

# THE ISD LEARNING MAP

## FRONTLINE FUNCTIONS IN THE NC INTEGRATED SERVICES DELIVERY MODEL



On Demand  
Training

*You'll be better equipped to effectively assist job seekers with job search and skill development and to provide employers with highly skilled candidates to meet their workforce needs.*

This free, On Demand Webinar, is an overview of the Integrated Services Delivery (ISD) model for NCWorks Career Centers. This three part webinar is interactive, imaginative, and creative training that focuses on the broad concepts of ISD.

### You'll learn...

- ◆ The basic activities that take place in the Welcome, Skills, and Employment functions.
- ◆ How to identify resources, practice skills, and build relationships among your team.
- ◆ To see your Center through your customers' eyes – both job seeker and employer.
- ◆ The basic concept of ISD as a foundation on which to continue your professional development and enhance your team contribution.

Produced by:



Registration required.  
Visit [www.ncworkforcetraining.com](http://www.ncworkforcetraining.com).  
See next page for registration instructions.

### NEW STUDENT ACCOUNT

1. Go to [www.ncworkforcetraining.com](http://www.ncworkforcetraining.com).
2. Click on **New Students Click Here**.
3. Complete ALL profile information.
4. Enter Security Image Code, click **Submit**.
5. A confirmation email with your User ID and password will be sent upon approval.
6. See below to enroll in a course.

### RETURNING STUDENTS

1. Go to [www.ncworkforcetraining.com](http://www.ncworkforcetraining.com).
2. Enter your User ID and Password, click **Login**.
3. First time users will be prompted to set up a security question and answer.
4. Click **Enroll in Courses/Events**.
5. Select your course, click **Enroll**, request special needs if applicable, and click **Submit**.
6. You will receive an enrollment confirmation via email.

**REGISTRATION:** You must register online prior to a workshop, training class, or other special event. Confirmation of registration, with details, dates, times and location will be emailed one week prior to the session. NCWorks Training Center course offerings are open to all in the NC workforce system unless specified as a closed training for a targeted group.



**PAYMENT:** Submit payment prior to the start of class by check or money order, payable to the NC Department of Commerce / Workforce. Name(s) of participants must be included on the check.

**TRAINING SESSION CANCELLATION:** We reserve the right to cancel or postpone sessions based on insufficient registrations or other unforeseen circumstances. You can transfer to an alternate session or registration fees will be refunded. Please allow six weeks for refunds to be processed.

**CANCELLATIONS AND SUBSTITUTIONS:** To cancel a registration or make a substitution, email [ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com). Submit cancellations and substitutions in writing at least 48 hours prior to the session (unless otherwise specified) to avoid paying the full registration fee.

**SPECIAL NEEDS:** Please include special needs requests when you register online. We can only guarantee provisions for special needs when notified at least two weeks in advance of training.

**LODGING:** A list of convenient hotels is available at [www.ncworkforcetraining.com/Lodging.aspx](http://www.ncworkforcetraining.com/Lodging.aspx).

Do you have questions or need help with registration? Call the Training Center at 919-814-0399 or email [ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com).



*Equal Opportunity Employer Program.  
Auxiliary aids and services available upon request to individuals with disabilities.*