

ACCLS

Competitive Skills Incentive Award Program

The ACCLS (Advisory Council on Career and Life Strategies) is responsible for identifying educational programs and curricula that directly support the development of competitive technological and customer service skills in the telecommunications industry and for establishing an Incentive Program for those IBEW represented employees who successfully complete them. There are two separate areas of competitive skills that qualify for the incentive awards: **Telecommunications Technology and Customer Service.**

GENERAL REQUIREMENTS

- ❑ All courses and programs must be completed at an educational institution that has been accredited by one of the accrediting boards listed in Appendix A of the Verizon Tuition Assistance Plan [VZ-TAP] and the employee must meet the enrollment requirements of the institution.
- ❑ Each course taken must be the equivalent of 3 or more credit hours. (For the First Step Award ONLY, the course may be 2 credit hours or at least 30 hours of classroom time.) A grade of C or better or "Passing" must be earned for the course.
- ❑ Courses/programs must be taken on the employee's own time.
- ❑ Each course must be paid for through Verizon Tuition Assistance Program UNLESS the course was taken prior to May 1, 1995. At least one of the courses and all degree programs must have been completed between May 21, 1995, and August 5, 2008, and while the Associate is an active employee of Verizon.

TYPES OF AWARD PROGRAMS AND THEIR SPECIFIC REQUIREMENTS

The courses and programs completed must satisfy the criteria above and on the following pages. Each course must be equivalent to one of the courses on the list of qualifying courses on page 2 of this document. There are two types of courses, CORE and SUPPORT, for both the Telecommunications and Customer Service categories. All degrees must be in a qualifying major listed on page 3 of this document.

Customer Service FIRST STEP AWARD: \$75.00 Begin and complete one (1) CORE course from the Customer Service category after January 1, 2003 and before August 5, 2008.

Telecommunications FIRST STEP AWARD: \$75.00 Begin and complete one (1) CORE course from the Telecommunication Technology category after January 1, 2003 and before August 5, 2008.

Customer Service AWARD: \$150 Complete three (3) courses: two (2) CORE courses and one (1) SUPPORT course from the Customer Service category.

Telecommunications AWARD: \$150 Complete three (3) courses: two (2) CORE courses and one (1) SUPPORT course from the Telecommunication Technology category.

Customer Service CERTIFICATE: \$300 Complete six (6) courses: four (4) CORE courses and two (2) SUPPORT courses from the Customer Service category. You may add three (3) additional courses from this category to an Award in order to qualify for a Certificate.

Telecommunications CERTIFICATE: \$300 Complete six (6) courses, four (4) CORE courses and two (2) SUPPORT courses from the Telecommunication Technology category. You may add three (3) additional courses from this category to an Award in order to qualify for a Certificate.

Customer Service ASSOCIATE DEGREE AWARD: \$600 Earn an Associate degree in a qualifying major. At least 60 credit hours must be completed.

Telecommunications ASSOCIATE DEGREE AWARD: \$600 Earn an Associate degree in a qualifying major. At least 60 credit hours must be completed.

Customer Service BACHELOR'S DEGREE AWARD: \$750 Earn a Bachelor's Degree in a qualifying major. At least 120 credit hours must be completed.

Telecommunications BACHELOR'S DEGREE AWARD: \$750 Earn a Bachelor's Degree in a qualifying major. At least 120 credit hours must be completed.

ACCLS COMPETITIVE SKILLS INCENTIVE AWARD QUALIFYING COURSES

TELECOMMUNICATIONS TECHNOLOGY

Telecommunications Core Courses

| | |
|----------------------------------|----------------------------|
| Introduction to Circuit Analysis | |
| Introduction to Microprocessors | Analog Electronics I & II |
| Technical Computer Applications | Digital Electronics I & II |
| Network Analysis | TCP/IP Networking |
| T-1 Connections | Fiber Optics |
| Data Communications | Communication Technology |
| Laser Electro-Optic Technology | Computer Technology |
| Electronic Technology | Computer Repair |
| Industrial Electronics | Computer Programming |

Support Courses

| | |
|-------------------------------------|-----------------------|
| Composition | Physics |
| Technical Writing and Communication | Physics Electives |
| Algebra and Trigonometry I & II | History of Technology |
| Calculus I | Industrial Psychology |
| Computer Aided Design/CAD | |

CUSTOMER SERVICE

Customer Service Core Courses

| | |
|---|-----------------------------|
| Introduction to Customer Service | Accounting I |
| Consumer Behavior | Retailing |
| Telecommunication Skills | Principles of Management |
| Salesmanship | Human Resource Mgmt |
| Credit and Collections | Principles of Marketing |
| Office Supervision and Management | Communication Skills |
| Cross-Cultural Communication | Interpersonal Communication |
| Marketing | Interviewing |
| Internet Commerce | Finance for Business |
| Business Communications in a Foreign Language | Statistics |

Support Courses

| | |
|--------------------------------------|-------------------------------|
| Composition | Professional Business Seminar |
| Technical Writing and Communication | General Psychology |
| Intro. to Computers and Applications | Mathematics of Finance |
| Introduction to Business | Macroeconomics |
| Business Law | Economics |
| Industrial Psychology | Organizational Development |

Each support course can only be used once toward either a telecommunications technology or customer service Award or Certificate – a single course cannot have an application for multiple Certificate or Award initiatives.

Note: Associates taking courses in a Graduate Program may use qualifying courses toward the Award or Certificate in either Telecommunications or Customer Service. However, there is no monetary award given for the completion of a Master's Degree.

ACCLS COMPETITIVE SKILLS INCENTIVE PROGRAM QUALIFYING MAJORS FOR BACHELOR'S OR ASSOCIATE DEGREES

Only the following majors will qualify for the Competitive Skills Award for the Bachelor's or Associate degree programs:

| | |
|--|-------------------------------|
| Accounting | Computer Technology |
| Business Administration And Management | Electronic Communications |
| Business Data Programming | Electronic Technology |
| Business Economics | Electrical Engineering |
| Business Education | General Marketing |
| Business Management | Industrial Psychology |
| Business Systems Analysis | Personnel Management |
| Communications Technologies | Sales And Marketing |
| Computer And Information Science | Systems Engineering |
| Computer Engineering | Telecommunications Technology |
| Computer Programming | |

Note:

- ⇒ An employee may obtain multiple degree awards so long as the major for each degree is separate and all required credits for each major have been completed.
- ⇒ The 120 credits used to satisfy the requirements for a Bachelor's degree for one major cannot be *reused* to earn a Bachelor's degree in a second area. The degrees earned and classes taken must be complete and separate from one another.

PROCEDURE FOR QUALIFYING FOR THE ACCLS COMPETITIVE SKILLS INCENTIVE PROGRAM

Step One: Carefully read the eligibility criteria for each of the programs. Please apply **AFTER** you complete the courses you wish to have evaluated for eligibility.

Step Two: Contact your school (s) and request an official transcript, which lists the courses you completed, the dates you completed them, the grade you earned and the type of degree you were awarded (if applicable). Ask the school to send the information to you. If the school will not send the transcript directly to you, they may send it to:

FutureLink at CAEL
ACCLS Incentive Program *(This line is required.)*
1608 Walnut Street, Suite 1404
Philadelphia, PA 19103

Step Three: Complete the enrollment form. Before mailing to the address above or faxing to **215-731-0505**, check one box so that we know to expect a transcript from the school(s):

- A copy of my official transcript is attached.
- My school(s) is sending my transcript(s) to FutureLink at CAEL

An official transcript listing qualifying courses, their date of completion, and the student's final grade must be submitted to FutureLink before an employee will be awarded. **Note: FutureLink will accept a faxed copy of your official transcript. To be considered official, the original transcript must be stamped or signed by the college. Please do not fax or mail a copy of your diploma; it cannot be accepted as documentation.** Official transcripts showing your satisfactory completion of all award qualifying courses and/or degrees must be received before August 31, 2008.

FutureLink at CAEL will review the submitted award documentation to determine compliance with the ACCLS requirements, advise the employee if all requirements have been met and will forward notice to ACCLS to arrange for the appropriate Competitive Skills Award. (This process is completed once a month, at the end of the month and employees are notified at the beginning of the following month.) All decisions by the ACCLS relating to the Competitive Skills Incentive Award will be final and binding on all parties. The Competitive Skills Award will be made through the Verizon payroll system directly to the employee. ***Employees will receive payment for their award(s) in a separate check from their wages. Payroll taxes will be deducted from the award; however, the award will not be considered as wages.***

**ACCLS COMPETITIVE SKILLS INCENTIVE AWARD
Enrollment Form**

Step One: Carefully read the eligibility criteria for each of the programs. Please apply AFTER you complete the courses you wish to have evaluated for eligibility.

Step Two: Contact your school (s) and request an official transcript, which lists the courses you completed, the dates you completed them, the grade you earned and the type of degree you were awarded (if applicable). Ask the school to send the information to you. If the school will not send the transcript directly to you, they may send it to:

**FutureLink at CAEL
ACCLS Incentive Program (This line is required.)
1608 Walnut Street
Suite 1404
Philadelphia, PA 19103**

Step Three: Complete this form. Before mailing to the address above or faxing to **215-731-0505**, check one box:

- A copy of my official transcript is attached.
- My school(s) is sending my transcript(s) to FutureLink at CAEL

We must have a copy of your official transcript(s) to process your application.

Please do not send a copy of your diploma.

Please print clearly.

Name _____ SSN _____

Work Address _____ Rm/FI _____ City _____ State _____

Contact No. _____ Contact No. 2 _____ Email _____

ATTENTION

1. Official transcripts showing your satisfactory completion of all award qualifying courses/and or degrees must be received before August 31, 2008.
2. All courses enrolled in after May 21, 1995 must be paid through the Verizon Tuition Assistance Plan.
3. The course for the FIRST STEP AWARD must be started and completed after January 1, 2003.
4. At least one course for the certificates and the degrees must be completed between May 21, 1995 and August 5, 2008 and must be paid through the Verizon tuition assistance program.

Please check the box next to the program or programs for which you are applying. FutureLink will review your enrollment forms and evaluate the information for eligibility. Awards are processed at the end of each month. FutureLink will notify you by mail. Please see page 3 for information about how you will receive the award funds.

I think I qualify for the following ACCLS Competitive Skills Awards and/or Certificate Programs:

- First Step Award (1 Course) Telecommunications
- First Step Award (1 Course) Customer Service
- Award (3 courses) Telecommunications
- Award (3 courses) Customer Service
- Certificate (6 courses) Telecommunications
- Certificate (6 courses) Customer Service
- Associate Degree/ Telecommunications
- Associate Degree/ Customer Service
- Bachelor Degree/ Telecommunications
- Bachelor Degree/ Customer Service

FutureLink at CAEL · 1608 Walnut St. · Suite 1404 · Philadelphia, PA 19103 · 1-800-497-5465, ext. 199