TRADE EDUCATION
PROGRAM
HANDBOOK

A helpful guide for apprentices and and employers to maneuver the ins and outs of the program.

G GOULD
CONSTRUCTION INSTITUTE

Dear Apprentices,

Welcome to the Trade Education Program formerly known as the *"Correspondence Online Training Program"* at Gould Construction Institute! The program is a self-paced, online training testing program through the National Center for Construction Education and Research (NCCER) that is available to trades requiring tracked work and school hours towards their apprenticeship. This program is flexible but disciplined and it is important that apprentices and companies follow the guidelines to ensure successful completion of the program.

This handbook will provide you with everything you need to know; responsibilities for each party in the program (student, company contact, GCI Program Coordinators), and a Frequently Asked Questions sheet for ease of access!

This will be your go-to-guide and should be referenced first before reaching out to the program coordinators- your questions may just be answered in this book. But of course, please do not hesitate to reach out. We are always happy to help!

Best,
Diane Craven
Director of Education

Keyla Rodrigues-Santiago
Student Affairs Advisor

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CONSTRUCTION INSTITUTE
Education & Training Affiliate of ABC Massachusetts

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CHEKLIST FOR SUCCESS:

- [ ] RECEIVED YOUR "NEXT STEP'S EMAIL" FROM GCI COORDINATOR(S)

- [ ] SIGNED UP FOR YOUR NCCER ID NUMBER

- [ ] RECEIVED YOUR BOOKS

- [ ] SIGNED UP FOR YOUR TESTS

- [ ] TAKE YOUR FIRST TEST AND GET THE HANG OF IT!

- [ ] RECEIVED YOUR TEST RESULTS FROM YOUR COMPANY CONTACT
  (SENT OUT AT THE END OF EACH MONTH)

- [ ] REACHED OUT TO NCCER SUPPORT FOR ANY TECHNICAL DIFFICULTIES WITH TESTING

CONTACT THE TEAM & NCCER

TRADE EDUCATION PROGRAM COORDINATORS

KEYLA RODRIGUEZ-SANTIAGO
STUDENT AFFAIRS ADVISOR
KEYLA@GWGCI.ORG
781-270-9990 EXT. 1111

DIANE CRAVEN
DIRECTOR OF EDUCATION
DIANE@GWGCI.ORG
781-270-9990 EXT. 1121

NCCER SUPPORT
SUPPORT@NCCER.ORG
888-622-3720

ALL CONTACTS ARE AVAILABLE FOR ASSISTANCE FROM 9:00 AM – 5:00 PM.

COMPANY RESPONSIBILITIES & EXPECTATIONS

1. ENROLLING COMPANIES WILL NEED TO SCHEDULE A MEETING WITH THE EDUCATION DIRECTOR & STUDENT AFFAIRS ADVISOR TO OVERVIEW THE TRADE EDUCATION PROGRAM, RESPONSIBILITIES, AND REGULATIONS BEFORE BEING APPROVED FOR ENROLLMENT IN THE TRADE EDUCATION PROGRAM.

2. SUBMIT A COMPLETE STUDENT REGISTRATION FORM FOR EACH STUDENT, INCLUDING STUDENT, COMPANY INFORMATION, CONTACTS, AND PAYMENT METHOD.

3. ENROLL EACH STUDENT IN A SPECIFIC TRADE EDUCATION CLASS WITH GCI.

4. COMPLETE PAYMENT BEFORE STUDENT(S) BEGIN STUDY IN THE CLASS.

5. UNDERSTAND ALL PROTOCOLS FOR TESTING, REGISTERING, TESTING DATES, AND REPORTING OF SCORES.

6. INFORM GCI IN WRITING IF A STUDENT IS WITHDRAWING FROM THE TRAINING PROGRAM, NO LONGER IS UNDER YOUR EMPLOYMENT AND OR IF YOU WISH TO SUBSTITUTE A STUDENT.

COMPANY RESPONSIBILITIES & EXPECTATIONS

7. BEFORE THE APPRENTICE'S ENROLLMENT EXPIRES, REQUEST RE-ENROLLMENT FORMS, INCLUDING UPDATING ALL COMPANY AND STUDENT INFORMATION, COURSE ENROLLMENT, AND PAYMENT.

8. REQUEST IN WRITING ALL ENROLLMENT CONFIRMATIONS, COURSE RECEIPTS, AND APPRENTICE HOURS.

9. INFORM STUDENTS OF ALL EXAM RESULTS AND SEND THEM THEIR SCORE REPORTS.

10. COMPLETE ALL PAYMENTS OF FEES PROMPTLY.

11. ENSURE STUDENTS ARE TESTING AND EARNING HOURS.

12. ASSUME THE ROLE OF PRIMARY MANAGEMENT OF APPRENTICES, RECORDS, SCORES, ENROLLMENT DATES, AND OTHER RELEVANT PROGRAM DATA.

STUDENT RESPONSIBILITIES & EXPECTATIONS

1. PROVIDE HIS/HER COMPANY WITH UP-TO-DATE CONTACT INFORMATION, INCLUDING A PRIMARY EMAIL ADDRESS AND PHONE NUMBER FOR ALL COMMUNICATIONS WITH GCI.

2. GET NCCER NUMBER AND SIGN WAIVER ONLINE.

3. SIGN UP FOR TESTS THE FIRST WEEK OF EACH MONTH.

4. WHEN REGISTERING, ACCURATELY PROVIDE HIS/HER FULL NAME, NCCER CARD NUMBER, EMAIL ADDRESS, AND A COMPLETE LIST OF THE MODULE TITLE(S) AND MODULE NUMBER(S) TO BE TESTED.

5. HAVE ACCESS TO COMPUTER FOR TESTING.

6. UNDERSTAND THE GCI TESTING SCHEDULE AND TEST MONTHLY UNTIL ALL MODULES ARE COMPLETED.

7. INFORM GCI, WHENEVER POSSIBLE, IF HE/SHE IS UNABLE TO TEST FOR THE MONTH.

8. ATTEND THE TESTING SESSION/TAKE TEST(S) THEY SIGNED UP FOR MONTHLY. ADDITIONS WILL NOT BE PERMITTED.

STUDENT RESPONSIBILITIES & EXPECTATIONS

9. DURING TESTING SESSIONS, FOLLOW ALL PRESCRIBED GUIDELINES, PROTOCOLS, AND PROCEDURES. THE PROCEDURES INCLUDE USING A TABLET, LAPTOP, OR DESKTOP COMPUTER FOR TESTING, KEEPING THE COMPUTER CAMERA ON FOR THE DURATION OF THE SESSION, ALLOWING THE PROCTOR OR AI PROCTOR TO SEE HIS/HER FACE, KEEPING YOUR MICROPHONE ON, AND TESTING IN AN EDUCATIONALLY APPROPRIATE ENVIRONMENT.

10. MUST PASS WITH A 70% TO GET THE HOURS CREDITED FOR THAT MODULE.

11. MANTAIN INDIVIDUAL RECORDS OF EXAM DATES.SCORES, COMPLETED MODULES, AND PROGRESS THROUGHOUT THE COURSE.

GCI RESPONSIBILITIES & EXPECTATIONS

1. ASSIST IN THE REGISTRATION, ENROLLMENT, AND ORDERING OF TEXTBOOK(S) FOR EACH APPRENTICE.

2. ASSUME THE ROLE AS SECONDARY RECORD KEEPER FOR MODULE EXAMS, TESTING DATES, HOURS, AND SCORES. THE ENROLLING COMPANY IS THE PRIMARY RECORDKEEPER.

3. MAINTAIN COMMUNICATION WITH ALL COMPANIES/INDIVIDUALS AND PROVIDE UPDATES.

4. ACCURATELY ASSIGN ALL REQUESTED MODULE TESTS IN THE NCCER TESTING REGISTRY SYSTEM.

5. PROCTOR TESTING SESSIONS IF NCCER AUTOMATED TESTING IS DOWN AND HAVING TECHNICAL ISSUES.

6. ACCURATELY ENTER ALL MODULES, EXAMS, SCORES, AND HOURS EARNED IN THE GCI DATABASE.

7. INFORM ENROLLING COMPANIES OF APPRENTICE TEST RESULTS AFTER EACH TESTING SESSION.

8. ACCURATELY RECORD AND UPDATE APPRENTICE ENROLLMENT DATES AND RENEWAL DATES.

GCI RESPONSIBILITIES & EXPECTATIONS

9. INFORM COMPANIES WHEN APPRENTICE ENROLLMENT EXPIRATION DATES ARE APPROACHING AND PROVIDE APPROPRIATE FORMS.

10. INFORM COMPANIES/INDIVIDUALS WHO CAN LEVEL UP.

11. WHEN NECESSARY, PROVIDE STUDENTS WITH AN IN-PERSON TESTING ENVIRONMENT TO MEET ANY SPECIAL NEEDS ACCORDING TO AMERICANS WITH DISABILITIES ACT (ADA).
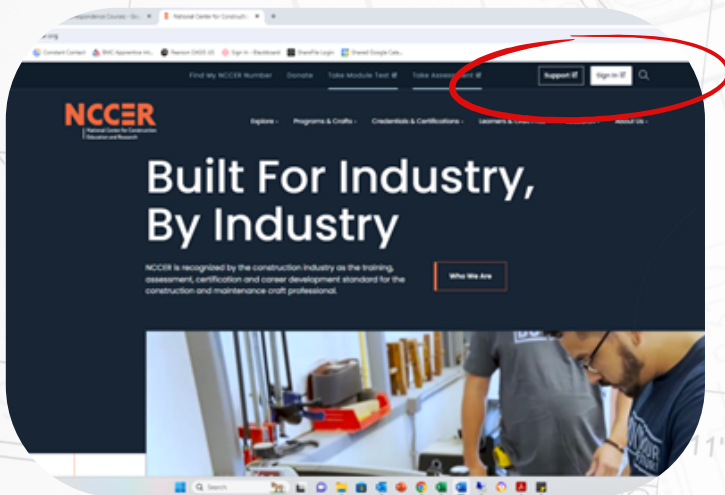
NCCER ID NUMBER SIGN UP GUIDE
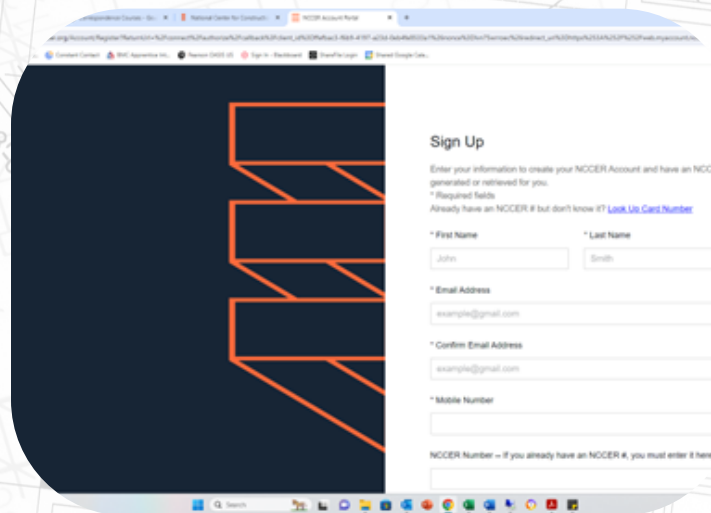
1 GO TO: NCCER.ORG

2 CLICK ON THE "SIGN IN" TAB ON THE TOP RIGHT!

3 CLICK ON "CREATE AN ACCOUNT" AND FILL IN ALL THE INFORMATION. ACCEPT THE NCCER TERMS AND CONDITIONS BY CLICKING ON THE BOX.

④ INSERT CONFIRMATION CODE THAT WAS PROVIDED VIA TEXT OR EMAIL. THEN CREATE A PASSWORD TO USE EVERY TIME YOU SIGN IN.

Set Account Password

We have sent a confirmation code to the phone number you provided. Please enter your account password.

Code

252807

Password

••••••••••••

Confirm Password

••••••••••••

Your password must
- Be minimum 12 characters ✓
- Passwords must match ✓

Resend Code   Save Password

⑤ YOU RECEIVED YOUR NCCER ID NUMBER! SAVE THIS SOMEWHERE IN YOUR NOTE'S APP OR EMAIL.

Thank you for creating your account!

Your NCCER Number:

29077119

Save this number for ease in accessing your NCCER Account and to share with instructor or proctor.

← Back to sign in

IMPORTANT TEST SIGN UP'S

TEST SIGN UP'S

TEST SIGN UP'S WILL BE AVAILABLE THE FIRST WEEK OR SO OF EVERY MONTH.

THE PROGRAM COORDINATOR(S) WILL SEND A COURTESY EMAIL EACH MONTH REMINDING STUDENTS TO SIGN UP FOR TESTING AND WILL PROVIDE THE APPROPRIATE LINK.

TEST SIGN-UP'S GUIDE

NOW THAT YOU HAVE CREATED YOUR NCCER ID NUMBER, RECEIVED YOUR BOOKS AND STARTED STUDYING, YOU CAN SIGN UP FOR TESTING!

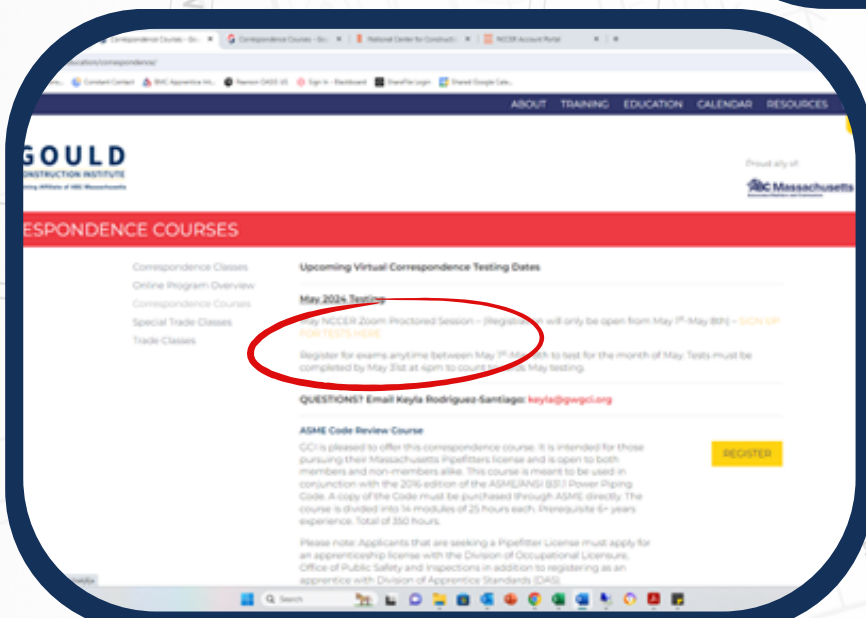THIS IS DONE THROUGH OUR SCHOOL WEBSITE AT GWGCI.ORG.

1 GO TO WEBSITE AT GWGCI.ORG AND CLICK ON THE EDUCATION TAB.

SCROLL DOWN AND CLICK ON TRADE EDUCATION PROGRAM.

2 SELECT THE MONTH YOU ARE SIGNING UP FOR AND CLICK ON "SIGN UP FOR TESTS HERE"

3 TEST SIGN UP FORM WILL OPEN, AND YOU NEED TO SELECT OR ADD A "TICKET" THEN SELECT CONTINUE TO FILL OUT YOUR INFORMATION.

4 FILL OUT ALL YOUR INFORMATION ACCORDINGLY & CLICK COMPLETE.

*PLEASE MAKE SURE TO ENTER THE FULL TEST MODULE NUMBER (YOU CAN FIND THIS IN YOUR BOOK IN EACH MODULE SECTION).

5 CONFIRMATION PAGE WILL POP UP, INDICATING YOU HAVE SIGNED UP FOR TESTS!

A PROGRAM COORDINATOR WILL ASSIGN YOUR TESTS BY <u>4PM ON THE DAY THAT REGISTRATION CLOSES</u>.

*PLEASE NOTE WE ALSO SEND OFF A COURTESY EMAIL WITH A DIRECT LINK TO THE TRADE EDUCATION PROGRAM PAGE REMINDING STUDENTS TO SIGN UP THE FIRST WEEK OF EVERY MONTH!

TRADE EDUCATION PROGRAM RENEWAL DATES:

YOUR REGISTRATION FOR THE PROGRAM IS GOOD FOR ONE (1) YEAR!

WE WILL REACH OUT TO THE COMPANY CONTACT AND LET THEM KNOW WHEN AN APPRENTICE WILL NEED TO BE RENEWED FOR THE CORRESPONDENCE PROGRAM.

THIS IS A SEPARATE RENEWAL/REGISTRATION DATE THAN YOUR DIVISION OF APPRENTICESHIP STANDARDS (DAS) CARD RENEWAL DATE.

THE TRADE EDUCATION PROGRAM RENEWAL IS SO THAT YOU CAN KEEP TESTING AND EARNING SCHOOL CREDIT TOWARDS YOUR TRADE.

DAS CARD RENEWAL IS SO THAT YOU RECEIVE CREDIT FOR YOUR WORK & SCHOOL HOURS TOWARDS YOUR APPRENTICESHIP.

AVAILABLE TRADE EDUCATION PROGRAMS

We offer a wide range of trades in the Trade Education Program! Below is a list of our current offerings, and we can offer other specific trades that are not listed. Please reach out if you have questions or do not see your trade.

Online Correspondence Training Programs offered:
Construction Craft Laborer
Masonry
Carpentry
Roofing
Glazing
Heavy Equipment Operator
Insulation
Painting
Millwright
ASME Pipefitter

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FREQUENTLY ASKED QUESTIONS (FAQ)

1 ## WHAT DOES REMOTE PROCTORING MEAN?

IT MEANS THAT FOR EACH MONTH STUDENTS WILL BE ABLE TO SIGN UP FOR TESTS AND TAKE THEM ANYTIME/ANYWHERE! YOU WILL NOT HAVE TO BE TETHERED TO A ZOOM PROCTORED SESSION WITH ME ON A CERTAIN DATE AND TIME.

2 ## HOW DOES REMOTE PROCTORING WORK?

ONCE TEST SIGNS UPS ARE CLOSED, THE PROGRAM COORDINATOR(S) WILL ASSIGN YOU YOUR TESTS THAT AFTERNOON. YOU CAN LOG IN AT ANYTIME, ANYWHERE AS YOU NORMALLY WOULD FOR TESTING AND TAKE YOUR TEST RIGHT AWAY! YOU WILL NEED TO GIVE THE AI PROCTOR PERMISSIONS ON YOUR ZOOM TO TEST AND INSTRUCTIONS USUALLY FOLLOW RIGHT ON THE SCREEN.

3 HOW DOES REMOTE PROCTORING WORK?

ONCE TEST SIGNS UPS ARE CLOSED, THE PROGRAM COORDINATOR(S) WILL ASSIGN YOU YOUR TESTS THAT AFTERNOON. YOU CAN LOG IN AT ANYTIME, ANYWHERE AS YOU NORMALLY WOULD FOR TESTING AND TAKE YOUR TEST RIGHT AWAY! YOU WILL NEED TO GIVE THE AI PROCTOR PERMISSIONS ON YOUR ZOOM TO TEST AND INSTRUCTIONS USUALLY FOLLOW RIGHT ON THE SCREEN.

4 WILL I NEED TO CONTINUE SIGNING UP FOR TESTS MONTHLY?

YES! THE PROGRAM COORDINATOR(S) WILL SEND OUT A COURTESY EMAIL AT THE BEGINNING OF EACH MONTH ASKING YOU TO SIGN UP FOR TESTING! THIS HELPS THE ASSIGN EVERYONE'S TESTS IN ONE SHOT, VERSE LOOKING THROUGH INDIVIDUAL EMAILS AND OR MESSAGES.

5 CAN I SIGN UP FOR TESTS AFTER THE TEST SIGN UP PERIOD EACH MONTH?

NO! IT IS YOUR RESPONSIBILITY TO SIGN UP FOR TESTS MONTHLY AND THE PROGRAM COORDINATOR(S) WILL NOT TAKE REQUESTS VIA PHONE OR EMAIL. THIS IS TO HOPEFULLY GET YOU USED TO SIGNING UP ON YOUR OWN EACH MONTH. IF YOU DO NOT SIGN UP FOR TESTING THAT MONTH, YOU WILL HAVE TO WAIT TILL NEXT MONTH.

6. WHEN ARE TESTS ASSIGNED?

TESTS ARE ASSIGNED ON THE LAST DAY OF TEST SIGN UPS WHEN THE REGISTRATION CLOSES OUT AT 4:00PM. YOU WILL THEN BE ABLE TO SEE YOUR TESTS ON YOUR PROFILE TO TAKE.

7. WHAT IF I AM HAVING TROUBLE WITH THE REMOTE PROCTORING?

IF YOU ARE HAVING ISSUES WITH TAKING YOUR TEST, YOU CAN CONTACT NCCER'S SUPPORT LINE HERE:

EMAIL: SUPPORT@NCCER.ORG
PHONE: NCCER SUPPORT LINE BETWEEN 9AM-5PM FOR ON DEMAND HELP AT 888-622-3720.

8. WHAT IF I AM NOT PROPERLY RECORDING MYSELF ON ZOOM WHILE REMOTE TESTING?

YOU NEED TO FOLLOW THE INSTRUCTIONS FOR THE REMOTE PROCTOR AND MAKE SURE YOU ARE SHARING THE CORRECT SCREENS WHILE TESTING. IF NCCER CANNOT SEE YOU OR YOUR TEST SCREEN, THEY CAN REVOKE YOUR TEST (EVEN IF YOU PASSED).

9   <u>CAN NCCER REVOKE MY TEST?</u>

YES! THEY CAN REVOKE YOUR TEST IF YOU ARE LOOKING AWAY TOO MUCH, IF YOUR FACE IS NOT FULLY VISIBLE ON THE SCREEN, IF YOU ARE USING YOUR PHONE OR ANY OTHER DEVICE THAT IS NOT PERMITTED DURING TESTING. PLEASE ALWAYS FOLLOW THE REMOTE PROCTORING INSTRUCTIONS!

10   <u>CAN I BE REASSIGNED TO A TEST I FAILED, ANYTIME THROUGHOUT THE MONTH?</u>

YES! JUST REACH OUT TO THE PROGRAM COORDINATOR(S) TO ASK FOR A TEST TO BE REASSIGNED. YOU CAN RETAKE THE TEST YOU FAILED AFTER A 2-DAY GRACE PERIOD.

FOR EXAMPLE, IF YOU FAILED A TEST ON MARCH 20TH AND ASKED FOR IT TO BE REASSIGNED, YOU CAN TAKE IT AGAIN ON MARCH 22ND.

PLEASE NOTE THAT WE WILL ONLY REASSIGN A FAILED TEST ONCE THROUGHOUT THE CURRENT TESTING PERIOD (USUALLY ANY TIME AFTER THE MIDDLE OF THE MONTH).

11. IF I FAIL A TEST, CAN YOU SEND ME A SCORE REPORT THAT HELPS ME SEE WHAT QUESTIONS I FAILED?

YES! WE CAN PROVIDE YOU WITH A TRAINING PRESCRIPTION FOR THE TEST THAT YOU FAILED. IT WON'T TELL YOU SPECIFICALLY WHAT QUESTION(S) YOU GOT WRONG ON THE TESTS BUT WILL AT THE VERY LEAST TELL YOU WHAT SECTION YOU NEED TO STUDY A BIT MORE ON.

12. CAN WE GET A REPORT OF OUR TESTING PROGRESS?

OF COURSE! THE PROGRAM COORDINATOR(S) WILL SEND OFF YOUR TEST RESULTS TO YOUR COMPANY CONTACT AT THE END OF EVERY MONTH. YOUR COMPANY CONTACT WILL HAVE THAT INFORMATION, BUT YOU CAN ALSO REACH OUT TO US FOR A COPY OF YOUR SCORE REPORT.

PLEASE NOTE THAT THOUGH WE SEND ALL THE RESULTS, WE NEVER SEND YOUR FAILED TEST SCORE OUTRIGHT TO YOUR EMPLOYER. IF YOUR EMPLOYER WOULD LIKE TO KNOW, THEY CAN ASK YOU PERSONALLY FOR THE FAILED TEST SCORE.

13 DO I NEED TO TAKE A TEST EACH MONTH?

YES! YOU NEED TO BE TESTING EVERY MONTH (AT LEAST PASSING 1-2 TESTS A MONTH) TO ENSURE YOU ARE FULFILLING YOUR HOURS TOWARDS YOUR APPRENTICESHIP.

14 WHAT IF I HAVEN'T TESTED AND DO NOT HAVE ENOUGH HOURS TOWARDS MY APPRENTICESHIP?

IF YOU ARE NOT TESTING AND DO NOT HAVE ENOUGH SCHOOL HOURS TO GO TOWARDS YOUR APPRENTICESHIP, WHEN YOUR COMPANY RENEWS YOU THROUGH THE STATE, YOU WILL MOST LIKELY BE CANCELED. THIS MEANS YOU WILL NEED TO START YOUR APPRENTICESHIP ALL OVER AGAIN.

HELPFUL TIPS

⭐ PLEASE CHECK YOUR EMAIL FOR ANY IMPORTANT INFORMATION. YOU MAY RECEIVE AN EMAIL FROM EITHER OF THE PROGRAM COORDINATORS.

⭐ SAVE YOUR NCCER ID NUMBER & ACCOUNT PASSWORD IN YOUR NOTES APP OR SOMEWHERE THAT IS EASILY ACCESSIBLE.

⭐ KEEP TRACK OF THE TESTS YOU HAVE PASSED IN YOUR NOTES APP OR REACH OUT TO GET A COPY OF YOUR SCORE REPORT. YOUR COMPANY CONTACT WILL RECEIVE AN UPDATED SCORE REPORT FOR YOU AT THE END OF EACH MONTH (IF YOU HAVE TESTED). YOU CAN ALSO FIND YOUR PASSED TESTS ON YOUR NCCER PROFILE.

⭐ REFER TO THE FREQUENTLY ASKED QUESTIONS FIRST BEFORE REACHING OUT TO THE PROGRAM COORDINATORS. THE ANSWER TO YOUR QUESTIONS MAY BE THERE!

⭐ ALWAYS REACH OUT TO THE NCCER SUPPORT LINE FOR ANY TECHNICAL RELATED ISSUES OR QUESTIONS. WE DO NOT HAVE BACKEND ACCESS TO THE NCCER WEBSITE AND WILL REFER YOU TO THEIR SUPPORT TEAM.

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