in a team setting while providing valuable services to our government partners. Employees work with a support staff and receive needed accommodations to make the placement successful.

Work Experience offers high school special education students, nearing the completion of their education, an opportunity to gain exposure to a work situation in a supportive environment. Students are assigned jobs within the Goodwill organization, and their progress is monitored throughout the school year. Work Experience is the first step in making the transition from an educational setting to the professional working world.

Volunteer & Community Service Opportunities are considered to be donated work time by a citizen, club organization or hours that are required as criteria to graduate from high school or court-ordered service hours that an individual is required to fulfill. Volunteer and community service hours can be accomplished in one of Goodwill's stores but must be approved prior to the start date.

YouthBuild AmeriCorps is a national educational, leadership development and occupational skill-training program for disadvantaged young adults. YouthBuild AmeriCorps provides paid construction training, GED preparation and leadership training with ongoing support from staff.

Employment Solutions' team of Specialists connects with companies across the Metro to learn about their business and hiring needs. We then work to match those needs with individuals served by Goodwill in the Omaha Metro, Council Bluffs, Fremont areas, as well as other agencies in the community. Staff become experts in company operations, and foster placements that truly fit the employer's demands.



TRAINING CENTER

® SERVING EASTERN NEBRASKA AND SOUTHWEST IOWA

The Goodwill Training Center is located at 4805 North 72nd Street, Omaha, NE 68134. The Goodwill Training Center offers comprehensive, short-term training using both classroom and on-the-job learning at Goodwill locations. Anyone interested in programs offered through the Goodwill Training Center is welcome to take a tour.

This training makes use of Goodwill's long-standing expertise in skill-building and employment assistance, as well as our extensive experience in several different service arenas. Students are supported throughout their time at Goodwill, from their hours in the classroom to their hands on training at our properties.

Course material comes from nationally recognized certification programs, employment preparation support and hands on instructional training. Certifications are also endorsed by many of the employer partners we work with. We pair this work with our own proved curriculum for job readiness and employability. Trainees are then able to put both lessons into practice while participating in on-the-job learning at Goodwill.

Goodwill also provides placement services for all individuals who successfully complete the course. We currently serve a group of employers committed to this training, and will work

ENROLLMENT

Classes may regularly begin the 1st of every month and every 15th based on availability and number of student applicants. The max classroom size for all training programs is seven students and one instructor.

All applicants must contact the Goodwill Training Center Agent at rbell@goodwillomaha.org to obtain a referral form and background check.

All completed referral forms and background check documents must be emailed to rbell@goodwillomaha.org ten business days prior to the first day of class.



COURSES & TUITION • CUSTODIAL

A comprehensive four-week custodial training, featuring approximately 10 classroom training hours and 75 hours of hands-on job training at Goodwill locations. This training makes use of our long-standing expertise in skill-building and employment assistance, as well as our nearly 30 years of custodial experience. Trainees will be supported throughout their time at Goodwill, from their hours in the classroom to their hands-on training at our properties.

Curriculum: Custodial Management Institute Curriculum

Week 1: 10 Hours of Classroom Training + 10 Hours of Hands on Training in Stores

- Program Orientation
- Customer Service
- The Chemistry of Cleaning
- In-depth knowledge on chemical properties, dilutions and proper applications
- Current Standards and Best Practices for Chemical Safety
- Basic OSHA Standards

Week 2: 25 Hours of Hands-on Training

- Safe Lifting Techniques

Basic Cleaning of Above-Floor Surfaces

- Current Standards and Best Practices for Above-the-floor Cleaning, including glass, windows, stainless steel, wood, plastic, etc.
- Current Standards and Best Practices for Disinfection, including Blood borne Pathogens and OSHA Clean-Up Protocols

Basic Cleaning of Hard Floor Surfaces

- Current Standards and Best Practices for Hard Floor Care, including chemicals, equipment and procedures

Basic Cleaning of Carpeted Floor Surfaces

- Current Standards and Best Practices for Carpet Care, including chemicals, equipment and procedures

Basic Cleaning of Restrooms and Shower Rooms

- Current Standards and Best Practices for Restroom Care and Shower Room Care, including chemicals, equipment and procedures

Week 3: 20 of Hours Hands-on Training

- Getting the Job
- Common Employability Skills
- Craft Polished Resumes
- Shine in an Interview
- Certification Exam
- Prepare and take proctored certification exam

Week 4: 20 Hours of Hands-on Training

Hands-On training at Goodwill Locations (Weeks 2-4)

- All trainees will be paid minimum wage for classroom and hands-on training time
- Participants may be transported in Goodwill vehicles from training site to various store locations by Goodwill drivers
- Custodial Trainer will provide regular performance feedback

Industry recognized ISSA Custodial Credential Certification

Tuition \$2,800

COURSES & TUITION • GROUNDS

A comprehensive four-week grounds maintenance training, featuring approximately 10 classroom training hours, and 90 hours of hands-on job training at Goodwill locations. This training makes use of our long-standing expertise in skill-building and employment assistance, as well as our nearly 15 years of grounds maintenance experience. Trainees will be supported throughout their time at Goodwill, from their hours in the classroom to their hands-on training at our properties.

Curriculum: Home Builder's Institute

Week 1: 10 Hours Classroom Training + 15 Hours of Hands on Training

- Program Orientation
- Landscaping Safety
 - Safe use of landscaping hand, electric and gas powered tools
 - Demonstrate an understanding of Personal Protective Equipment (PPE)
 - Demonstrate the proper use of Safety Data Sheets (SDS)
 - Gasoline and hazardous chemical storage
- Landscaping Materials
 - Identification of insects and types of insecticide
 - Plant diseases and fungicides
 - Weed types and herbicides
 - Shrub or groundcover identification
 - Identification of Turfgrass
- Basic OSHA Standards

Week 2: 25 hours Hands on Training

- Safe Lifting Techniques
- Preventative Maintenance
 - Protection of a newly seeded lawn
 - Mulching
 - Installing a weed barrier
 - Removal of weeds
 - Flower planting
 - Fertilization of shrubs
 - Pruning
 - Irrigation
 - Aeration

Week 3: 25 Hours Hands-on Training

- Getting the Job
- Common Employability Skills
- Craft Polished Resumes
- Shine in an Interview
- Certification Exam
- Prepare and take proctored certification exam

Week 4: 25 Hours Hands-on Training

Hands-On training at Goodwill Locations (Weeks 2-4)

- All trainees will be paid minimum wage for classroom and hands-on training time.
- Participants may be transported in Goodwill vehicles from training site to various store locations by Goodwill drivers.
- Trainer will provide regular performance feedback.

Industry recognized certification through the Home Builder's Institute

Tuition \$3,800

COURSES & TUITION • RETAIL

A comprehensive four-week retail training, featuring approximately 20 classroom training hours and 60 hours of hands-on job training at Goodwill locations. This training makes use of our long-standing expertise in skill-building and employment assistance, as well as our nearly 100 years of retail experience. Trainees will be supported throughout their time at Goodwill, from their hours in the classroom to their hands-on training at our properties.

Curriculum: National Retail Federation Curriculum

Week 1: 10 Hours of Classroom Training + 10 Hours of Hands-on Training

- Program Orientation
- Retail Industry Overview
- Define Retail
- Understand the Customer
- Recognize the Economics of Retail
- Customer Service
- Understand Customer Service
- Learn About Products & Services
- Assess & Meet Customer Needs
- Selling & Service
- Prepare for Selling
- Gain Customer Commitment & Close the Sale

Week 2: 10 Hours of Classroom Training + 10 Hours of Hands-on Training

Store Operations

- Understand the Basics of Inventory Control
- Explore the Process of Merchandising
- Contribute to the Store's Loss Prevention Strategy
- Respect & Follow Procedures for Workplace Safety

Getting the Job

- Common Employability Skills
- Craft Polished Resumes
- Shine in an Interview Certification Exam
- Prepare for and take proctored certification exam

Week 3: 20 Hours of Hands-on Training

Getting the Job

- Common Employability Skills
- Craft Polished Resumes
- Shine in an Interview
- Certification Exam
- Prepare and take proctored certification exam

Week 4: 20 Hours of Hands-on Training

Hands-On training at Goodwill Locations (Weeks 2-4)

- All trainees will be paid minimum wage for classroom and hands-on training time.
- Participants may be transported in Goodwill vehicles from training site to various store locations by Goodwill drivers
- Retail Trainer will provide regular performance feedback

Industry recognized certification through the National Retail Federation

Tuition \$2,400

POLICIES & PROCEDURES

Attendance Policy

If a student is going to be absent, they should give the instructor as much advance notice as possible. At a minimum, the student should notify their instructor at least two hours prior to class start time. If the instructor cannot be reached, a message should be left.

Personal appointments should be scheduled outside of normal class hours if at all possible. However, if a student needs to leave during class times, the instructor must approve the absence in advance and students will be required to make up classwork/time.

Excessive absenteeism (three or more consecutive days) and/or tardiness could result in termination from the class.

Refunds

If cancellation occurs within seventy-two hours of enrollment, all monies paid shall be refunded.

If cancellation occurs after seventy-two hours of enrollment, but before classes begin, or materials are delivered, a refund shall be made of all tuition paid.

Once the student has attended fifty percent of the course or the first two weeks, a refund will not be issued. Credits are not issued for program completion. Students will receive a nationally recognized credential upon successful completion of the course.

A full refund is due to students whose contracted educational services are denied as a result of intentional deception, or misrepresentation of facts, or the use of advertising, which is known to be false, inaccurate, or misleading.

A full refund is due to an individual whose admission is denied by Goodwill Training Center.

Goodwill Training Center will maintain accurate records of attendance to assist in establishing the last day of attendance of any student enrolled in Goodwill's training programs.

Progress Reporting

It is the responsibility of the instructor to clearly communicate to the student their progress throughout the course and if they are at risk of not completing the course. To ensure high standards of progress, the training center instructor measures progress through code of behavior, attendance and knowledge checks. The instructor provides sectional knowledge checks after each chapter and will communicate to the student their progress after each knowledge check. If the student is at risk of not completing the course, the instructor will discuss the risks with the student.

Student Conduct Policy

Students are expected to abide by the following standards:

- Students are to report to class and return from breaks and lunch on time.
- Do not falsify or alter any course/work-related record or report.
- Remain in the work area during regular class time/working hours.
- Follow instructions given by the instructor/supervisor.
- Be polite to supervisors, co-workers, fellow classmates participants and customers.
- Do not alter or falsify timecards or punch another employee/student timecard.

POLICIES & PROCEDURES (continued)

- Do not falsify records or give false information at the time of enrollment/hire or afterward.
- Do not smoke in any of Goodwill's buildings, trailers, or vehicles and smoke only outside in designated areas during breaks and lunch.
- Report to work/class with proper hygiene and attire.
- Do not solicit, circulate or distribute unauthorized literature on working time or in work areas.
- Do not post unauthorized literature on Goodwill property.
- Report all unsafe working conditions to your instructor/supervisor immediately.
- Report all accidents to your instructor/supervisor immediately, no matter how minor.
- Report any observed instances of theft or vandalism (employee, classmate or customer) to your instructor/supervisor immediately.
- Abide by all Goodwill Training Center policies. Report any observed violations of policies to your supervisor/instructor immediately.
- Abide by all safety and first aid policies and procedures.
- Do not violate the Electronic Communications, Internet or software policies.
- Weapons of any kind are not allowed on company owned, leased or controlled property.

First Aid Policy

It is the policy of Goodwill Industries, Inc. to do all that is reasonable to protect employees, volunteers, interns, participants, customers, and anyone else on its premises from the results of accidents, fires, bomb threats, natural disasters, workplace violence, etc. and to prevent damage to agency property and equipment. In interpreting this policy, Goodwill Industries is committed to providing adequate safeguards by the use of proper equipment, materials, methods, and training of employees, volunteers, interns, and participants.

Electronic Communication Policy

The purpose of electronic communication is to facilitate communications between Goodwill employees, business clients, and customers. Electronic communication should not be used for personal, private, or non-business communication. In some instances, it is acknowledged and understood that e-mail and voice mail messages may be of a personal nature; however, this practice should be limited.

At no time should electronic communication be used in any way that is disruptive or offensive to others, or which may cause a breakdown of morale. There will be no tolerance for any behavior or usage of any electronic medium that violates any one or more of Goodwill's policies. This includes, but is not limited to, any comments pertaining to race, color, citizenship, ethnicity, religion, sex (including pregnancy), sexual orientation, gender identity, Aids/HIV status, marital status, genetic information, national origin, disability, age, veteran status or other legally protected characteristic.

Grievance/Appeals Policy

Within the Mission Advancement Department, formal grievances may be filed when a person receiving services is unable to resolve an issue through normal channels. Grievances are complaints or disagreements concerning job requirements, working conditions, problems with coworkers or staff, accommodations, or experiencing any undue delay in service delivery, to name a few. The procedure is as follows:

Any time a participant has a formal grievance regarding the program in which they are enrolled,

POLICIES & PROCEDURES (continued)

they have recourse using the following procedures:

- The participant will request a meeting with the applicable Case Manager to discuss the situation and reach a mutually agreeable solution. The Case Manager must schedule and hold the meeting within two business days of the initial contact.
- If a satisfactory solution is not reached, the participant can file a formal grievance in writing using the Participant Grievance Form. To further discuss this grievance the Case Manager will assist in arranging a meeting with the participant and the Program Manager. This meeting will be held within two business days of the request.
 - During that meeting the participant and Program Manager will review and discuss the complaint, grievance, or appeal. The Case Manager will be given a Grievance Form to formally document the situation.
 - Based on this meeting, the Program Manager will notify the Director of Mission Training or Director of Mission Services that a formal grievance has been filed. Within two business days, the Program Manager will issue a written determination regarding the complaint. This written determination will be provided to the participant; it will be mailed to the current address on file and postmarked within two business days.
 - Following this meeting, the Program Manager will document the interaction on the Participant Grievance Form.
- If the participant is not satisfied with the Program Manager's determination, the participant can ask the Program Manager to schedule a meeting with the Director of Mission Training or Director of Mission Services. Once again, this meeting will take place within two business days of the request.
 - The Director will meet with the participant to further discuss the grievance.
 - Based on these discussions, the Director will issue a written determination within two business days. This written determination will be provided to the participant; it will be mailed to the current address on file and postmarked within two business days.
 - Following this meeting, the Director will document the interaction on the Participant Grievance Form.
- Participants with complaints regarding referring agencies, training providers or other community partners will be asked to document their grievance and the Goodwill Case Manager/Program Manager/Director will follow up with the organization to gather more information. Goodwill program staff will notify the contracting organization whenever a grievance has been filed and inform the organization of the outcome of the grievance investigation.

Participants who formally complain will not incur retaliation or barriers to services as a result of their complaint.

If the participant wishes to access an advocate for any or all parts of this grievance process s/he may do so to ensure that third party representation is present resulting in an adequate resolution. In the event the grievance or complaint cannot be resolved through Goodwill's formal grievance procedure, a complaint may be filed with the EEOC Officer through the Department of Labor. This process will be initiated by the participant. Participants can obtain information on how to file an EEOC complaint from Goodwill staff. Goodwill staff will make this information readily available to the participant immediately following the request.

If you are a client of Nebraska Vocational Rehabilitation and have other questions or concerns

POLICIES & PROCEDURES (continued)

about the services you are receiving from Goodwill you may contact the Client Assistance Program in Lincoln.

The student may contact the Program Director of Private Postsecondary Career Schools at the Nebraska Department of Education.

Drug Free Policy

Goodwill is committed to providing a working environment that is safe and which promotes creativity and productivity within its workforce. To this end, Goodwill endorses the philosophy that the workplace should be free from the detrimental effects of alcohol or illegal drugs.

Herein, workplace is defined as any environment in which work is performed for or by Goodwill. Illegal drugs are defined as any illegal drug that has not been legally obtained or any drug or substance, even prescription or over-the-counter drugs that are being abused and/or which are not being used for their intended purpose.

To ensure worker safety and workplace integrity, Goodwill absolutely prohibits using illegal drugs and alcohol during working hours or working under the influence of alcohol or illegal drugs. Goodwill also prohibits the manufacture, possession, distribution or use of alcohol or illegal drugs in the workplace and/or while performing work for Goodwill, by all employees, participants, customers and independent contractors.

Nondiscrimination and Equal Opportunity

It is the policy of Goodwill Industries, Inc., Serving Eastern Nebraska and Southwest Iowa, to comply with the letter and spirit of the Civil Rights Act of 1964 as amended, Presidential Executive Order 11246 as applicable, the Age Discrimination in Employment Act of 1967, the Rehabilitation Act of 1973, the Americans with Disabilities Act as amended, the Civil Rights Act of 1991, the Equal Pay Act and all applicable laws, orders, and regulations on the subject of Equal Employment Opportunity.

It is the responsibility of each Goodwill manager and/or supervisor to take whatever action is necessary to ensure that all applicants and employees are treated equally in all phases of employment without regard to actual or perceived race, color, citizenship, ethnicity, religion, sex (including pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, Aids/HIV status, marital status, genetic information, national origin, disability, age, veteran status or other legally protected characteristic.

Only job related, nondiscriminatory requirements may be used with regard to recruitment, employment, promotion, transfer, compensation, benefits, demotions, layoff, training and education, recreational programs, and any other term or condition of employment. In keeping with this policy, Goodwill recruits, employs and promotes the most qualified individuals.

Goodwill Industries, Inc., shall comply with the Federal Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Act of 1974, and the regulations promulgated by the Department of Labor as applicable. Each manager and/or supervisor will take action, including reasonable accommodations, to employ and advance in employment, qualified physically and mentally disabled individuals, qualified disabled veterans, and veterans of the Vietnam Era.

POLICIES & PROCEDURES (continued)

Goodwill Industries, Inc. will not discharge or in any manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with Goodwill's legal duty to furnish information.

In order to achieve the purpose of this policy, the following guidelines shall be observed by all employees of Goodwill Industries, Inc.:

Responsibility

The Agency has designated the Human Resources Director as the Equal Opportunity Officer for Goodwill Industries, Inc. It will be the EEO Officer's responsibility to ensure that both the requirements and the spirit of the Civil Rights Act of 1964 and all other applicable equal employment laws and regulations are carried out.

All Directors, Managers, and/or Supervisors shall be responsible to the CEO for the communication of this policy to all employees under their direction, and for implementing all programs under this policy in such a manner as to ensure that the employment and utilization of all employees is, in fact, carried out without discrimination because of race, color, religion, sex, sexual orientation, gender identity, marital status, national origin, disabling conditions, age, or veteran status.

The Human Resources Director will have responsibility for recommending modifications of programs or practice where needed, and will have the authority to accomplish necessary corrective action in the event those policies and practices are not fully implemented.

The mission of Goodwill Industries is to provide occupational opportunities to individuals with disabilities or economic disadvantages. It is the intention of Goodwill Industries to actively carry this out by encouraging diversity, advancement, and continued growth for individuals with disabilities and the economically disadvantaged.

