



**Retrainee – Job Creation
Training Proposal for:
Accent Computer Solutions Inc.**

Small Business ≤ \$50,000

ET15-0328

Date Approved: December 24, 2014

ETP Regional Office: North Hollywood **Analyst:** M. Webb

CONTRACTOR

- Type of Industry: Technology/IT Services
Priority Industry: Yes No

- Number of Full-Time Employees
California: 39
Worldwide: 43
Number to be trained: 43
Owner Yes No

- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 10%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$44,720
- In-Kind Contribution: \$69,750

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SB <100 Priority Rate	Business Skills, Computer Skills, Mgmt Skills	39	8-60	0	\$780	\$14.90
				Weighted Avg: 40			
2	Retrainee SB<100 Priority Rate Job Creation Initiative	Business Skills, Computer Skills, Mgmt Skills	4	8-60	0	\$780	\$14.90
				Weighted Avg: 40			

- Reimbursement Rate: Job #'s 1 and 2: \$26 SB Priority
- County(ies): San Bernardino
- Occupations to be Trained: Administration Staff, Engineers, Managers, Owner, Sales Staff, Supervisors, Technicians
- Union Representation: Yes
 No
- Health Benefits: \$1.40 per hour

SUBCONTRACTORS

- Development Services: Training Refund Group in Irvine assisted with development at no cost.
- Administrative Services: Training Refund Group will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 1987, Accent Computer Solutions Inc. (ACS) (www.accentonit.com), is an information technology (IT) solutions provider, working to resolve clients' IT issues. ACS serves small- to medium-sized businesses and organizations in the Southern California area and outside California. The Company provides both on-site and call services to its clients. It also makes recommendations and provides services that look at the root cause of problems to ensure that issues are rectified completely.

Need for Training

To remain competitive, ACS must remain up-to-date with new technologies and hardware systems. Software vendors continue to upgrade products to bring the best solutions to clients. As a result, ACS must ensure that employees are familiar with the latest software programs and technologies.

In addition to technical training, ACS has identified other areas that require improvement such as communication, problem solving, and leadership. To increase efficiency, ACS has developed a training plan to better handle technical calls in order to provide a competitive cost model and provide clients with the highest level of customer service.

Training in the IT industry remains an on-going process as new software updates are developed on a consistent basis. The Company has developed a training plan that will ensure staff utilizes best practices in the industry to be more effective and to increase efficiency.

Retrainee-Job Creation

Businesses strive to utilize the latest technologies and systems and look to companies such as ACS for IT solutions. As a result, ACS's client base has continued to grow within the last few years. To meet demand, ACS has committed to hiring 4 new employees over the next year (Job Number 2). Training in Business and Computer Skills will be delivered to educate new staff on ACS repair services and programming.

As an incentive for companies that commit to hiring, training for newly hired employees will be reimbursed at a higher rate, and trainees may be subject to lower post-retention wages. ACS represents that the date-of-hire for all trainees in the Job Creation program will be within the three-month period before contract approval or within the term-of-contract. The Company also represents that these trainees will be hired into "net new jobs" as a condition of contract.

Training Plan

Training will be delivered to staff via Class/Lab and E-Learning (Videoconference and GoToMeeting).

Business Skills (43%) - Training will be offered to Technicians, Managers, Sales Staff, and Supervisors. Trainees will learn how to be effective communicators. Training topics include communication skills, business writing skills, marketing, and customer service.

Computer Skills (52%) - Training will be offered to all occupations to improve skills in MS Office, database technology, and computer repair and programming. Training will equip staff with knowledge and skill sets required to resolve IT problems.

Management Skills (5%) – Training will be offered to Managers and Supervisors to enhance leadership skills and better motivate staff. Courses delivered include Managing a High Performance Workplace, Coaching/Motivating Employees, and Supervisory and Management Skills.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum**Class/Lab, E-Learning, Videoconference Hours**

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Budgeting and Planning
- Business Plans
- Business Processes
- Customer Service Best Practices
- Sales
- Marketing
- Product Knowledge
- Project Management

COMPUTER SKILLS

- Computer Networking
- Computer Repair
- Database Development and Management
- Integrated Sales/Marketing Software
- Network Administration
- Operating System Programming Language
- Programming Languages
- Project Management Software/Tools
- Security Programs
- Support Desk
- System Design
- Telephone Systems
- VoIP
- Website Development

MANAGEMENT SKILLS (Managers and Supervisors only)

- Supervisory and Management Skills
- Change Management
- Coaching/Motivating Employees
- Conflict Management for Managers
- Leadership for Managers
- Managing a High Performance Workplace

Note: Reimbursement for retraining is capped at 60 total hours per trainee, regardless of method of delivery.