



Training Proposal for:

**KML Enterprises, Inc. dba New Horizons Computer Learning
Centers of Southern California
Agreement Number: ET16-0342**

Panel Meeting of: January 22, 2016

ETP Regional Office: San Diego

Analyst: K. Campion

PROJECT PROFILE

Contract Attributes:	Retrainee Priority Rate SB <100 SET HUA	Industry Sector(s):	Manufacturing Technology/IT Engineering Aerospace and Defense Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Orange, Los Angeles, Ventura, San Bernardino, Riverside and San Diego	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Turnover Rate:	≤20%		
Managers/Supervisors: (% of total trainees)	≤20%		

FUNDING DETAIL:

Program Costs	+	Support Costs	=	Total ETP Funding
\$304,950		\$20,910 8%		\$325,860

In-Kind Contribution:	50% of Total ETP Funding Required	\$510,000
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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	Computer Skills, Continuous Impr., Business Skills	95	8-200	0	\$481	\$15.60
				Weighted Avg: 30			
2	Retrainee Priority Rate	Computer Skills, Continuous Impr., Business Skills	350	8-200	0	\$577	\$15.60
				Weighted Avg: 30			
3	Retrainee SB <100	Computer Skills, Continuous Impr., Business Skills	65	8-200	0	\$705	\$15.60
				Weighted Avg: 30			
4	Retrainee SB<100 Priority Rate	Computer Skills, Continuous Impr., Business Skills	10	8-200	0	\$834	\$15.60
				Weighted Avg: 30			
5	Retrainee SET	Computer Skills, Continuous Impr., Business Skills	50	8-200	0	\$481	\$28.37
				Weighted Avg: 30			

Minimum Wage by County: Job Numbers 1-4: \$15.60 per hour for Riverside, San Bernardino and Ventura Counties; \$16.46 per hour for San Diego County; \$16.48 per hour for Los Angeles County; and \$16.51 per hour for Orange County. **Job Number 5:** \$28.37 per hour Statewide
Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Participating employers may use health benefits to meet the Post-Retention Wage.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
*Job Numbers 1-4		
Administrative Staff		30
Customer Service Staff		30
Information Technology Staff		70
Lead		60
Production Worker		165
Sales/Marketing Staff		40
Technical Support Staff		75
Supervisor/Manager		50
Job Number 5		
Technical Support Staff		50

*It will be made a condition of contract that the trainees in Job Numbers 1 - 4 will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table.

INTRODUCTION

KML Enterprises, Inc. dba New Horizons Computer Learning Centers of Southern California (New Horizons or Center) (www.nhsocal.com) is a private training agency that specializes in Information Technology (IT), offering a wide variety of computer-related courses. New Horizons is a Microsoft IT Academy and a Microsoft Gold Partner and provides Microsoft, Cisco, CompTIA, Corel, Adobe, and Novel courses along with Internet and Security courses.

New Horizons has been providing Computer Skills training to large and small businesses throughout Southern California since 1982. The Center recently expanded its offerings to include Business Skills and Continuous Improvement training based on employer demand.

Headquartered in Anaheim, New Horizons has additional training facilities located in Burbank, Culver City and San Diego. New Horizons is eligible for ETP funding as a private training agency. Its BPPE approval is valid until May 18, 2020. New Horizons is also approved under the I-TRAIN program.

PROJECT DETAILS

This proposal will reach large and small priority and non-priority business. Participating employers represent a variety of industries including manufacturing, aerospace, biotechnology, pharmaceutical, construction, distribution, and service from Orange, Los Angeles, Ventura, San Bernardino, Riverside and San Diego Counties. Approximately 90 percent of the proposed training will be provided at participating employer sites and the remaining training will be conducted at New Horizon facilities. The Center is a repeat Contractor but has not held a contract with ETP within the last five year.

New Horizons has built strong relationships with City, County and regional economic development agencies; chambers of commerce; industry associations; community colleges and universities; workforce investment boards; one-stop centers; and hundreds of employers in the southern California area. The Center works with these entities to identify specific training needs and develop curriculum.

Training Plan

This proposal includes six participating employers. The curriculum was designed to meet the needs of these employers.

Computer Skills (50%) – Training will be offered to all occupations in order to help employers' expand their computer infrastructures and help improve internal and external communications through computer learning. Training on Adobe Software, MS Office, Office 365, SharePoint, Visio, and Photoshop will give employees the ability to communicate more effectively within their company and with customers. Information Technology Staff will receive training on Cisco Networks, Citrix Networks, database systems, Microsoft Exchange, hacking, HTML, implementing and supporting Windows, Novel Networks, Red Hat, Security Systems, SQL Server, and web programming/applications. This training will give IT staff the tools needed to support the computer infrastructure of their companies. Computer Skills training will support all areas of the business and help employers increase communications, reduce errors and improve productivity.

Continuous Improvement (30%) - Training will be offered to all occupations to help workers streamline operations, improve productivity, implement quality measures, increase internal and external coordination for production areas, and solve process-related issues. Trainees will be

encouraged to identify and utilize problem-solving techniques and process improvement skills to make decisions and implement solutions to reduce or eliminate waste. Trainees will also learn 5S Lean skills, and leadership and coaching skills.

Business Skills (29%) – Training will be offered to all occupations to improve business and report writing, increase product knowledge, generate financial reports, develop sales and marketing skills, improve negotiation skills, and provide quality customer service. Trainees will also learn financial analysis skills and project management skills.

Impact/Outcome

Some courses may allow trainees to obtain ISO Certification for Continuous Improvement. Trainees may also obtain software application certifications.

Marketing and Support Costs

New Horizons has approximately 40 Account Executives on staff who market, recruit and conduct training needs assessments with participating employers. New Horizons surveys companies to identify key training needs and conducts face-to-face visits at employer sites to identify goals, design improvement projects, and create training plans.

New Horizons requests 8% support costs for employer assessments, training needs assessments, creating actions plans, customizing training programs, and conducting employer recruitment. The Center will ensure that all participating employers are committed to training, and will invest the time needed to design well-developed training plans so that goals are achieved and training is delivered on-time. Staff recommends the 8% support costs.

Trainer Qualifications

All training will be delivered by New Horizons internal staff. Most trainers have at least 10 years of experience in their area of expertise.

Tuition Reimbursement

New Horizons represents that students enrolled in the ETP-funded program will not be charged tuition, fees, or any other costs associated with training. The representation will be made a condition of the Agreement.

SET

Under Special Employment Training (SET), a participating employer is not required to demonstrate out-of-state competition and trainees are not required to meet eligibility standards for retraining. Job Number 5 will be funded under SET.

High Unemployment Area (HUA)

Some participating employers may be located in an HUA with unemployment exceeding the State average by at least 25%. However, New Horizons is not asking for a wage or retention modification.

Commitment to Training

ETP funds will not displace the existing financial commitment to training of participating employers. Safety training is, and will continue to be, provided by the participating employers in accordance with all pertinent requirements under state and federal law. Company-provided internal training activities vary widely among participating employers. Training within small companies is narrowly focused on job-specific skills and conducted on an “as needed” basis in an informal setting. These employers lack the budget and manpower to undertake more in-depth programs. Training programs provided by larger companies are more robust; however, they lack the expertise to evaluate their training programs. Training and evaluation services provided by New Horizons will allow participating employers to train their employees without having to utilize too much resources.

➤ Training Infrastructure

The VP and General Manager of New Horizons will take responsibility for oversight of this project. Branch Managers from each New Horizons facility and Account Executives will take responsibility for marketing and recruitment of employers and conducting training needs assessments. A full-time Training Coordinator will be responsible for scheduling training and gathering attendance rosters. Additionally, a subcontractor will perform specific ETP project administration including enrolling and tracking trainees in ETP systems.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

New Horizons retained National Training Company, Inc. (NTC) in Irvine to assist with development of this proposal for a flat fee of \$15,000.

ADMINISTRATIVE SERVICES

New Horizons also retained NTC to perform administrative services in connection with this proposal for an amount not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8–200 Trainees may receive any of the following:

COMPUTER SKILLS

- .NET Programming/Applications
- Adobe Software
- Advanced Desktop Applications
- Cisco Networks
- Citrix Networks
- Computerized Status
- Database Developer Tools and Utilities
- E-Business Solutions
- Enterprise and Manufacturing Management Systems
- Exchange
- Hacking
- HTML
- Illustrator
- Implementing and Supporting Windows
- InDesign
- Information Technology Solutions/Internet Tools
- Inventory Management Software
- Microsoft Dynamics
- MS Office (Intermediate and Advanced)
- MS Win Server
- Network Developer Tools and Utilities
- Network+
- Networking
- Novell Networks
- Paperless Systems
- Photoshop
- Project Management Applications
- Red Hat
- Scripting
- Security Systems
- Sharepoint
- Software Analysis, Design, and Implementation
- SQL Server
- Visio
- Visual Basic
- Visual Studio
- VMWare
- Web Programming/Applications
- Windows Server Support and Maintenance
- XML

CONTINUOUS IMPROVEMENT

- 5S
- Change Management
- Coaching Skills
- Conflict Management
- Effective Meeting Skills
- Problem Solving/Team Problem Solving
- Process Improvement Training
- Quality Control Systems
- Team Skills
- Time Management
- Value Added Activities
- Value Stream Mapping
- Waste Identification

BUSINESS SKILLS

- Account Development Strategies
- Accounting Processes
- Business and Report Writing
- Business Problem Solving
- Business Processes
- Customer Service Skills
- Financial Analysis Skills
- Interpersonal Communication
- Marketing Strategies
- Negotiation Skills
- Organizational Skills
- Product Knowledge
- Project Management
- Sales Skills

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.

**Participating Employers in Retrainee
Multiple Employer Contracts**

Contractor's Name: KML Enterprises, Inc. dba New Horizons
Computer Learning Centers of Southern California

CCG No.: ET16-0342

Reference No: 15-0295

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PRINT OR TYPE IN ALPHABETICAL ORDER

Company: ETHOSENERGY Field Services, LLC

Address: 10455 Slusher Dr., Building 12

City, State, Zip: Santa Fe Springs, CA 90670

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 50

Total # of full-time company employees worldwide: 31,900

Total # of full-time company employees in California: 150

Company: GKN Aerospace Transparency Systems Inc.

Address: 12122 Western Ave.

City, State, Zip: Garden Grove, CA 92841

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 150

Total # of full-time company employees worldwide: 50,000

Total # of full-time company employees in California: 648

Company: Quantum Design, Inc.

Address: 6325 Lusk Blvd.

City, State, Zip: San Diego, CA 92121

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 50

Total # of full-time company employees worldwide: 200

Total # of full-time company employees in California: 150

Company: Solar Turbines Incorporated

Address: 2200 Pacific Hwy.

City, State, Zip: San Diego, CA 92101

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 220

Total # of full-time company employees worldwide: 3,400

Total # of full-time company employees in California: 900

**Participating Employers in Retrainee
Multiple Employer Contracts**

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Company: Tax Defense Partners (Professional Services Systems LLC)

Address: 6345 Balboa Ave., Ste. 285

City, State, Zip: Encino, CA 91316

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 65

Total # of full-time company employees worldwide: 70

Total # of full-time company employees in California: 70

Company: Technicolor USA Inc.

Address: 3233 Mission Oaks Blvd.

City, State, Zip: Camarillo, CA 93012

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 50

Total # of full-time company employees worldwide: 3,100

Total # of full-time company employees in California: 1,500
