


**NBSA Overview for
the NCTI Conference**

November 15th, 2007


NBSA NATIONAL BUSINESS SERVICES ALLIANCE

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About the National Business Services Alliance

The National Business Services Alliance collaborates with universities and commercial organizations to create workforce solutions that fundamentally improve U.S. economic development across diverse populations by developing and certifying skills that are key to the workplace.



Educators that Collaborate with the NBSA



University-Endorsed Job Skill Certifications

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Services Provided by the NBSA

- Comprehensive online platform of competency-based, occupation-specific skill assessments
- Tools to analyze and identify skill strengths and weaknesses compared to specific job role requirements
- When skill gaps are identified, targeted training options are presented (online, classroom, etc.)
- Upon successful completion, a university-endorsed electronic job skill certification is issued
- Knowledgeable advisors provide step-by-step guidance and support.

Examples of Current Utilization

Katrina Aid Today Program - NBSA project with The Salvation Army
Assess, develop, certify skills of 7,300 Hurricane Katrina survivors, prepare for jobs

AARP Foundation
100,000 people to be assessed – both SCSEP and “Gap” population

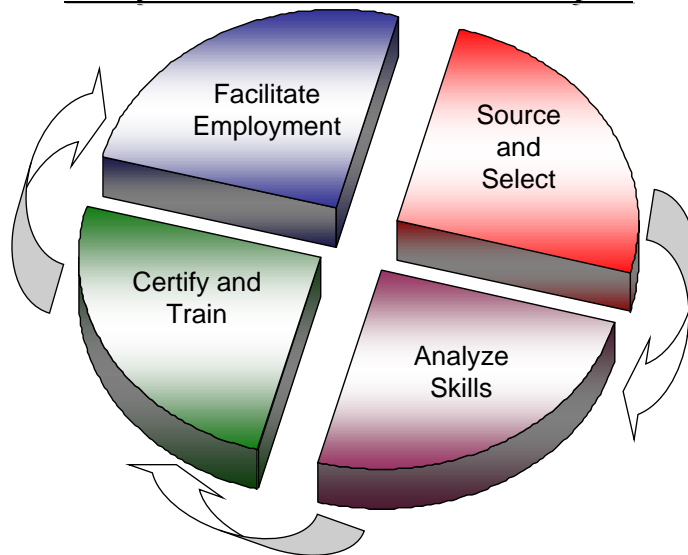
Workforce Investment Boards - NBSA projects with WIBs in NY, CA, TX and PA
Assess, develop, certify skills of individuals served by WIBs, prepare for jobs

Disability Employment Institute - NBSA project developing with federal agencies, insurance companies
Assess, develop, certify skills of individuals with disabilities, open new career doors

Extensive Career Database Fits Each Person to a Job Role

<p>Accounting and Financial Accounting Mgr. Office Accounting Professional Bookkeeper</p> <p>Human Resources HR Assistant Business Manager Office/File Clerk</p> <p>Sales & Marketing Sales Rep Telemarketing Sales Rep. Telephone Sales Rep.</p>	<p>80+ Targeted Job Roles</p>	<p>Administrative and Clerical Office Manager Executive Assistant Receptionist</p> <p>Information Technology C++ Programming Professional Unix Systems Administrator Database Administrator</p>	<p>Healthcare Admin. Assistant – Medical Billing/Coding Specialist Medical Office Professional</p> <p>Customer Service CS Representative CS Supervisor CS Coordinator</p> <p>Managerial Business Manager Project Manager IT Management Professional</p>	<p>Essential Service and Hospitality Skills</p> <p>Essential Retail Skills</p> <p>Essential Trades & Construction Skills</p> <p>Essential Transportation and Automotive Skills</p> <p>Essential Sales Skills</p>	<p>Back to Basics</p>	<p>Example: Essential Transferable Work Skills</p> <p>Interpersonal & Teamwork Skills</p> <p>Time & Personal Management Skills</p> <p>Analytical/Critical Thinking Skills</p> <p>Problem Solving Skills</p> <p>Basic Computer Skills</p> <p>Basic Math/Numeracy</p> <p>Reading/Text Comprehension</p>	<p>Essential Office Clerical Skills</p> <p>Essential Customer Service Skills</p> <p>Essential Office Skills</p> <p>Essential Medical Office Skills</p> <p>Essential Office Accounting Skills</p>
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Comprehensive Job Readiness Cycle



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Challenges to Product Commercialization

- Need accessibility tools to facilitate online assessment and training of people with varying forms of disabilities.
- Demand for training and certification exceeds funding in disadvantaged populations:
 - people with disabilities
 - older workers
 - victims of domestic violence
 - recovering alcoholics and drug addicts
 - youth susceptible to gang involvement and other problems
 - Funding thousands of the above but demand is for tens of thousands
- In specific reference to PWDs, employer's actions are not consistent with employer's words.

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