

Education
Mercedes Toural, Associate Superintendent

SUBJECT: REQUEST AUTHORIZATION FOR THE SUPERINTENDENT TO ENTER INTO CONTRACTUAL AGREEMENTS WITH BELLSOUTH COMPANIES, TO PROVIDE CUSTOMER SERVICE AND BASIC SKILLS TRAINING TO POTENTIAL EMPLOYEES, EFFECTIVE AUGUST 22, 2002 THROUGH JUNE 30, 2004

COMMITTEE: COMMUNITY, ADULT AND ALTERNATIVE EDUCATION

BellSouth, a telecommunications company, has approached the Business Education Department, Miami-Dade County Public Schools (M-DCPS) to enter into contractual agreements with the following BellSouth Companies to provide customer related training for potential employees:

1. BellSouth Telecommunications, Inc.
2. BellSouth Intellectual Property Marketing Corporation

The acquisition and retention of skilled workers have been recognized as a top priority for BellSouth as they experience growth, attrition, retirement and competition. It was decided to build and leverage educational partnerships to establish job preparation training programs for the position of Customer Service Representative of the future. This partnership will produce candidates that possess general and job specific skills BellSouth requires for employment.

Training will be provided by M-DCPS teachers at various post-secondary centers, based on need. The curriculum has been developed by BellSouth and focuses on skills for employment readiness and job orientation. The skills acquired are extremely useful to anyone in the customer service arena.

Under the proposed contractual agreements:

- M-DCPS will offer Test of Adult Basic Education (TABE) to each student enrolled in the program, provide certified instructors, classroom space, and additional student performance standards for the course. M-DCPS will receive performance-based funding from the Florida Department of Education on actual Occupational Completion Points (OCP) earned.

- BellSouth will conduct teacher-training workshop(s), customer service curriculum and student participation guide, student orientation, and field trips to their local call center.
- Students will be responsible for payment of required course fees in the event they do not qualify for financial aid.

The implementation of these agreements will be guided by the current M-DCPS *Adult and Vocational Testing Procedures* manual and The Board-approved fee schedule for the Office of Adult/Vocational and Alternative Education.

RECOMMENDED: That The School Board of Miami-Dade County, Florida, authorize the Superintendent to enter into contractual agreements with BellSouth Companies, to provide Customer Service and Basic Skills Training to potential employees, effective August 22, 2002 through June 30, 2004.

The appropriation for this item is included in the Workforce Development Funds allocated to adult/vocational and technical education centers for the 2002-2003 school year.

JHM/BM:jlb