

Practice # 10: Juana Train is interested in pharmacy technician training. Pharmacy tech training is not on The WorkSource approved list of scholarship occupations.

We need someone to play the following parts:

Greeter

Financial Aid Specialist (FAS)

Ms. Juana Train (JT)

Greeter to Juana Train: Hi, welcome to The WorkSource! What can I do for you today?

JT: Someone at my school told me you could pay for me to go to Pharmacy Tech training.

Greeter: One of our Financial Aid Specialists can help you. Come with me and I'll introduce you to Vicky Edwards.

The Greeter escorts JT to Vicky Edwards, and introduces them.

Greeter: Ms. Edwards, this is Juana Train, she is interested in a scholarship from The WorkSource.

FAS: Hi, I'm Vicky Edwards. It's nice to meet you Ms. Train. Have a seat and tell me what kind of training are you interested in?

JT: I would like to go to Pharmacy Technician training, at Houston Academy.

FAS: The WorkSource doesn't provide scholarships for Pharmacy Technicians. We only offer scholarships for training in certain occupations. The occupation must pay well and our information has to show that there is a shortage of trained people to fill the jobs now or in the future.

I can help look for financial aid from other sources if you would like me to do that.

JT: Well, okay but my friend says that you paid her training to be a Pharmacy Technician. Why did it change?

FAS: The WorkSource has a limited amount of money to pay for training. Twice a year we

look at statistics, and survey businesses, to determine where there is a shortage of skilled workers. We ask companies what kinds of jobs they expect to have in the future and we look at the number of workers who already have the skills to fill those jobs. If our surveys show there is an increasing need for people in a certain field, and there are not enough people already trained, we put those occupations on a list for The WorkSource to approve scholarships for training. We also look at how much the jobs pay. We want to train people for jobs that pay well.

JT: I thought Pharmacy Technician would be a good job. I worked as a cashier at Walgreens and I think they will hire me.

FAS: I believe I can help you find other financial aid so you can go to school. Let's look.

(FAS checks website and finds that the course is Pell certified)

FAS: I see that the course is Pell certified and you might qualify for a Pell grant to help you pay for the course. Are you familiar with the FAFSA?

JT: Yes, but I am not eligible to receive a Pell Grant, I defaulted on a student loan. What kinds of training are on your list? I want to make a good salary and I would eventually like to be off on weekends so I can see more of my son. Mostly I've worked retail jobs.

FAS: We have a Service Representative on the office, Mr. Barry Helpful. His job is to help people decide what kind of career they would like. He can give you some tests that will show what jobs you might be good at doing and what kinds of jobs you might like. Would you like to talk to him?

JT: Yes, I need a career where there will be jobs for a long time. I keep hearing that there are lots of jobs in the medical field so I thought Pharmacy Tech would be close enough.

FAS: There are a number of jobs in the medical field on our list. Mr. Helpful can tell you more about them. If you decide that Pharmacy Tech is really the job you want, please come back and talk to me. There are other kinds of financial aid besides Pell and The WorkSource. Sometimes individual schools have financial aid available. Here's my card.

FAS calls Mr. Helpful to see when he can see Ms. Train)

FAS: Ms. Train, Mr. Helpful can see you now. Is there anything else I can help you with today?

JT: No. Thank you.

FAS: You're welcome. Good luck.

Discussion Questions:

1. Was the FAS clear in explaining why we could not pay for the Pharmacy Tech Program?

- Yes.

2. Did the FAS offer an alternative?

- Yes. She offered to help the customer find other financial aid and she suggested that the customer might be interested in training in a related field with better career opportunities.

3. What would you tell the customer if she asked why Pharmacy Tech was not included on our list of approved occupations for training?

- Pharmacy Tech is not on the list because it does not pay enough and the training requirement for the job is too low.

When a customer asks why an occupation is not on the list you may get that information from a labor market analyst at The WorkSource, Ron Borski. You can reach him at 832.681.2535 email Ron.Borski@theworksource.org

4. How would the FAS have proceeded if the customer had said that she really wanted to work at Walgreen's as a Pharmacy Tech?

- She would have given the customer information and suggestions to help her pay for that training. She might offer help with a part time job as well.

Discussion Points:

- 1. Could the FAS have offered other resources? Where might this customer find financial aid to become a Pharmacy Technician?**
- 2. Is there ever an exception to this rule, where we could pay for training that is not approved list?**
- 3. What steps should the PSR take with the customer?**