

Best Practices for Agencies Providing Supportive Services to Apprentices

Case Management

- Engage regularly with apprentices to discuss goals, successes, and obstacles
 - Identify and address potential employment risks early on
 - Develop a job retention and career pathway plan to keep apprentices engaged by developing apprentices' understanding of careers possibilities at the completion of the program

Communication

- Communicate frequently with the employer and educational institution to discuss areas for the apprentices' growth, challenges, and "pain points" from all parties' (education, employer, and apprentice) perspectives
- Develop clear "memorandums of understanding" between all parties to set clear expectations and allocate duties for the apprenticeship program
- Set detailed expectations for the apprentices, including how issues are identified and addressed
- Note any regulations dictated by collective bargaining agreements and local education policies

Community

- Provide a space (both physically and programmatically) for apprentices to gather and share their triumphs and challenges and learn from one another

Accommodations

- Ensure that the apprentices have access to all the materials, equipment, transportation and gear needed for their job
- Help create a program schedule that accommodates childcare and classroom obligations

Essential Supportive Services

- Provide financial assistance or referrals to services that help maintain the apprentice's ability to meet their daily basic needs and job expectations (i.e. transportation, child care assistance, substance abuse treatment programs, nutrition)

Holistic Skill Development

- Develop apprentices holistically, advancing their technical, professional, and personal skills. This includes providing resources on financial literacy to apprentices (i.e. tax assistance, credit counseling, deferred compensation programs)