



EDUCATION and WORKFORCE DEVELOPMENT CABINET  
Department of Workforce Investment

**Andy Beshear**  
Governor

**Jacqueline Coleman**  
Lieutenant  
Governor and  
Secretary

Office of Vocational Rehabilitation  
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**Mary Pat Regan**  
Deputy Secretary

**Marty Hammons**  
Commissioner

**SERVICE FEE MEMORANDUM**

TO: Office of Vocational Rehabilitation Staff  
Client Assistance Program Administrator

FROM: Cora McNabb  
Executive Director  
Office of Vocational Rehabilitation

THROUGH: Pat Selch, MRC, CRC  
Central Office Administrator  
Office of Vocational Rehabilitation

Teresa Brandenburg  
Branch Manager  
Supported Employment Branch  
Office of Vocational Rehabilitation

DATE: August 13, 2014

RE: Community Service Certification Program  
Opportunity for Work and Learning in Lexington

The Customer Service Certification program is a short term, interactive training program created to prepare customer service professionals with the core skills for employment within the local labor market and to result in a nationally recognized certification to qualify for employment within any customer service industry.

Opportunity for Work and Learning customized a nationally recognized customer service program to satisfy the needs of the local customer service industry.

Opportunity for Work and Learning is divided into six interactive modules that address key competency areas and core skills required for certification in Customer Service including:

1. Why Customer Service Matters
2. What Customers Want
3. Essential Customer Service Skills, Part 1
4. Essential Customer Service Skills, Part 2
5. Handling Complaints and Dealing with Angry People
6. Customer Service as a Strategic Marketing Tool & Customer Service Teams

Each module is two weeks in length, but participants may complete faster or slower depending on individual capacity to learn and retain new information.

The classroom is located at the Opportunity for Work and Learning facility where students will have opportunity to meet with their employment coordinator for other approved services. Classes are small, not to exceed six to ten participants at a time to allow for adequate instructor/participant interaction.

### **Admission Criteria:**

1. The individual must meet general admission criteria to Opportunity for Work and Learning, including:
  - Must be 18 years of age or older.
  - Must be drug free; drug testing may be required.
  - Must have no violent or sexual convictions; criminal background check required.
  - Must show two forms of identification (i.e. social security card and personal ID or driver license).
2. The individual must meet requirements of referring agency with the Customer Service Certification Program training identified as part of their individual employment plan and Opportunity for Work and Learning as the service provider.

### **Referral Procedure:**

Vocational Rehabilitation counselors should make referrals directly to the Opportunity for Work and Learning Center Director. A tour may be scheduled before the referral is made to allow the individual an opportunity to meet the instructor and ask questions regarding the work assignments.

## **Total Fee**

**Total Fee: \$1,000.00**

**\*Includes the following:**

- A maximum of 320 hours of instruction and supervision
- One on one tutoring as needed
- Certification Exam and Diploma

The training is subject to cost participation. The total cost of this training is \$1,000.00. This will be paid from the Community Rehabilitation Program budget (Budget Unit Number 6719) using Expenditure Code 331, Skills Training through a Community Rehabilitation Program. Opportunity for Work and Learning will invoice for the training at its completion.

## **Outcomes**

At the completion of the Customer Service Certification Training Program, consumers will receive a certificate of completion certifying the successful completion of the program including a list of the skills learned. Consumers with the support of their Office of Vocational Rehabilitation counselor should be prepared to begin a job search and apply skills in a work setting. Consultation with the Office of Vocational Rehabilitation counselor will determine the next step for the consumer.