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CTIMS Support

If you have questions about submitting information in CTIMS, please contact CTIMS Support at CTIMSSupport@careertech.ok.gov, or contact:

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Administrative Assistant
Office: (405) 743-5124
Email: Mika.hickman@careertech.ok.gov

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Manager, Information Management Division
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Email: Kerri.Watkins@careertech.ok.gov

Carol Hall
Performance Data/Analysis Coordinator
Office: (405) 743-5125
Email: Carol.Hall@careertech.ok.gov
Help and Troubleshooting

If you do not have a CTIMS account set up or are having trouble with the navigation or software, contact CTIMSSupport@careertech.ok.gov. Send a message describing your problem. Include your school name and your telephone number and we will contact you.

If you have forgotten your password, click the Forgot your password? link to reset.

For helpful tips, see the CTIMS Helpful Hints section of this document.

- **IMPORTANT:** Please log into CTIMS using Mozilla Firefox, Google Chrome, or Microsoft Edge.
- Internet Explorer is currently not compatible with CTIMS.

CTIMS Customer Support Contact
Rebecca Thacker
Phone: 405-743-5134
CTIMSSupport@careertech.ok.gov
FOLLOW-UP SUBMISSION FOR TECHNOLOGY CENTERS

Objective: This guidebook will take you through the steps to submit Technology Center Follow-up information into CTIMS.

Logging into CTIMS

Sign in using your school email and CTIMS password at https://ctims.okcareertech.org/CTBDSWeb

Or,

Go to http://www.okcareertech.org/ and select CTIMS in the red bar at the top of the page. Do not select the ODCTE Staff Login selection in the red bar. This is not the CTIMS login.

On the CTIMS website, select the green CTIMS Login button.

CTIMS (CareerTech Information Management System)

CTIMS Login and Assistance

- Click here to login to CTIMS: CTIMSLogin
- Microsoft Internet Explorer 7.0 and above or Microsoft Edge are currently the only browsers compatible with CTIMS.
- Setting up your CTIMS Account
- For help with CTIMS, contact the Information Management Division via email: CTIMSSupport@careertech.ok.gov
- Support available Monday through Thursday 7:00 - 5:00 and Fridays 7:00 - 4:00
SUBMITTING FOLLOW-UP (Preferred Method)

If you have more than one role in CTIMS make sure you are in the correct role. The Follow-up roles are Tech Center Teacher or Follow-up Submitter. Follow-up should show in the left navigation panel. If you do not see Follow-up, select the correct role in the top right box. If you still do not see Follow-up, contact CTIMSSupport@careertech.ok.gov

- To start your Follow-up, click on the + (plus) sign in front of Follow-up in the left navigation panel.

- Click on Manage Tech Center School Follow-up to begin the Follow-up process.

- The Follow-up Calendar Year should be last year.
- The School Calendar Year is the current year.
- Your school name, submitter name and PID should automatically populate the screen when you sign in.
- Click on the Load Data to load your student list.
- Highlight the program by clicking on the line with your school name and program name. *Do not click on the View Report button until after you input your data. This report gives a summary by teacher.
- Click on Select & Continue.

- Click inside the blank box under the Completion Desc column for each student and select the appropriate completion description in the drop down. *See Appendix A for definitions for the Completion Codes.
- Use the scroll bar on the right side of the box to scroll down and see all the options.
- Once the Completion Desc for each student has been selected, click Save & Continue. If you are not able to complete all the students, you can click Save & Continue and come back to the list at a later time.

Note: If you select the Completion Desc Code of Student is Deceased, no other information will be required for the student.
Continuing, Changed Program, Transferred to Another School, Dropped No Longer in School, and Course Enrollee Only

After clicking Select & Continue, CTIMS will display the appropriate screen depending on the Completion Desc Code that was selected. You can see the Follow-up Completion Code for the currently selected student at the top of the page.

If the Completion Desc Code is Continuing, Changed Program, Transferred to Another School, Dropped No Longer in School, and Course Enrollee Only, you must answer the red question that appears below the State Program box.

- Select Yes or No from the drop-down menu in the box.
  - If the answer to the question is No click the Save button then click Back to Summary.
- If the answer is Yes, click + Add Certificate. Then select the certification by typing the first three letters of the certificate in the blank dropdown box under Certification.

- Click on the down arrow to the left of the Cluster name. The certifications available will populate the drop down menu. If you already know the number or name of the certification(s), you can click the filter button by entering the information in the filter menu.
- Mark each certification(s) test the student took as Test Passed or Test Not Passed.
After you have marked all the certifications tests the student has completed, click on the Work Based Learning option and select yes or no. Click on the Save & Go to WBL button.

You will get a pop up message that says Saved Successfully. Click OK.
Work Based Learning

1. Select the Work Based Learning Category from the dropdown menu.
2. Write notes and Employer involved.
3. Number of hours in WB Learning.
4. If Work Based Learning Completed, yes or no.
5. If Work Based Learning was paid, yes or no. If yes, how much per hour.
6. Did it turn into fulltime employment?
7. If yes, fill out the Company’s information and any comments.

Click Save & Submit.

A box will appear asking if you would like to update Work Based Learning on just this student or update all students.

Click the Back to Summary and select the next student.

*Note - clicking No, Update only this student! is for doing Follow-up or when you are add information for individual students. The Yes, Update to all students! is for entering information for a class or group of students that have all had the same Work Based Learning event. (i.e. guest speaker, industry visit, etc.)
Course Concentrator or Program Completer

If the Completion Desc Codes is Course Concentrator or Program Completer

The following screen will appear.
- You will be required to select an Education Status and Employment Status from drop-down menus (See Appendix B for list of Education and Employment statuses).
• If the Employment Status is employed full-time civilian or employed part-time civilian, complete the Job Details section. Job Title and Job Duties are required fields.

• On salary information give a dollar amount then choose hourly, daily, weekly, bi-weekly, monthly annually. The per hour field will be filled in automatically depending on the student's pay schedule.

• The question, Is this job related to the program completed? is a required field if the student has a job.

• Fill out all the fields, including the Company Name, Address, City, State and Zip.

• If the student has more than one job, select Yes on Does this Student have another Job?, then click on the Add Another Job and fill out the same information for the next job.

• After you have completed the details for the Education Status, Employment Status and Job Details, click on the Save.
• The same screen you are on will update, click on Update Certification.

The Certification screen comes up.
• Answer the Red Question in the center of the page, “Did the student take any certification test? If yes then select certification(s) below”

• Select Yes or No from the drop-down menu in the box.

○ If the answer to the question is No click the Save button then click Back to Summary.
If the answer is Yes, click + Add Certificate. Then select the certification by typing the first three letters of the certificate in the blank dropdown box under Certification.

- Click on the down arrow to the left of the Cluster name. The certifications available will populate the drop down menu. If you already know the number or name of the certification(s), you can click the filter button by entering the information in the filter menu.

- Mark each certification(s) test the student took as Test Passed or Test Not Passed.
- After you have marked all the certifications tests the student has completed, click on the Work Based Learning option and select yes or no. Click on the Save & Go to WBL button.

You will get a pop up message that says Saved Successfully. Click OK.
Work Based Learning

1. Select the Work Based Learning Category from the dropdown menu.
2. Write notes and Employer involved.
3. Number of hours in WB Learning.
4. If Work Based Learning Completed, yes or no.
5. If Work Based Learning was paid, yes or no. If yes, how much per hour.
6. Did it turn into fulltime employment?
7. If yes, fill out the Company’s information and any comments.

Click Save & Submit.

A box will appear asking if you would like to update Work Based Learning on just this student or update all students.

Click the Back to Summary and select the next student.

*Note - clicking No, Update only this student! is for doing Follow-up or when you are add information for individual students. The Yes, Update to all students! is for entering information for a class or group of students that have all had the same Work Based Learning event. (i.e. guest speaker, industry visit, etc.)
Option 2
Continuing, Changed Program, Transferred to Another School, Dropped No Longer in School, and Course Enrollee Only

- Click inside the blank box under the Completion Desc column for each student and select the appropriate completion description in the drop down. See Appendix A for definitions for the Completion Codes. Use the scroll bar on the right side of the box to scroll down and see all the options.

- Once the Completion Desc for each student has been selected, click Save & Continue. If you are not able to complete all the students, you can click Save & Continue and come back to the list at a later time.

Note: If you select the Completion Desc Code of Student is Deceased, no other information will be required for the student.
After clicking Save and Continue, CTIMS will display the appropriate screen depending on the Completion Desc Code that was selected. You can see the Follow-up Completion Code for the currently selected student at the top of the page.

If the Completion Desc Code is Continuing, Changed Program, Transferred to Another School, Dropped No Longer in School, and Course Enrollee Only, you must answer the red question that appears below the State Program box. Select Yes or No from the drop-down menu in the box. If the answer to the question is NO click the Save button then either click Next Student or Back to Summary.

- Select Yes or No from the drop-down menu in the box.
  - If the answer to the question is No click the Save button then click Back to Summary.
  - If the answer is Yes, click + Add Certificate.
- Select the certification by typing the first three letters of the certificate.

- Clicking on the down arrow to the left of the Cluster name. The certifications available will populate the drop down menu. If you already know the number or name of the certification(s), you can click the filter button by entering the information in the filter menu.

- Mark each certification(s) test the student took as Test Passed or Test Not Passed.
- Select yes or no from the Work Based Learning dropdown.
- Click Next Student tab and add the next student's certifications one at a time until you get to the last student.

When all the students' certifications are complete click Save & Go to WBL.

**Work Based Learning**

1. Select the Work Based Learning Category from the dropdown menu.
2. Write notes and Employer involved.
3. Number of hours in WB Learning.
4. If Work Based Learning Completed, yes or no.
5. If Work Based Learning was paid, yes or no. If yes, how much per hour.
6. Did it turn into fulltime employment?
7. If yes, fill out the Company's information and any comments.
• Click Previous Student, a verification will appear, select no, Update only to this student!

*Note - clicking No, Update only this student! is for doing Follow-up or when you are add information for individual students. The Yes, Update to all students! is for entering information for a class or group of students that have all had the same Work Based Learning event. (i.e. guest speaker, industry visit, etc.)

• Click Previous Student, and complete Work Based Learning for all student.

• When you have completed all of your students, click Back to Summary.
Click on the Refresh button and all the students who’s Follow-up is complete, their row will have turned grey.
Course Concentrator or Program Completer

If the Completion Desc Codes is Course Concentrator or Program Completer

The following screen will appear.
- You will be required to select an Education Status and Employment Status from drop-down menus (See Appendix B for list of Education and Employment statuses).
• If the Employment Status is employed full-time civilian or employed part time civilian, complete the Job Details section. Job Title and Job Duties are required fields.

• On salary information give a dollar amount then choose hourly, daily, weekly, bi-weekly, monthly annually. The per hour field will be filled in automatically depending on the student’s pay schedule.

• The question, Is this job related to the program completed? is a required field if the student has a job.

• Fill out all the fields, including the Company Name, Address, City, State and Zip. If the student has more than one job, select Yes on Does this Student have another Job?, then click on the Add Another Job and fill out the same information for the next job.

• After you have saved the students Education and Employment Status then click the Next Student tab and add the next student’s information one at a time until you get to the last student.

When all the students’ education and employment information is complete click Save, then select Update Certification.
The Certification screen comes up.

- Answer the Red Question in the center of the page, “Did the student take any certification test? If yes then select certification(s) below”

- Select Yes or No from the drop-down menu in the box.

  o If the answer to the question is No click the Save button then click Next Student.
If the answer is Yes, click + Add Certificate.

- Then select the certification by typing the first three letters of the certificate in the blank dropdown box under Certification.

- Clicking on the down arrow to the left of the Cluster name. The certifications available will populate the drop down menu. If you already know the number or name of the certification(s), you can click the filter button by entering the information in the filter menu.

- Mark each certification(s) test the student took as Test Passed or Test Not Passed.
- Select yes or no from the Work Based Learning dropdown.
- Click Save.
- After you have saved the students certificates then click the Next Student tab and add the next student’s certifications one at a time until you get to the last student.

- When all the students’ certifications are complete click Save & Go to WBL.
Work Based Learning

1. Select the Work Based Learning Category from the dropdown menu.
2. Write notes and Employer involved.
3. Number of hours in WB Learning.
4. If Work Based Learning Completed, yes or no.
5. If Work Based Learning was paid, yes or no. If yes, how much per hour.
6. Did it turn into fulltime employment?
7. If yes, fill out the Company’s information and any comments.

Click Previous Student.

A box will appear asking if you would like to update Work Based Learning on just this student or update all students.

A verification will appear, select no, Update only to this student!

*Note - clicking No, Update only this student! is for doing Follow-up or when you are add information for individual students. The Yes, Update to all students! is for entering information for a class or group of students that have all had the same Work Based Learning event. (i.e. guest speaker, industry visit, etc.)
- Click Previous Student, and complete Work Based Learning for all student.

- When you have completed all of your students Work Based Learning, click Save & Submit.

- Click Back to Summary.

When you have completed all of your students, click Back to Summary. Click on the Refresh button and all the students who’s Follow-up is complete, their row will have turned grey.
On the Follow-up Summary page click the Refresh button and all the students with completed Follow-up will be shaded gray.
Reports

Check to make sure you have updated all your students by going Back to Summary page. After all your student data is updated, you can run a teacher summary report by clicking on the View Report link. This report is a summary of each teacher for a specific program. Since you are saving after each student, you do not have to submit. When you complete all your students, you are finished. If you want a paper copy you can export your records to an excel file.
Appendix A

Follow-up Completion Code Definitions

Continuing -- Student is continuing in the program this school year and enrollment has been submitted for the current school year in this program.

Student Is Deceased – Student is deceased at the time this report is completed.

Changed Program – Student did not complete the program but transferred to another program at your school.

Transferred to Another School – Student did not complete the program and transferred to another school.

Course Concentrator * – Student did not complete the entire program but did complete 240 or more hours of the program and is no longer enrolled in this program.

Dropped, No Longer in School – Student did not complete the program, is not a course concentrator, is not a skill enhancement enrollee, is not a transfer, did not change programs and is no longer attending a comprehensive school or a technology center.

Program Completer -- Student completed the program last school year. This student will not be submitted as an enrollment in this program for the current school year. Completion is defined as completing all requirements set forth by the school for the program approved for that school.

Skill Enhancement Enrollee – Adult student enrolled in the program for a specific set of knowledge and skills and did not intend to complete the entire program or even an entire course – but did complete the intended course work. Student is no longer enrolled for this school year. This category will only pertain to adult students.

Course Enrollee Only – Student is enrolled in a course at the K-12 site or the tech center and is not enrolled in a program.

*Secondary students who are on an IEP with the full participation of either a technology center representative or a career and technology education instructor as a member of the student’s IEP team and who have met the goals for the career and technology education program as stated in their IEP are considered concentrators. Adult students on 504 Accommodation Plans have individualized accommodations that are to be used in the classroom, lab and shop to provide equal access for them to the program curriculum. The development of the 504 Plan should consider the future employment of the student and the effects of the student’s disability when writing the 504
Plan. If adjustments to the program are made in the 504 Plan but the core competencies are met the student is considered a concentrator.
Appendix B

Education and Employment Status

Job Details

For students that completed one or more programs during the past school year, or was a Course Concentrator, indicate their current Education Status and Employment Status. Choices are:

Educational Status:
- Not attending school
- Attending high school or technology center as a secondary student
- Attending a technology center as an adult student
- Attending a private school as an adult student
- Attending a public collegiate school as an adult student
- Educational status is unknown

Employment Status:
- Employed full-time civilian (at least 35 hr/week)
- Employed part-time civilian (less than 35 hr/week)
- Employed full-time Military
- Unemployed but actively seeking employment
- Not in the labor force and not seeking employment
- Employment status is unknown

Job Details:
For students that are employed, provide the following information.

Job Title – list the student’s current job title.
Job Duties – provide a brief description of the student’s job duties.
Current Salary – provide the student's current salary and whether it is per hour, per week, per month or per year. If the student will not share this information, leave the field blank.
Per – provide whether the salary is hourly, daily, weekly, bi-weekly, monthly, annually.
Hours Worked Per Week – provide the number of hours that the student works per week. Do not count overtime.
Is this Student Self-Employed? – Select Yes or No from the Drop Down menu.
Is the Job Related to the Program(s) Completed? -- Indicate if the student’s current job is related to one or more programs completed last school year.
If the Job is not Related to the Program(s), is it Related to the Career Cluster? – If the student’s current job is not related to the program, indicate if the job is related to the Career Cluster.
Appendix C
STUDENT COMPLETION/FOLLOW-UP WORKSHEET

STUDENT’S NAME: ________________________________

If this student is deceased, please check here. No additional information is required.

Indicate the student’s status for each of the programs they were enrolled in last school year.

<table>
<thead>
<tr>
<th>Program</th>
<th>Continuing</th>
<th>Changed Program</th>
<th>Transferred to Another School</th>
<th>Course Concentrator</th>
<th>Dropped, No Longer in School</th>
<th>Program Completer</th>
<th>Skill Enhancement Enrollee</th>
<th>Course Enrollee Only</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

If student completed one or more Programs or is a Course Concentrator, indicate their current education status and employment status.

<table>
<thead>
<tr>
<th>Education Status</th>
<th>Employment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not attending school</td>
<td>Employed full-time civilian (at least 35 hr/week)</td>
</tr>
<tr>
<td>Attending high school or technology center as a secondary student</td>
<td>Employed part-time civilian (less than 35 hr/week)</td>
</tr>
<tr>
<td>Attending a technology center as an adult student</td>
<td>Employed full-time Military</td>
</tr>
<tr>
<td>Attending a private school as an adult student</td>
<td>Unemployed but actively seeking employment</td>
</tr>
<tr>
<td>Attending a public collegiate school as an adult student</td>
<td>Not in the labor force and not seeking employment</td>
</tr>
<tr>
<td>Educational status is unknown.</td>
<td>Employment status is unknown.</td>
</tr>
</tbody>
</table>

If the student is employed full-time or part-time, provide the following information.
Job Title:

_______________________________________________________________

Job Duties:

_______________________________________________________________

Is Job related to the Program(s) completed? ____ Yes ____ No

If the Job is not Related to the Program(s), is it Related to the Career Cluster? ____ Yes ____ No

**If the job is related to the Program(s) or the Career Cluster, provide the following information.**

<table>
<thead>
<tr>
<th>Current Salary: ___________________________ per Hour__ Day__ Week__Bi-Weekly__Month__Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours worked per week: ___________________________</td>
</tr>
<tr>
<td>Is the student self-employed? ____ No ____ Yes</td>
</tr>
</tbody>
</table>

If the student is not self-employed, provide the following information. All fields must be completed.

<table>
<thead>
<tr>
<th>Company Name: ___________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Address__________________________ City</td>
</tr>
<tr>
<td>___________________________ State ______ Zip _____</td>
</tr>
</tbody>
</table>

List Certifications Passed or Attempted/Did Not Pass Last School Year.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Tested/Passed</th>
<th>Tested/Did Not Pass</th>
</tr>
</thead>
<tbody>
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</table>
Governor’s Council (GCWED) for work-based learning activities defines **work-based learning activity** as a planned, structured learning experience that provides Oklahomans with real-life or simulated work experiences where they can develop and apply academic, technical, and essential skills; and contributes to the achievement of their postsecondary and employment goal(s). The GCWED is employing a flexible definition of work-based learning, encompassing the activities below:

- **Career Exploration Day / Fairs**: are useful for a range of students. They are frequently used as an expositor or recruiting tool to expose students of all ages to a variety of career options. The Fairs may include age-appropriate job-related activities or handouts.

- **Workplace Tours / Field Trips**: Career awareness activities in which students visit a workplace, to learn about the business, meet employees, ask questions and observe work in progress.

- **Guest Speakers**: A career awareness activity in which an industry expert is given a chance to share their perspectives on what the world of business is like, their passion for what they do, to make connections with duties and daily activities of the job, and to offer their well-earned words of advice. The speaker also is open for informal interviews from the students and the instructor in the classroom.

- **Service Learning / Research Papers**: A career exploration activity in which the method of teaching and learning combines academic work with service and social action. Students complete a planned series of activities and apply their skills and knowledge to help meet a need in the school or greater community. The activity is usually culminated with a presentation of the research, the process and solution results.

- **Community Service**: perform unpaid public services as a way to gain occupational experience. Students should be considered volunteers only if their intent is to donate their services to religious, charitable, government or nonprofit organizations for the public good.

- **Interviews**: A career awareness activity in which students formally interview a workplace partner about his or her industry and chosen profession. The interview includes discussion of the career itself, duties and daily activities of the job and the level of education required to be successful. The students also explore growth opportunities in the industry and salary ranges for different occupations.

- **Career Mentoring**: A career exploration activity in which the student is matched one-to-one with an adult professional in a chosen field of interest to explore a career and related issues. The career mentor serves as a resource for the student by sharing insights and providing guidance about the workplace, careers, and education. This mentoring can take place in conjunction with an activity that a club or student organization is sponsoring.

- **CTE Program of Study [PBL, Co-Op, Clinical, etc.]**: A program of learning that requires learning specific skills and knowledge that is applied to real world-of-work by using Project Based Learning, Co-Op education work-site learning, clinical, live work, or any other experiences that lead to the completion of the Program of Study. Thus, allowing the student to enter the work force or advance to a higher work/learning environment.
• **Pre-Apprenticeship:** A pre-apprenticeship is a program designed to prepare individuals to enter and succeed in a Registered Apprenticeship program. Pre-apprenticeship models allow individuals to master essential basic skills and then individuals are directly accepted into the apprenticeship program, often receiving credit for prior experience. Basic essential skills could include training in math, literacy, communication, and other pre-vocational and vocational skills that are essential for future success in a Registered Apprenticeship program. Through a variety of unique designs and approaches, pre-apprenticeship programs can be adapted to meet the needs of differing populations being trained, the various employers and sponsors they serve, and specific opportunities within the local labor market. Pre-apprenticeships have formal relationships with one or more Registered Apprenticeship programs.

• **Job Shadow:** Job shadow experiences allow participants to explore a specific career of interest by observing an experienced employee performing their typical work duties in a real-world work environment. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the participant. Job shadowing typically includes a partnership between a business and education/training institution and provides relevant career information to assist participants.

• **Internship:** A position for a student or trainee to work in an organization for a limited duration, sometimes without pay, to gain work experience, satisfy requirements for a credential, and/or gain course credit. An internship may be arranged within the private for-profit sector, the non-profit sector, or the public sector. With the passage of SB 1171 in 2018, Oklahoma employers can participate in Oklahoma’s Registered Internship program as of July 2018. The Registered Internship program creates a competitive recruitment process so that employers can find the best intern to meet their organization’s needs. It also provides industry-led guidelines for employers to create quality work experiences that benefit both interns and employers.

For youth internships where students are receiving K-12 academic credit, the following guidelines were set by the Oklahoma State Department of Education in 20174:

- Students must be juniors or seniors to participate in an internship.
- A maximum of 2 high school elective hours, of the 6 rigorous course hours required per school day, can be used for such programs. (The 2 hours include student travel to internship site.) A senior student may petition their local school board to increase to 3 hours if that fits into the student’s schedule.
- Internships will count as a semester course and can be repeated for elective credit – up to 1 credit per semester (per class - consistent with concurrent enrollment)
- Districts are encouraged to consider developing local policies and guidelines to govern internship programs including:
  - Agreements between the school and business
  - Grading rubrics for school, student and business (e.g. attendance)
  - Feedback forms for business
  - Performance evaluations for students
  - Workplace Safety

• **Apprenticeship:** Highly-formal job training experience that involves studying with a master of the trade or experienced mentor on the job. Registered Apprenticeships refer to those programs which are registered with the U.S. Department of Labor (DOL). Registered Apprenticeship programs are a written plan designed to move an apprentice from a low or no skill entry-level position to full occupational proficiency. Registered apprenticeship is an employer-driven, “earn while you learn” model that combines on-the-job training with related technical instruction, resulting in an industry-recognized national certification upon completion. Apprenticeships are full-time, paid positions that provide specialized training in specific occupational skills.
Apprentices receive on-the-job training (OJT) from an experienced mentor at the job site that is supplemented by related technical instruction. DOL recommends a minimum of 2,000 hours of on-the-job training and 144 hours of related technical instruction per year of an apprenticeship.

- **On-the-Job Training**: also known as OJT, is a hands-on method of teaching the skills, knowledge, and competencies needed for employees to perform a specific job within the workplace. Employees learn in the environment where they will need to practice the knowledge and skills obtained during training.

- **Employee Development**: is defined as a process where the employee with the support of his/her employer undergoes various training programs to enhance his/her skills and acquire new knowledge and skills. This development frequently includes training programs and leadership development programs. Investments in employee learning and development directly impact employee engagement and productivity, improving overall business success metrics.