

# **LOGIC Training Program Policy Handbook**

**School Year 2018-2019**

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## **Administrators**

The Logistics, Operations, General Warehousing and Inventory Control (LOGIC) Workforce Development Training Program at the Food Bank of Delaware is directed by the President/CEO of the Food Bank of Delaware, the Chief Operations Officer, and the Operations Instructor. These positions bring a combined knowledge and expertise in warehousing skills, social services, career development, fund raising, government networking, private sector networking, job training, development, and placement.

<b>Patricia D. Beebe</b> .....	<b>President/CEO</b>
<b>Trevor Turner</b> .....	<b>Chief Operations Officer</b>
<b>Jessica Neal</b> .....	<b>Program Manager</b>
<b>TBA</b> .....	<b>Operations Instructor</b>

## **The Mission of LOGIC**

LOGIC's mission is analogous to the Food Bank of Delaware's mission: *to provide nutritious foods to Delawareans in need and to facilitate long-term solutions to the problems of hunger and poverty through community education and advocacy.* LOGIC addresses the community's needs by using the assets and opportunities of Delaware's nonprofit, for-profit, educational, and political communities. These assets include: a booming warehousing industry that pays well and is in need of well-trained, job-ready employees; a political climate that supports job training, micro-enterprise, and personal responsibility for former benefit recipients; a wide network of services offered by Food Bank of Delaware member agencies.

## **Philosophy**

The philosophy of LOGIC is **MOVING OUT OF POVERTY AND INTO SELF-SUFFICIENCY**. Poverty and Hunger advocates have identified education and micro-enterprise development as critical strategies for moving families out of poverty and into self-sufficiency. Both self-improvement methods are supported by political and community initiatives and are part of the innovative and comprehensive approach to enhance a person's ability to become self-sufficient.

## **Staff and Qualifications**

LOGIC staff consists of a full-time Operations Instructor. The FBD's Operations Instructor will be an industry professional with a wide range of experience across a broad scope of warehousing and logistics environments. Their experience and connections to the industry will allow the FBD to develop partnerships with potential employers and establishments that will partner with our organization to place students in on-the-job training. Their network will also afford us the opportunity to provide specialized training, including demonstrations of specialized skills, as part of the existing warehousing program. The guest lectures from Logistics experts will enrich our students' understanding of real-world concepts. The FBD's Operations Instructor will ensure through workplace agreements and site visits that students are receiving instruction from experienced industry professionals.

## **Enrollment Policy**

LOGIC serves individuals who are un/underemployed, developmentally and/or physically disabled or in career transition. Individuals must express a desire to complete training with excellent attendance and to work in the warehouse industry upon completion of training.

## **Admission Requirements**

Applicants must:

1. Be 18 years of age with a High School or GED diploma.
2. Reading and math skills at a 9<sup>th</sup> grade level (determined by TABE and/or CASAS scores).
3. Not be a danger to self or others.
4. Have a strong desire to progress in a warehousing career.
5. Be able to lift 40 pounds and stand up to 6 hours daily with or without a reasonable accommodation.
6. Able to attend all classes.

Admission requirements for the handicapped: No qualified person shall be denied admission, graduation, supportive services or any other rights or privileges of the school due to handicap. Upon individual circumstance of the handicap, the school (if financially capable) will make general accommodations. The entire school is on one floor and is wheelchair accessible.

## **Application Process**

Applicants must:

1. Complete a program application.
2. Be interviewed by the LOGIC program staff.
3. Complete a scholarship application, if applicable.
4. Complete Consumer Referral (completed by DOL/DVR counselor) & Authorization form, if applicable.

## **Student – Instructor Ratio**

The maximum enrollment for LOGIC is 10 students for each class. The ratio of students per instructor is ten to one (10:1) for Warehouse Training and 10:1 for Life Skills.

## **Facilities and Equipment**

LOGIC is located at the Food Bank of Delaware's Newark facility and consists of a fully equipped warehouse and classroom. Major equipment in the facility include: End rider, Lift Truck, Order Picker and Pallet Jacks. The classrooms are well ventilated and lighted for student comfort and are equipped with a Smart Board and internet-ready personal computers as learning tools. Audio visual aids are used as an integral part of classroom lecture and presentations in all topics of study.

The classroom computers enable students to access the internet to keep them informed of industry standards and employment opportunities.

## **Program Description**

The LOGIC program consists of 35 hours per week of training:

The warehousing and logistics training sessions take place Monday through Friday from 11am to 6pm for a total of 9 weeks, and a 2 week internship that will provide students with 60 hours of on-the-job training. We will conduct 3 sessions per year for up to 10 students per session, for a total of 30 students served annually.

### **Daily Class Schedule Breakdown:**

11AM-12 PM	Life Skills/Employment Readiness
12PM-12:30 PM	Topics in Warehouse Safety
12:30PM-2:30 PM	In-Class Technical Skills Training
2:30PM-3:00 PM	Break, Opportunity to have one-on-one coaching sessions with Program Manager during break
3:00PM-6:00 PM	Hands-On Interactive Learning in Warehouse

- Students spend 65% of their time on in-class lectures and OSHA lessons and 35% of the time in the Food Bank of Delaware warehouse, putting the skills they learn into practice.
- Post-training, participants participate in an internship with a stipend for 2 weeks to gain direct work experience in the warehousing and logistics industry. If they gain employment during the training, they can fulfill their internship hours through their employer.
- Those participants who attain employment receive periodic reviews throughout the course of a year through staff visits and supervisor reviews.
- Supplemental training is made available to graduates, based on supervisor reviews at their place of work.

### **Certification Information**

Those who successfully complete the program will receive an OSHA-10 General Industry Certificate, which is achieved through an online test proctored by the Mid Atlantic OTI Education Center. They will also receive a Forklift Certification provided on site by an in-house Forklift Certified Trainer who received their credential through Arbor Materials Handling. We are a certified trade school by the Delaware Department of Education.

### **Attendance Policy**

Students are expected to attend 11 weeks of classroom study, warehouse training and internship. Class meets Monday through Friday, 11:00 a.m. until 6 p.m. (subject to change). A student's attendance is recorded on the attendance form in their file. Absences, lateness, verbal and written notices will be reported on the student's attendance form.

***Excessive absenteeism and lateness are subject to disciplinary action and potential interruption of services. Students must contact LOGIC staff themselves as soon as possible if unable to arrive on time or will be absent and may not have someone call for them unless in extreme emergencies. Two no call/no shows will result in termination from the program.***

1. First occurrence: student will receive a verbal notice regarding attendance policy.
2. Second occurrence: student will receive second verbal notice regarding attendance policy.
3. Third occurrence: student will receive written notice regarding attendance policy.
4. Fourth occurrence: student will receive second written notice regarding attendance policy.

5. Fifth occurrence: student will not be eligible to participate in an externship and staff will evaluate whether or not the student may remain in the program.

***OCCURENCES include an absence, lateness or leaving early***

### **Make-up Policy**

Due to the length of our program, we do not offer make up classes for warehouse or life skills that were missed due to absence. Materials are reviewed on an individual basis and lesson plans are shared with students upon their request. Students are encouraged to seek addition help from LOGIC staff before and after class or at a time convenient for the LOGIC staff and student.

### **Class Schedule**

The warehousing and logistics training sessions take place Monday through Friday from 11am to 6pm for a total of 9 weeks, and a 2 week internship that will provide students with 60 hours of on-the-job training. The daily schedule includes: 11:00-12:00 life skills instruction, 12-12:30 Topics in Warehouse Safety, 12:30-2:30pm Technical Skills Training, 2:30-3:00 Break for Lunch, 3:00-6:00 Hand-On Interactive Learning in Warehouse.

### **Grading and Satisfactory Progress**

Grading the warehousing components include written proficiency exams that are completed after classroom lecture and hands on warehousing practice. These are scored:

<u>Letter Grade</u>	<u>Percentage</u>	<u>Grade Points</u>	<u>Achievement</u>
A	90-100	4.0	Excellent
B	80-89	3.0	Above Average
C	70-79	2.0	Satisfactory
D	65-69	1.0	Poor
E	0-64	0.0	Failure
I	0-64	0.0	Incomplete

In addition to graded assignments, the Operations Instructor completes a 30 and 60 day evaluation of each student and reviews it privately with them. Copies are kept in the student's file. Life skills are evaluated by individual assessment and goals/progress rather than a numerical grade.

### **Re-Application Process**

The first two weeks of the LOGIC program is the probationary period. At the end of this period if the LOGIC staff feels a student will not benefit from the remaining nine weeks of class, the student will be released from the program. A student will be encouraged to re-apply for the next LOGIC program.

### **Internships**

Weeks 10-11 of our program is an internship. Students who have maintained at least a 75 grade average, have less than 5 absences and have shown a proven ability in the warehouse will be eligible for an internship with our partners outside the Food Bank. Those students who do not achieve these requirements will complete an internship in the Food Bank of Delaware's warehouse, under the supervision of the Operations Instructor.

## **School Calendar**

LOGIC holds three classes per academic year. We operate Monday through Friday except for following Food Bank of Delaware Holidays: Christmas Day through January 1st; Memorial Day, July 4<sup>th</sup>; Labor Day; Thanksgiving and the day after Thanksgiving.

## **Program Costs & Funding**

The total costs of the 11 week program for the 2018-2019 academic year is \$6,038. In addition to the instructional costs, students receive 2 shirts, boots, gloves, the OSHA 10 Training textbook and any other school supplies as needed. Students who require financial assistance such as housing, food stamps, and/or transportation can utilize the Food Bank's resources through professional referrals by program support staff.

Candidates accepted into the program may be eligible for scholarships.

## **Tuition Refund Policy**

In the event that Veterans of their eligible persons sponsored as students under chapters 30, 32, 33, 35, of Title 38 and chapters 1606 and 1607 of Title 10 U.S. Code, fail to enter the program or withdraw or are discontinued from at any time prior to completion, the amount charged for tuition, fees, and other charges shall not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges that the length of the non-accredited program bears to its total length. A registration fee of \$10 need not be refundable: any amount beyond that is subject to pro ration and refund (CFR 21.4254 (c) (13)). The pro rata portion may not vary more than 10 percent of the total costs for tuition, fees, and other charges.

Refunds are calculated in accordance with the Delaware State Refund Policy. Official withdrawals must be dated, in writing, and presented to the Program Director. A \$100 tuition fee will be retained. A refund of the remaining tuition will be returned to the funding source within 30 days of the Operations Director receiving the written request. Refunds will be granted as follows:

<b>Withdrawal Period</b>	<b>Tuition Refund</b>	<b>Tuition Obligation</b>
After 0.01 percent enrollment time of the course	80%	20%
After 5 percent to 9.9 percent enrollment time of the course	70%	30%
After 10 percent to 14.9 percent enrollment time of the course	60%	40%
After 15 percent to 24.9 percent enrollment time of the course	55%	45%
After 25 percent to 49.9 percent enrollment time of the course	30%	70%
After 50 percent or more enrollment time of the course	-0-	100%

**Employment Assistance**

The Operations Instructor maintains a job board in the classroom with warehouse openings. Businesses looking for well-trained employees with skills necessary for the warehousing industry post job openings with FBD. Past and present students are then informed of job openings and are encouraged to come to FBD to check the job bank whenever they are embarking on a job search. Computers with Internet access are made available to students to do online job searches.

**Graduate Tracking:** LOGIC maintains a comprehensive database for graduates to effectively track employment, retention and earning profiles of graduates. This database is used to measure the effectiveness of LOGIC and to adjust the curriculum, as necessary, ensuring that our students are trained in the job skills that provide them the highest level of employability.

**Student Services:** LOGIC fully supports our students and graduates through comprehensive programs keeping us connected throughout matriculation and hiring processes. Through monitoring and mentoring our graduates, potential barriers to job retention can be identified and resolved quickly before they result in an unemployment situation. Our graduates are welcome to continue to utilize our Job Board and computers for online job searches.

In addition, the Operations Instructor is available to assist in resume updating and interview skills training.

**Dress Code**

Students shall project a professional and neat appearance to our customers and clients at all times.

**Acceptable Dress Includes**

Uniform shirt, boots and durable pants such as jeans. Clothes should be clean, without stains, holes or rips. Pants must be worn at proper length (waist) and not expose undergarments. Students who do not have uniform clothing will be sent home and considered absent. Hair longer than shoulder length should be secured in a ponytail.

**Unacceptable Dress Includes**

Sweat clothes, shorts, tight fitting spandex, skirts, dresses or leggings, sleeveless shirts or tank tops, revealing fabric, sandals, and open toe shoes. If a student is unsure of proper dress code, they should consult the Program Manager or the Operations Instructor.

**Transferring Hours**

Due to the length of the LOGIC program transfer credits are not accepted.

**Availability of Transcripts**

Students requesting transcripts from LOGIC must complete a transcript request form and submit to the Operations Instructor. Students are informed to allow 7 business days to process transcript requests.



## **Code of Conduct**

New students are oriented to the Food Bank, classroom, and warehouse by the Operations Instructor. Through orientation and training efforts, students are prepared to successfully perform their jobs in the warehouse and classroom. The Operations Director and Manager provide support and guidance to promote their success.

- Uniform must be worn at all times.
- No chewing gum, smoking, eating or drinking is permitted in the warehouse or classroom.
- Eating is allowed in the café and classroom, at the discretion of the Operations Instructor.
- Eating and drinking are permitted only during breaks
- Breaks are authorized by the Operations Instructor and Program Manager if the Instructor is not available.
- Smoking is not permitted on Food Bank property.
- Students will be trained on AIB Food Safety Standards and must comply with those standards while on premises
- Personal phone calls are not accepted. We will forward emergency messages promptly.
- **No cell phones or iPods are permitted in the warehouse or classroom.**
- All accidents/incidents/injuries should be reported immediately to a member of the LOGIC staff.
- No vulgarity or physical abuse, whether in speech, actions, or mannerisms are tolerated and will result in suspension of training services.
- Permission must be obtained from the LOGIC staff to leave the warehouse. Extreme caution must be observed in the warehouse.
- Company phones may only be used during breaks and with the permission of the LOGIC staff. Phone use is limited to emergencies.
- Computers are only to be used with the permission of the Operations Instructor, Operations Director or Programs Manager. Internet use is restricted from chat rooms, gambling, lewd or pornographic sites. Visiting these sites will result in loss of computer privileges. Downloading programs on the computers is prohibited.
- Students using computers, must log off of the network, turn off the monitor and leave the CPU turned on after they are done.
- All students are responsible for keeping the warehouse, classroom and café area clean.

## **Harassment**

It is illegal to harass others on the basis of their gender, age, race, color, national origin, religion, sexual orientation, marital status, citizenship, disability and other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups, and other verbal, physical, and visual behavior. Sexual harassment is also prohibited. Propositions, repeated request for dates, dirty jokes, sexually provocative pictures and other verbal, physical and visual harassment are prohibited. The harassment of any student or staff member will lead to disciplinary action including termination in cases of gross misconduct. Any student who feels harassed has the right to file a charge with the Department of Education's Anti-discrimination Section. Before doing so, students should speak with the Operations Instructor, Program Manager or Operations Director or the President of the Food Bank of Delaware. It is the Operations Instructor's responsibility to refer the student to the appropriate authority.

## **Termination**

A student's training may be terminated for any one of the following reasons:

1. Unsatisfactory academic progress and/or performance
2. Excessive absenteeism or tardiness or leaving early (5 or more).
3. Possession of or being under the influence of alcohol, or any non-prescription drugs while on school property
4. Fighting or gambling on school property
5. Possession of firearms or weapons on school property
7. Violation of safety rules of conduct that could harm staff, students or volunteers
8. Theft of any kind.
8. Any conduct deemed inappropriate or extreme by the Program Director and/or CEO President
9. Failure to follow dress code
10. Harassment or blatant disrespect for staff, students or volunteers
11. Failure to maintain a clear, organized and safe environment
12. Deliberate inaccuracies on LOGIC application.
13. Foul language.

**Any student who attends class under the influence of alcohol or controlled substances is terminated immediately.**

## **Appeals/Complaints/Grievances**

Students may address any complaint concerning program operations, program staff or quality of service to Food Bank of Delaware executives, in person, writing, or by telephone. Contact numbers are included on program information distributed to participants upon program enrollment. The Delaware Department of Education's toll free complaint number will be provided to participants should they wish to make a direct complaint. Individuals will be advised of any actions that may be taken to resolve stated problems. The procedure for complaints alleging discrimination is described separately in the Civil Rights segment of this plan. Complaint/grievance forms will be available on-site at the training facility and given to participants on request. Oral complaints will be accepted, and will be recorded on the complaint forms by the Operations Instructor or Program staff. Anonymous complaints are discouraged; however, such complaints will be investigated at the receiving administrator's discretion. FBD will investigate complaints received within 10 days of receipt. If a student cannot resolve a complaint after following the school's procedures, the complaint may be forwarded, in writing, to the Department of Education, Private Business and Trade Schools, John Collette Education Resource Center, 35 Commerce Way, Dover, DE 19904.