ADMINISTRATIVE SUPPORT

CERTIFICATION PROGRAM

Level III Project

Writing Cross-Training Projects

ASCP Project Handbook

301 North Lamar Street

Suite 203

Jackson, MS 39201

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Why Do Cross-Training?

Deeper Learning: Cross –Training exercises provide ASCP participants with hands-on application of knowledge and skills of different competencies they have acquired in the ASCP training sessions and through projects join "theory" with "practical" application: benefitting the ASCP participants and their agencies as well as their customers, both internal and external.

Training Validation:

ASCP projects validate the time and effort ASCP participants and agencies are investing in providing excellence in state government. Projects demonstrate tangible application of information gained in the ASCP through cross-training experiences with support staff from other divisions and/or agencies.

Defining the Scope of Your ASCP Project

The scope of the job-related project is determined by the nature of your job and the nature of the instructional material covered in each ASCP level. All cross-training projects should support overall organizational objectives.

QUALTIES AND ROLES OF THE MENTOR

Each participant must select a mentor for the ASCP Level III Project. The Mentor must be someone in a supervisory or management position. The Mentor can, but does not have to be your immediate supervisor.

Important qualities:

- Genuine interest
- Sensitivity to other's needs and development
- Excellent listening skills
- Time to mentor
- Commitment
- Confidentiality
- Good coaching and feedback skills
- Tact
- Empathy

Role of the Mentor:

- Help mentee build self-confidence
- Provide guidance and help mentee identify with the environment
- Be a source for information and encouragement
- Establish clear and open communication
- Provide productive feedback
- Help mentee with difficult situations without creating a dependency
- Help develop creative and independent thinking
- Encourage continued growth and development

How to Identify Good Project Ideas:

Try Using the "Three Block Test":

Using the illustration below, apply these basic criteria to your project idea.

- Does your idea help in your job development?
- Does your idea relate to your agency and its needs – agency mission, goals, services and customers?
- Does your idea relate to the information, theories, models, principles or techniques you have learned in the ASCP training sessions?

Points to Remember…

- Meet with your Mentor to determine the best areas that would benefit you and your organization
- Submit Project Proposal
- Schedule hours of cross training that is suitable to you and your cross-trainer's work schedule.

Instructions for ASCP Projects

All projects must be:

1. Described on a **Project Proposal Form** and approved by the ASCP Coordinator. **(See Appendix 1)**

2. A report written in acceptable, standard English in a style that includes complete sentences, which are concise, and clear.

3. A typed report (recommended but not required).

4. Relevant to you, your work unit and your agency.

5. A total of 20 hours divided by each cross-training area.

NOTE:

Participant must not do cross-training back to back. Allow several days in between cross-training events to allow time for reflection of the competencies learned and time to write up your cross-training report.

Confidentiality:

All projects become the property of the ASCP and will not be returned to the participant. All cross-training reports should be the work of the ASCP participant and no one else. The reports will be kept in the strictest confidence. Projects should be designed to take positive action.

Model Projects: The ASCP Coordinator may recommend a project as a "model" and request written permission from the participant to use the project in classroom illustrations, as an example for other participants in the program who are working on projects, or to promote the benefits of the cross-training project.

General Requirements for Level III Projects

All projects must be:

1. Described on a Project Proposal Form and approved by the ASCP Coordinator. **(See Appendix 1)**
2. Written in acceptable, standard English in a style that is complete, concise, and clear. If typed, the font size should be 12 point.
3. Typed with double spacing (recommended).
4. Divided in appropriate paragraphs.
5. Submitted with a Title Page. **(Appendix 2)**
6. Relevant to you, your work unit and your agency.

Composition and Format Requirements for Completed Projects

A. Title Page – Mandatory (see Appendix 2)

All submitted projects must have a standard Title Page (see sample in the Appendix of this Handbook) which includes the following:

1. ASCP Level III Project
2. Participant's name
3. Participant's Organization/Division and Work Address
4. Home address
5. Telephone numbers at work and home
6. Date

B. Style

Projects are recommended to be typed double-spaced, and submitted on standard paper. If the report is hand written, it must be legible. The style should be report format, using complete sentences. They may include attachments such as reports, memos, letters, charts, diagrams, manuals, etc. that will help the reader understand the project. The report should follow the original proposal noting any changes, deviations, learning outcomes, and applications of ASCP competencies. (When quoting or using supplementary material, please cite the source; however, footnotes and bibliographies are not required).

C. Length

Although projects have no specified length or required number of pages, they should clearly describe the cross-training be complete, clear, concise and describe all aspects of the cross-training process, fully answering the six questions provided on the cross-training cover sheet signed by the mentor, the trainer's supervisor and the trainer. Each cross-training event should include the cross-training activity cover sheets. **(see Appendix 3)**

D. Proofreading Your Project

Would you want the head of your agency to read your report? It is important that projects reflect your professionalism and commitment to excellence. They should be written in clear, standard English and follow all standard guidelines for grammar, spelling, punctuation, and paragraphing.

Writing experts recommend that you first check the content, then revise or rewrite, and then check for errors in grammar, spelling, and punctuation. Experts also tell us it is easier to catch errors on paper than on a computer screen, so always proofread your hard copy before submitting your final project. **Projects that have errors in grammar, spelling, or punctuation will be returned for revisions.**

APPENDICES

LEVEL III JOB RELATED ACTIVITY REPORT PROJECT PROPOSAL ADMINISTRATIVE SUPPORT CERTIFICATION PROGRAM

Name of Participant:_____

Address (Street/City/Zip):_____

Telephone Number_____ Email Address:_____

Organization/Division:_____

Complete the sections below and obtain supervisor's and mentor's signature. Submit a copy for approval by the ASCP Program Coordinator. The ASCP Program Coordinator will then approve the Project Proposal or make recommendations for changes. *"Approval of a proposal does not signify approval of the completed project."*

List the areas and number of hours (for a total of 20 hours). You must cross-train in at least 2 areas, but no more than 4 areas.

Area 1:_____
# of Hours_____ Division_____
Name of Cross-Trainer_____
Briefly describe the cross-training plan:
_____
_____
_____
_____

Area 2:_____
# of Hours_____ Division_____
Name of Cross-Trainer_____
Briefly describe the cross-training plan:
_____
_____
_____
_____

Area 3:_____
# of Hours_____ Division_____
Name of Cross-Trainer_____
Briefly describe the cross-training plan:
_____
_____
_____
_____

Area 4:_____
# of Hours_____ Division_____
Name of Cross-Trainer_____
Briefly describe the cross-training plan:

Appendix 1

SAMPLE TITLE PAGE

ASCP Level III Projects

Ms. Jane Doe

State Personnel Board
Office of Training
301 North Lamar Street
Jackson, MS
Email: jdoe@dp.state.ms.us

111 Jackson Street
Jackson, MS 39000

601-333-4444 - work
601-666-7777 - home

January 1, 2006

Appendix 2

Cross Training Activity Cover Sheet

Activity #_____

State Personnel Board - Office of Training - Administrative Support Certification Program

Name_____Agency_____

Phone Number_____Mentor's Name_____

Agency/Division of Cross-Training_____

Name of Person Conducting Cross-Training_____

Date of Training_____Hour(s) of Cross Training_____Times: _____til_____

Mentor's initials and date_____

Attach a report covering topics/materials (example: database, filing system, standard operating procedures) covered during the cross-training, write a brief summary of what you learned during the cross training and answer the following 6 questions for each cross training event.

1. Identify the job duties and functions in the area you were training.

2. Do the functions of this position interface with what you do? If yes, explain how. If not, explain how the functions of this position work toward achieving the mission of the agency.

3. Identify the customers both external and internal that this position serves. Explain what services are provided.

4. What competencies (skills, knowledge and abilities) are required for this position and now do they differ from your position.

5. What competences have you gained or enhanced through this cross training experience that would aid you in the performance of your job?

6. How did this experience help you understand the mission of the agency?

Supervisor's Signature_____Date_____

Mentor's Signature_____Date_____

Trainer's Signature_____Date_____

Participant's Signature_____Date_____

Appendix 3