

SERVICES TO  
BUSINESS  
AND  
INDUSTRY

ROBESON  
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## Purpose

This publication describes Robeson Technical College's services to business and industry. Outlined here are the various programs through which the school provides customized training. Specifically, these include Occupational Extension, Specialized Industrial Services, New and Expanding Industry and the Small Business Center.

We hope that in reading this publication you will gain a sense of the commitment of Robeson Tech to the economic development of Robeson County.

We have tried to anticipate your questions, but if you have some that we have not answered, please call or write us. We welcome the opportunity to tell people like you about our training programs.

## Occupational Extension

Occupational Extension courses are designed to provide training in a specific area within a single course. These courses may teach a new skill or upgrade present skills, leading perhaps to promotion, supplemental income or employment. All extension courses are noncredit. Instead, students earn Continuing Education Units (CEU's). Traditionally, occupational extension courses have been extremely popular with both employers and employees.

### STUDENT POPULATION

- Thousands of people enroll in occupational extension courses, many to make sure their skills are as modern as the locations where they work. Others enroll to learn a new skill in hopes of finding gainful employment. Students are of all ages and occupational areas. Many times, students consist of employees of an individual business or industry. In these situations, the course is offered at the company's request for training.

industry or service organization. The deciding factors when determining course location are the needs of the students.

### TYPES OF COURSES OFFERED

- Courses offered cover a wide range of occupational areas. Many are vocational or technical in nature, including: Blueprint Reading; Measurements; Quality Control; Electronics; Principles of Air Conditioning and Refrigeration; and Drafting. Other courses deal with business skills such as Supervision; Human Relations; Communication Skills; and Stress Management. Another popular area of courses include First Aid, CPR and Fire Brigade.
- Of course, these are just examples of the courses available. If requested, special courses can be developed to meet specific needs.

### COURSE LENGTH, COST AND LOCATION

- Occupational extension courses vary in length and can be taught almost anywhere. Courses can be as short as one hour or as long as 440 hours, depending on the extent and the complexity of the material to be taught. Some courses are offered as one-day workshops while others meet once or twice a week, day or evening, up to 17 weeks.
- Occupational extension courses are offered as a service to the business and industrial community and are supported in part by tax receipts. Therefore, the cost to the students has been traditionally low. Presently, the only direct cost is a \$15 registration fee, regardless of course length. Course locations are as varied as course length. Generally, courses are held at an individual business,

### IN-PLANT TRAINING

- Training can be conducted for production employees during regular work hours. This is referred to as in-plant training. When an in-plant training class is integrated with the normal production activities of a company, all employees participating in the class shall place their primary emphasis on instruction during the scheduled class hours. The planned continuity of the class must not be disrupted by normal production activities.

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## Specialized Industrial Services

Robeson Technical College is one of 19 of North Carolina's 58 community colleges and technical institutes to receive a special appropriation by the General Assembly to establish a Specialized Industrial Services Program. The primary purpose of Specialized Industrial Services is to provide skill training to manufacturing industries in the face of changing technology. As a result of this program, Robeson Technical College has the capabilities to upgrade the skill levels of workers presently employed by local manufacturers.

Specialized Industrial Services is a cooperative effort between RTC and local industry. Whenever industry determines a training need, the College is prepared to step in and meet that need with quality instruction.

### SCOPE OF TRAINING OFFERED

- The scope of Specialized Industrial Services is directly related to local industrial needs. The College is prepared to do as much as possible to provide manufacturing workers with the skills they need to be efficient and productive employees. Training may be done in workshops or complete courses. It may be accomplished in a classroom setting or may be better achieved in a laboratory environment utilizing hands-on experiences. Where college staff are not available or are lacking in the necessary expertise in a given subject, technical experts can be brought in to provide instruction. Through cooperative efforts, new courses and methods of quality instruction can be developed to meet existing needs.

### STUDENTS AND CLASS SIZE

- The student population of Specialized Industrial Services programs consists exclusively of manufacturing employees. Courses, workshops, etc., are designed specifically with the needs of local industry in mind. Training can be done for employees of a group of industries or for an individual industry. The training conducted depends on the specific needs of the manufacturers.
- One component, inherent exclusively to Specialized Industrial Services, is that there is no restriction on class size. Generally, courses must have a minimum of 12 students. However, with Specialized Industrial Services there is no minimum number of students. When there is an identi-

fiable need, training can be done for any size class.

### AREAS OF APPROVED TRAINING

- Almost any subject identified as a training need of a local manufacturer is justifiable through Specialized Industrial Services. The following are examples of some of the training areas previously offered.
- Machinist Training
- Industrial Maintenance
- Blueprint Reading
- Mathematics
- Drafting
- Machine Operator Training
- Electricity
- Electronics
- Forklift Operator
- Industrial Safety
- Quality Control
- Human Relations
- Communications
- First Aid & CPR
- Measurements
- Time Management
- First Line Supervision
- Knitting Machine Technician

### COST TO INDUSTRY

- The majority of the costs of Specialized Industrial Services is supported by the state. Therefore, direct costs to students are kept at a minimum. The cost for a non-credit workshop or course is a \$15 registration fee per student, regardless of the length of training.
- The only other costs would be for texts, where applicable. Other training materials and supplies are provided by the college.

## New and Expanding Industry Training

Training for New and Expanding Industry is a program designed to train the production employees required by a new or expanding manufacturing company. The program has no standard courses. Since the needs of each new or expanding company are different, a complete customized training package is tailored to the particular needs of each individual company.

### PROGRAM DESIGN

- Each training program for New and Expanding Industry is administered by Robeson Technical College and is financed solely by the state of North Carolina. There are no federal funds involved.
- The final program design is the result of joint planning by company personnel and one or more industrial training specialists from the college and the Industry Services Division of the N. C. Department of Community Colleges. Industrial training specialists are available to visit the existing operations of a company and study the job skills, work schedules, production processes and any other variables pertinent to preparing a training proposal suited specifically to the particular need of that company.
- The versatility of North Carolina's industrial training service is virtually unlimited. Because of its inherent flexibility, this service can accommodate almost any type of production job. Any job that can be defined, can be arranged into a logical learning sequence.
- The college provides all necessary instructors. If a company prefers to use some of its own personnel as instructors, the college pays the salaries of all instructors. In addition, all classroom materials such as textbooks, workbooks and visual aids, are provided by the college.

### PROGRAM LENGTH AND LOCATION

- The nature of the job and the level of skill needed by the workers determine the length of training. There are no arbitrary minimum or maximum limits. A realistic training period, whether of six days or six months, is negotiated by our industrial training specialists and company personnel.
- Most often classes are conducted on campus or at the plant site. If neither of these alternatives is practical, state funds may be used to lease adequate training space in the community.

### STUDENT POPULATION

- Selection of students for training under New and Expanding Industry is determined by the company. The college can provide training in either a post-employment or a pre-employment situation, depending on the preference of the company. As a result, students may or may not be receiving wages during the training period. In either instance, the state does not pay the wages of the trainees.

### COST TO INDUSTRY

- The basic purpose of the training service is to encourage companies to create more jobs in the college service area. Therefore, there are no direct charges to companies during training.

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## Small Business Center

The Small Business Center provides assistance to small business owners and prospective owners through a variety of services. Training and educational programs designed to meet specific needs of small business entrepreneurs are offered on a regular basis. Counseling can provide help on a one-to-one basis and referral services are available for business related information through a network of linkages with chambers of commerce, local, state and federal agencies and volunteer groups as well as the Department of Commerce.

What is a "small business?" The U. S. Small Business Administration defines it as "... a business that is independently owned and operated for profit and not dominant in its field." Small business plays a vital role in our economy with more than 97 percent of all North Carolina businesses employing less than 100 people. In Robeson County, 55 percent of all businesses have less than five employees.

### WORKSHOPS AND COURSES

- Quality programs are designed for personal development and immediate application to business activities. Courses are specifically geared to managing a small business and will assist in keeping business practices current.

as the Small Business Administration and Robeson County Chambers of Commerce.

### RESOURCES LIBRARY

- Publications, materials and forms furnished by the U. S. Small Business Administration and video tapes are available. A computer and applicable computer software are available for use on campus.

### CONTINUING EDUCATION

- Needs are analyzed and referrals made to appropriate business related courses.

### CO-SPONSORSHIP

- Workshops and courses are co-sponsored with other agencies such

### COUNSELING/REFERRAL

- The Center provides limited analysis and evaluation to determine immediate needs. Referral relationships exist with SBA, SCORE, ACE or other individuals qualified for in-depth counseling in specific areas.

If you, as a small business owner, have specific training needs or business concerns, please contact the Small Business Center and share them with us. The Center offers programs that are short, informative and held during hours that will fit into the demanding schedule of the small business owner and his/her employees. Classes are designed for individual development and are not tested or graded. Upgrading and retraining for employees are also available through the Center.

Courses and programs offered by the Small Business Center include, but are not limited to:

- Starting a Small Business
- Record Keeping
- Computers for Small Business
- Credit and Collections
- Employee Motivation
- Small Business Management
- Real Estate and Insurance Preclicensing
- Money Management
- Marketing and Advertising
- Labor Laws and Regulations
- Inventory Control
- Customer Relations
- Buying and Selling a Small Business