North Carolina Department of Labor
Occupational Safety and Health Division

Raleigh, NC

Administrative Information System   Administrative Procedure Notice 29B

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 started as a pilot program in 2022 with a set maximum number of seats available. Since the program has been successful, the Occupational Safety and Health Division will maintain the same number of seats for another year.

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.

    a.   Employees should code this as normal work time (Time Worked - 9500) in Beacon.

    b.   Employees (consultation and compliance) that fill out weekly program activity in OSHA Express (OE) should code this time as "Formal Training" (Reference Memorandum to OSH Compliance, dated 11/9/2017, on Recording Time in OE located on the One Stop Shop and the OE Manual – Weekly Activity Reports located in OE).

2. The employee must access the training program a minimum of four hours every month or complete an average of nine lessons per week to maintain access to the training program. *Note: It is understood that an employee's workload may not always allow an employee to maintain the required number of hours per month and/or average number of lessons per week. With this in mind, this requirement will be flexible providing there are no employees on a waiting list to access the software.*

3. If an employee fails to meet the eligibility requirements (paragraph C), and/or the minimum work time hours, and/or lessons required per paragraph D. 1. and 2., the employee will be notified by the Education, Training and Technical Assistance (ETTA) bureau and may be 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 process will allow other employees to be assigned the vacated seat.

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 of their approval.

3. If there is an available seat, the administrator will enroll the employee in the program and email them their access information. The administrator will also remind the employee of the requirements for retaining access to the program.

4. If no seat is available, the administrator will add the employee to a waiting list.

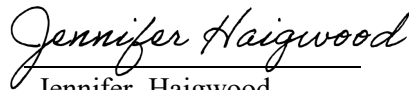**F.** **Management of Online Training Course.**

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 weekly progress updates to the employees enrolled in the program so they may track their progress and ensure they are maintaining the program requirements stated in paragraph D. 2.

3. The administrator will send out a monthly reminder to an employee (cc the supervisor) that is not meeting the criteria set forth in this Administrative Procedure Notice (APN). The employee will receive two courtesy warnings before removal from the training program. *Exception: If there are no employees on the waiting list for accessing the program, the employee will not be removed from the training program.*

4. The training program administrator will provide each assigned employee access to the training program and basic user instructions.

5. ETTA will maintain copies of certificates completed by each employee. Employees enrolled in the program are responsible for emailing copies of their certificates to the training program administrator for their training records.

G. **Expiration.**

APN 29A is canceled. This APN is effective on the date of signature and will remain in effect until revised or canceled by the director.

Paul Sullivan
Assistant Director

Jennifer Haigwood
Director

03/19/2023
Date of Signature