



CAREER PATHWAYS



FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is the Career Pathways Program?

Goodwill of Colorado values our employees and strives to provide further education, training, and opportunity when applicable. Career Pathways is a program meant to promote financial self-sufficiency through skill development, whether this means obtaining new skills to improve job advancement potential or the pursuit of an entirely different career.

2. What courses are available?

Courses for Potential Career Growth Within Goodwill (Internal Development Programs)

For those interested in pursuing skill development that is meant to encourage opportunities for career growth within Goodwill, we offer the Career Pathways programs listed below. Each of these courses includes industry recognized job skills certification, 21st Century skills training covering such topics as social interaction and self-determination, as well as one-year enrollment in 365 Health at no cost. Pathway certification highlights:

- **Retail Operations** – This pathway is for those interested in advancing their career in the retail industry or possibly owning and operating a retail business. The National Retail Federation (NRF) Foundation’s RISEUP - Business of Retail certification will help you understand merchandising, marketing, store operations, financials, pricing strategies, loss prevention, and workplace safety.
- **Warehouse and Logistics** – This pathway is for those interested in pursuing a career in the warehousing, distribution, or fulfillment center industry. Developed in collaboration with the Association for Supply Chain Management Foundation, the RISEUP Warehouse, Inventory, and Logistics certification will help you understand supply chains and the flow of goods, warehousing operations, warehousing management, and warehousing best practices.
- **Transportation** – The first tier of this pathway is for those interested in pursuing a career as a professional driver and includes the Smith System - DriverDirect® certification. The Smith System teaches you the five keys to safe driving as they pertain to small vehicles, and it is used by over half of the Fortune 500 companies with fleet vehicles. This is the first step in pursuing a Commercial Driver’s License (CDL).



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- **Caregiving** – The first tier of this pathway is perfect for those who want to start a career in the healthcare field or care for a family member and includes the CaregiverList® - Colorado Caregiver certification. The training fulfills the requirements necessary to become a direct care provider, a residential services provider, or a personal care provider in Colorado. It is the first step to becoming a Certified Nursing Assistant (CNA).

Courses for Potential Career Growth Outside Goodwill (External Development Programs)

For those interested in pursuing skill development that is meant to encourage opportunities for career growth outside Goodwill, we offer the Career Pathways programs listed below. Each of these courses includes industry recognized job skills certification. Pathway certification highlights:

- **Banking** – This pathway is for those interested in pursuing a career in the banking industry. BankWorks is a financial industry job training program endorsed by the Colorado Bankers Association that will teach you the fundamentals of the banking profession to include sales and customer service, banking and lending products, processing customer transactions, relationship building skills, and how to utilize technology to meet the needs of today's mobile customers. Graduates will be considered for positions in sales and service such as teller, customer service representative, and personal banker.
- **Information Technology** – This pathway is for those interested in pursuing a career in information technology. LIFT IT is technology industry job training that consists of three separate CompTIA certification programs: A+, Security+, and Network +. These certifications will help you understand how to troubleshoot, and problem solve a variety of issues, ranging from networking and operating systems to mobile devices and security. They will also help prepare you for positions such as IT support specialist, helpdesk technician, field technician, tier I support specialist, desktop support specialist, associate network engineer, systems support technician, and junior systems administrator.

3. Who is eligible for the Career Pathways internal development programs (i.e., Retail Operations, Warehouse and Logistics, Transportation, and Caregiving)? And, what are some of the minimum requirements?

- All permanent employees that are not in a supervisory position who have been employed with Goodwill for at least 60 days, have satisfactory attendance, and are in good standing (i.e., not currently under any disciplinary action) are eligible to apply.
- Retail Operations program consideration requires applicants to be at least 14 years of age with the ability to read at a 7th grade level.



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- Warehouse and Logistics program consideration requires applicants to be at least 14 years of age with the ability to read at a 7th grade level.
- Caregiving program consideration requires applicants be at least 18 years of age with the ability to read at a 7th grade level. Those who apply for a Caregiver or Your Life, Your Way position may have to pass a background check, motor vehicle review, drug screen, and/or other requirements as defined by the Goodwill and/or Caregiver job description.
- Transportation program consideration requires applicants to be between 25 and 70 years of age with a valid driver's license. Those who apply for a Goodwill driving position may have to pass a background check, motor vehicle review, drug screen, and/or other requirements as defined by Goodwill and/or the Driver job description.

Acceptable motor vehicle record is defined as:

No major violations in the past 3 years to include -

- DUI/DWI
- Reckless or Careless Driving
- Vehicle Homicide
- Leaving Scene of Accident
- School Zone Violations
- No Insurance (i.e., financial responsibility)

Or, no more than three other violations in the past 3 years -

- Three moving violations in the past 3 years
- Two moving violations and one at fault accident in the past 3 years
- Two at fault accidents in the prior 3 years

4. Who is eligible for the Career Pathways external development trainings (i.e., Banking and Information Technology)? And, what are some of the minimum requirements?

- All Goodwill employees are eligible.
- Banking program consideration requires applicants be at least 18 years of age with a high school diploma or GED, English literacy, access to a laptop or desktop, internet access for remote classes, a credit check, and the ability to pass a criminal background check conducted by BankWorks and hiring banks.



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- Information Technology program consideration requires applicants be at least 18 years of age, read at a 7th grade level, and pass an entrance exam.

5. How do I apply?

Step 1 – Watch the information session about your program of interest on the Career Pathways website: <https://goodwillcolorado.org/career-pathways/>.

Step 2 – Discuss applying with your manager.

Step 3 – Complete the application found at the address listed below:
<https://goodwillcolorado.org/wp-content/uploads/2022/11/CPP-Application-Fillable-PDF-11.10.2022.pdf>.

Step 4 – Submit your completed application to Career Pathways by email at CareerPathways@goodwillcolorado.org or as an attachment by text message to 719.318.6192.

Step 5 – Contact Career Pathways with any additional questions by email at CareerPathways@goodwillcolorado.org or send a text to 719.318.6192.

Note: Depending on the Career Pathway chosen, there may be additional online, in-person, or over the phone assessments.

6. How long are the sessions, and how often are they scheduled?

Most Career Pathways courses average 3 to 4 days, including orientation. Depending on the chosen pathway, the full course may run 3 to 4 consecutive days or one day a week extended over 3 to 7 weeks.

Note: New sessions are scheduled when we reach a minimum number of applicants. To be included in the next scheduled session, it is important to submit your application as soon as possible.

7. Will I get paid for the time I spend in the classroom?

For internal development programs (i.e., Retail Operations, Warehouse and Logistics, Transportation*, and Caregiver*) Goodwill of Colorado will pay for time spent in training at the employee's hourly rate.

*CDL and CNA are not included.



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Note: Time spent in an external development program, such as Banking and Information Technology, other services, and/or additional studying or preparation are not reimbursed by Goodwill.

8. What other services are available?

All Goodwill of Colorado employees have access to our GPS (Goodwill Paths to Success) Navigators. GPS Navigators are available to provide information or guidance around programs and resources that can help with the stresses of daily life. Visit <https://goodwillcolorado.org/employee-links/> and look for the **GOODWILL EMPLOYEE RESOURCES** section at the bottom of the page for more information.

Note: Individuals in the Career Pathways Program may be assigned a GPS Navigator for case management to support their success.

9. What is 365 Health?

Individuals selected for the Career Pathways Program will be enrolled in 365 Health for one year at **NO COST**. This telehealth app provides quick, easy, convenient access to a doctor – 24 hours a day, 7 days a week, 365 days a year. 365 Health also provides its members with a free blood chemistry screening that includes twenty-eight (28) essential health measures as well as monthly emails full of tips and advice for healthy living. No appointments, no insurance, no hidden fees, just FREE access to doctors and health insights.

10. What if I must miss a class?

Participation in all classes is required. Individuals must be committed to completing all applicable assignments, classes, lectures, and/or trips during the program or loss of credit or inability to graduate will result. Any accommodations made will be at the sole discretion of the instructor, and individuals will be required to complete all make-up assignments on their own time.

11. What if I change my mind about participating?

Once accepted into the Career Pathways program, applicants may elect to exit the program with no adverse impact on their employment or future application for reenrollment.



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12. What if I need help completing my assignments?

Depending on the Career Pathway, additional instruction/tutoring may be available. Goodwill of Colorado is invested in the success of our employees in this program and will try to provide assistance whenever needed.

13. Can I receive my Commercial Driver's License (CDL) through the Transportation Career Pathways Program?

The Transportation Career Pathways Program teaches Smith System - DriverDirect® for small vehicle drivers (non-CDL vehicles). It is the first step in the Goodwill Transportation program. Candidates who successfully complete the Smith System training are eligible to apply for CDL training. CDL training is paid for by Goodwill, provided you have applied and been accepted into a Goodwill CDL driver position and meet any additional requirements as required by Goodwill and the Department of Transportation. Goodwill does not pay the employee's hourly wage during CDL training.

14. Can I receive my Certified Nursing Assistant (CNA) certification through the Caregiver Career Pathways Program?

The Caregiver program provides the training required to become an adult caregiver in Colorado. Candidates who successfully complete the CaregiverList® - Colorado Caregiver Training are eligible to apply for CNA training. CNA training is paid for by Goodwill, provided you meet the requirements set by Goodwill and the Colorado State Board of Nursing to become a licensed CNA in Colorado. Goodwill does not pay the employee's hourly wage during CNA training.

Additional Questions?

Contact Career Pathways by email at CareerPathways@goodwillcolorado.org