

**North Carolina Department of Labor  
Occupational Safety and Health Division**

**Raleigh, NC**

Administrative Information System

Administrative Procedure Notice 29

**Subject:** Spanish Language Online Training

**A. Purpose.**

To increase the ability of staff to converse in Spanish with employers and employees, while in the performance of their job duties. This program is a pilot program with a maximum number of seats available. If the program is successful and well-utilized by employees, additional seats may be purchased for employee use.

**B. Training Program.**

The training program provides an unlimited learning platform for online, tablet and mobile accessibility that is synced across devices and allows for an employee to progress from their current understanding of Spanish, whether basic, intermediate or advanced, to a fluency level in Spanish. The program also provides conversational Spanish group lessons that are an hour in length and made up of six people from all over the world that can be assigned to an employee upon request.

The training program is flexible and allows for the program administrator to assign and reassign seats, as needed. Each reassigned seat begins at the desired level and is not limited to the previous user's progress.

The online program tracks employees' progress, including hours and group lessons attended. It also provides certificates for course completion.

**C. Eligibility.**

To be eligible for this program, the employee must:

1. Be recommended by their supervisor and/or bureau chief for enrollment in the online training program.
2. Have a "meets" or "exceeds" for their current performance plan.
3. Be a career state employee at time of training request.
4. Have completed all core courses required for their current job, where applicable.
5. Have been cut-loose to perform independent field work by their supervisor, where applicable.
6. Have primary job responsibilities that would benefit from enrollment in the training program.

**Note:** Available seats will be on first come, first serve basis and may be prioritized by the respective bureau chiefs.

**D. Work Time Allowance and Attendance Criteria.**

1. The employee will be allowed up to two hours of work time each week to access the online training program. The employee cannot accumulate compensation time to complete this hourly training requirement.
2. The employee must access the training program a minimum of six hours every month to maintain access to the training program.
3. If an employee fails to meet the eligibility requirements (paragraph C) and/or the minimum work time required per month (paragraph D, 1. and 2.), the employee will be notified by the Education, Training and Technical Assistance (ETTA) bureau and removed from the training program.
4. If an employee would like to be removed from the training program at any time, the employee needs to send an email to the program administrator (cc their supervisor) requesting to be removed from the training program. This will allow someone else access to their seat, as there are a maximum number of seats available at any one time.

**E. Enrollment Process.**

1. To enroll in the training program, the employee must submit an email request to their supervisor for approval.
2. If approved, the supervisor will email the training program administrator, with notification of their approval.
3. If there is an available seat, the administrator will enroll the employee in the program. The administrator will remind the employee of the minimum time that must be spent in the program each month.
4. If no seat is available, the administrator will add the employee to the wait list.

**F. Management of Online Training Course.**

1. The training program administrator will be responsible for managing the training program including tracking an employee's use of the training program each month.
2. The administrator will send out monthly reminders to an employee (cc the supervisor) that is not meeting the six-hour criteria each month before removing them from the training program. The employee will receive one courtesy warning before removal from the training program.
3. The training program administrator will provide each assigned employee access to the training program and basic user instructions.

4. ETTA will maintain a copy of certificates completed by each employee.

**G. Expiration.**

This APN is effective on the date of signature and will remain in effect until revised or canceled by the director.

Scott Mabry  
Scott Mabry  
Assistant Director

Kevin Beauregard  
Kevin Beauregard  
Director

3/14/2022  
Date of Signature