

# TRAINEE MANUAL



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# ***CONGRATULATIONS!***

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You have a new job! This Trainee Handbook is designed to acquaint you with the various responsibilities and aspects of being both an employee and a trainee. In the following pages you will learn more about participating in a learning-rich work experience and about your role as a trainee. A work experience provides you with an excellent opportunity to gain workplace skills in an authentic work setting and explore your career interests. Our goal is to assist you in creating a successful work experience where you can learn and reach your learning and career goals. Together we can make it a rewarding and profitable experience. This handbook also answers questions you may have concerning ***how and when*** you get paid. Keep and use this handbook as a reference for any questions you may have. We encourage you to contact your trainer whenever you need assistance.

NAME \_\_\_\_\_

WORKSITE \_\_\_\_\_

WORK  
SUPERVISOR \_\_\_\_\_

WORK  
PHONE \_\_\_\_\_

**YOUR TRAINER IS:**

\_\_\_\_\_

We wish you success in your training efforts and look forward to assisting you reach your personal training goals.

# **YOUR ROLE IN JOB TRAINING**

## **RESPONSIBILITIES**

Now that you have a job, you have certain responsibilities to yourself and to your employer. By following these simple guidelines, you will create a good impression and develop a good and productive relationship with your employer.

### **BE ON TIME**

Being on time creates a good impression and helps to make the employer feel positive about you and your work habits. If you are scheduled to work from 8:00 a.m. to 5:00 p.m. that means that you are to be at work at 8:00 a.m., not 8:15, 8:30, 9:00 or later and that you will work until 5:00 p.m., not 4:45 or earlier unless your supervisor tells you otherwise.

### **BE THERE**

Be at work every day as scheduled! You should try to plan for absences as much as possible. If you are sick or cannot make it to work, let your employer know immediately! Do not call in at 4:00 p.m. to say that you will not be at work that day. Frequent absences from work can cause dismissal, especially if they are unauthorized or unplanned. **If you miss more than two days of work without notifying your supervisor, you may be terminated from your job!**

### **APPEARANCE**

It is important for you to dress appropriately for your job. You should always appear clean and neat. The job that you have may require special clothing or specific style of dress such as jeans, dresses, or slacks. You can ask your supervisor what is considered appropriate clothing for your job. Even if you are working outside in jeans and will be getting dirty during the day, you should start the day looking clean and neat.

### **SUPPORTIVE SERVICE**

Limited funds are available to help you overcome financial problems due to starting or continuing work. For example, if your employer requires you to wear work boots, gloves or special clothing and you cannot afford to purchase these, contact your Trainer or job counselor for help.

### **AIM TO PLEASE**

It is also important for you to have a positive attitude while at work. Be attentive to instructions. Ask questions to make sure you understand the task assigned so you can do the job correctly the first time.

### **REMEMBER**

If you are appropriately dressed, have a positive attitude, are on time and have good attendance, you should have a good and rewarding job experience. Your employer will be impressed with your work performance and may hire you again and/or give you a good recommendation.

## **PERFORMANCE**

Your performance on the job influences your employer's opinion of you, how your evaluation is completed, whether or not you will receive a good recommendation, and whether or not you will be rehired. The broad categories listed in this section are areas which are likely to be considered in evaluating your job performance.

### **COMMUNICATIONS**

You should make an effort to learn those terms specific for your job. You should use complete sentences and formulate your thoughts before talking about the job with your supervisor. Try to be sure that you are understood by others and that you understand what you are supposed to do. Do not be afraid to ask questions. ***Be sure that you know how and where to keep in regular contact with your assigned supervisor.***

### **MOTIVATION**

When you have completed your assigned tasks, you should ask for additional work. You can create bad work habits and impressions by sitting around with nothing to do. Most jobs have some aspects that are not interesting. These dull tasks are necessary and should be completed and not avoided. You should try to show a willingness to learn new skills.

### **RELATIONSHIP**

You should try to be considerate of your co-workers. You can develop good relationships by volunteering to help others when your work is done. When asked for your opinion on a work matter, you should attempt to give a concise and thoughtful reply.

### **TASK MANAGEMENT**

Planning your work for the day will help you to complete your tasks in a timely manner. It is helpful to gather all the necessary tools and information needed to complete the task before starting. Keep at a job until it is completed. You should leave your work area neat and tidy at the end of the day.

### **JOB SKILLS**

One of the benefits of training and working is to learn the task involved with a particular job. Your supervisor is there to help you learn these tasks. This is important. Many of the skills that you learn will help you in your future career.

### **EDUCATION**

Some trainees will be able to take classes to sharpen reading and math skills. A variety of computer courses and instruction is available. If you are selected, you may earn money for this training.

### **HELP**

Remember that your trainer is here to help you have a rewarding and profitable experience. **Do not hesitate to call with any questions or problems you may have.**

## **INJURIES**

If you are injured on the job, you should notify your supervisor immediately! Injuries received on the job are covered by State Industrial Insurance. ***You must report the injury to your supervisor immediately. Call your Trainer within 24 hours to report the injury.*** Supervisors and trainees complete the following accident reports when an injury occurs at work.

# ACCIDENT REPORT

## SUPERVISOR STATEMENT:

Supervisor's Name \_\_\_\_\_ Date: \_\_\_\_\_

Exact time reported to you: \_\_\_\_\_ Who reported it? \_\_\_\_\_

Did anyone witness accident? Name(s): \_\_\_\_\_

After you investigated accident, report what happened: \_\_\_\_\_

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Did this accident require First-aid? \_\_\_\_\_ What Kind? \_\_\_\_\_

Did this accident require doctor treatment (Yes/No): \_\_\_\_\_

Has this employee been properly trained in the job he/she was performing? \_\_\_\_\_

What was the cause of this accident?:

Carelessness \_\_\_\_\_ Someone else \_\_\_\_\_ Other \_\_\_\_\_

Explain: \_\_\_\_\_

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**EXPLAIN IN DETAIL:** What part of the body was injured – **BE SPECIFIC**; i.e. (on back, lower, middle, upper; left, right, back or front – part of the body injured):

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SUPERVISOR'S SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_

Please see that this form is completed promptly, and returned to SkillSource as soon as possible.

# ACCIDENT REPORT

## EMPLOYEE STATEMENT:

Employee Name \_\_\_\_\_ Job Title: \_\_\_\_\_

Exact time of injury: \_\_\_\_\_ Date of Injury: \_\_\_\_\_

Name(s) of Witness(es): \_\_\_\_\_

Summarize what you think happened: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What I could have done to avoid this accident: \_\_\_\_\_

\_\_\_\_\_

**EXPLAIN IN DETAIL:** What part of the body was injured – **BE SPECIFIC**; i.e. (on back, lower, middle, upper; left, right, back or front – part of the body injured):

\_\_\_\_\_

\_\_\_\_\_

Would you be willing to perform light duty work during your recovery?: \_\_\_\_\_

Date and Time you sought medical attention: \_\_\_\_\_

Whom did you see?: \_\_\_\_\_ Hospital/Office?: \_\_\_\_\_

\_\_\_\_\_

EMPLOYEE SIGNATURE: \_\_\_\_\_ Date \_\_\_\_\_

This form to be returned to the SkillSource Accounting Office – 240 N. Mission Street, Wenatchee, WA 98801 as soon as Employee and Supervisor have completed their reports.

Date SkillSource received report: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## **SAFETY AND PROHIBITED WORK ACTIVITIES**

Experience has shown some jobs are potentially hazardous for young workers. Washington State and federal laws spell out which jobs are prohibited for minor workers.

**All minors under 18 are prohibited from doing the following work in any industry** (refer to WAC 296-125-030 for more detail):

### **Restaurants, delis and grocery stores**

- Operating meat slicers or powered bakery equipment such as a Hobart mixer.
- Regular driving of motor vehicles to make deliveries, such as pizza delivery. (No driving on public roads for those 16 or under.)
- Working at heights greater than 10 feet off the ground or floor level.
- Loading, operating or unloading of paper balers and compactors.
- Work in freezers (occasional entry not prohibited), meat coolers and in preparing meats for sale. Wrapping, sealing, labeling, weighing, pricing and stocking is permitted if work is performed away from meat-cutting and preparation areas.
- Slaughtering, meatpacking or food processing.
- Working alone past 8 p.m. without supervision by someone 18 years or older who is on the premises at all times, in service occupations.

### **Construction and related activities**

- Roofing — All work on or around a roof.
- Working at heights greater than 10 feet off the ground or floor level.
- Driving, or working near, a forklift.
- Wrecking and demolition.
- Hoists and cranes.
- Flagging and work on roadways.
- Trenching or excavating.
- Boilers or in engine rooms.
- Power-driven woodworking or metal-forming machines.
- Earth-moving machines or working in proximity to earth-moving machines.
- Explosives and mining.

### **Other prohibited duties**

- 17-year-olds may drive only under very limited circumstances.
- Firefighting.
- Logging and sawmill work.
- Selling candy, flowers or other items to motorists on a public roadway.
- Manufacturing of brick, tile and similar products.
- Jobs where exposures require the use of respiratory protection or hearing protection.
- Nurses' aide or nurses' assistant, unless the minor is in or has completed a state-certified training program.
- Jobs with possible exposure to bodily fluids, or radioactive and hazardous substances.

**Additional prohibited duties for minors under age 16 (WAC 296-125-033)**

- House-to-house sales.
- Cooking and baking.
- Any power-driven machinery.
- Construction.
- Manufacturing.
- Commercial packing and processing operations.
- Public messenger.
- Amusement park rides.
- Loading or unloading trucks.
- Transportation, warehouse, storage and work around conveyors.
- Any work above ground, including ladders.
- Maintenance and repair in gas stations.

A copy of SkillSource's minor work permit and the worksite's minor work permit (if the worksite is a private for profit or private non-profit business) **must be posted** at your worksite. SkillSource will provide a summary of the regulations and SkillSource's minor work permit. You and your supervisor must read this law. If you have any questions, contact your Trainer or counselor. **SAFETY IS FIRST!**



# Teens at Work: Facts for Employers, Parents and Teens

*This brochure covers all industries other than agriculture.*



This brochure answers many questions employers, teen workers and parents have about non-agricultural work rules, permits and conditions for working minors, including teens working in their family's non-agricultural business.

## What does an employer have to do to hire minors?

### Post a current Minor Work Permit endorsement

Employers need a Minor Work Permit endorsement on their business license for each work site where they employ minors. They can apply to get one with the business license application through the Department of Revenue's Business Licensing Services ([www.bls.dor.wa.gov](http://www.bls.dor.wa.gov)) or any L&I office. The business license with current Minor Work Permit endorsement must be posted and renewed every year.

### Keep specific information on file for each minor worker

An employer must have the information below about each minor worker on file at the minor's work site and maintain these records for three years from the last date of the minor's employment:

#### Proof of age

The date of birth must be supported by proof:

- Driver's license.
- Birth certificate.
- Passport.
- Baptismal record.
- Notarized statement of a parent or guardian.

### Job description

The job description must include a complete description of duties.

### A Parent/School Authorization form

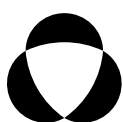
If the student is working during the school year, a *Parent/School Authorization* form must be completed by the employer and kept on file at the minor's work site. The employer must complete this form before obtaining signatures from the employee, parent/guardian and school representative. The employer needs to renew this form every school year by Sept. 30, or when the minor's schedule changes. If the minor has their General Education Diploma (GED) or high school diploma or is home schooled, parents may certify this on the form.

Parents and schools may adjust the minor's work schedule if academic performance or attendance is suffering due to working too many hours.

A *Parent Authorization for Summer Work* form is required for minors who are hired during summer break only.

## What is the minimum age to work?

Youth must be 14 years old to work at non-agricultural jobs. A child younger than 14 can work if the employer completes the *Court Form Granting Permission* and *Employer Petition to the Court* forms (available from L&I) and has them signed by a superior court judge in the county where the minor lives.



Washington State Department of  
**Labor & Industries**  
*Employment Standards / Workplace Rights*

*Upon request, foreign language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 360-902-5797. L&I is an equal opportunity employer.*

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## What is the minimum wage for minor workers?

The minimum wage for 16- and 17-year-old workers is the same as for adults. Minors under 16 may be paid 85% of the state minimum wage. Find out more at: [www.Lni.wa.gov/Wages](http://www.Lni.wa.gov/Wages).

## What about meal and rest breaks?

Fourteen- and 15-year-old workers may not work more than four hours without a 30-minute uninterrupted meal period. The meal period must be separate from, and in addition to, rest breaks. These minors must be provided a paid rest break of at least 10 minutes for every two hours worked. When working a four-hour period, they cannot be required to work more than two hours without either a 10-minute rest break or a 30-minute meal period.

Sixteen- and 17-year-old workers are entitled to an uninterrupted meal period of at least 30 minutes for every five hours of work. These meal periods must start no less than two hours but no more than five hours from the beginning of their work shift. These minors are entitled to at least a 10-minute paid rest break for each four hours worked. They must receive a rest break at least every three hours.

## What about paid sick leave?

Paid sick leave must be provided for most employees, including workers under the age of 18. Eligible employees must earn one hour of paid sick leave for every 40 hours they work. They may begin using it after 90 days of employment. Find out more at: [www.Lni.wa.gov/SickLeave](http://www.Lni.wa.gov/SickLeave).

## When can 16- and 17-year-olds work extra hours?

If there is “good cause” why a 16- or 17-year-old needs to work more hours per week than shown on the back page, the employer can apply for a variance.

### Special variance — up to 28 hours per week

Many older teens have a reduced school schedule or have shown that they are able to work additional hours on top of their school schedule and extracurricular activities. The parents and the public or private school can grant permission to work up

to eight extra hours during the school week. They must complete the special variance section of the *Parent/School Authorization* form. This does not apply to homeschooled students.

### Regular variance — more than 28 hours per week

If the extra hours provided by the special variance are not enough, or if the minor does not qualify for the special variance, the employer can request a regular variance.

### Theatrical variance

Youth may be employed as actors, performers or models in film, video, audio or theatrical productions in Washington State under certain conditions. These conditions apply if the minor is working in Washington — regardless of where they live. In most cases, employers must complete and submit a *Theatrical Minor Work Variance Application* to L&I.

### No work for minors during school hours

Minors are prohibited from working during the hours that their neighborhood school is in session. For example, if the neighborhood school website shows that school is in session from 8 a.m. to 3 p.m., the minor **may not** work between those hours. This also applies to homeschooled minors and those not enrolled in school. If an employer wants a minor to work during school hours, the employer must apply for a variance.

## Are there exemptions for hours of work?

A 16- or 17-year-old may work non-school hours during the school year if he/she is:

- Married.
- A parent.
- Registered in accredited college course(s), including Running Start.
- Emancipated by court order.

Minors who have a high school diploma or GED may also work non-school hours during the school year.

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## Prohibited work for teens

Some jobs are potentially hazardous for young workers. Washington State and federal laws spell out which jobs are prohibited.

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### Restaurants, delis and grocery stores

- Operating meat slicers or powered bakery equipment such as a Hobart mixer.
- Regular driving of motor vehicles to make deliveries, such as pizza delivery. (No driving on public roads for those 16 or under.)
- Working at heights greater than 10 feet off the ground or floor level.
- Loading, operating or unloading of paper balers and compactors.
- Work in freezers (occasional entry not prohibited), meat coolers and in preparing meats for sale. Wrapping, sealing, labeling, weighing, pricing and stocking is permitted if work is performed away from meat-cutting and preparation areas.
- Slaughtering, meatpacking or food processing.
- Working alone past 8 p.m. without supervision by someone 18 years or older who is on the premises at all times, in service occupations.

### Construction and related activities

- Roofing — All work on or around a roof.
- Working at heights greater than 10 feet off the ground or floor level.
- Driving, or working near, a forklift.
- Wrecking and demolition.
- Hoists and cranes.
- Flagging and work on roadways.
- Trenching or excavating.
- Boilers or in engine rooms.

- Power-driven woodworking or metal-forming machines.
- Earth-moving machines or working in proximity to earth-moving machines.
- Explosives and mining.

### Other prohibited duties

- 17-year-olds may drive only under very limited circumstances.
- Firefighting.
- Logging and sawmill work.
- Selling candy, flowers or other items to motorists on a public roadway.
- Manufacturing of brick, tile and similar products.
- Jobs where exposures require the use of respiratory protection or hearing protection.
- Nurses' aide or nurses' assistant, unless the minor is in or has completed a state-certified training program.
- Jobs with possible exposure to bodily fluids, or radioactive and hazardous substances.

### Additional prohibited duties for minors under age 16 (WAC 296-125-033)

- House-to-house sales.
- Cooking and baking.
- Any power-driven machinery.
- Construction.
- Manufacturing.
- Commercial packing and processing operations.
- Public messenger.
- Amusement park rides.
- Loading or unloading trucks.
- Transportation, warehouse, storage and work around conveyors.
- Any work above ground, including ladders.
- Maintenance and repair in gas stations.

## What hours are teens under 18 allowed to work in non-agricultural jobs?

	Hours per day	Hours per week	Days per week	Begin	Quit
<b>14–15 year-olds</b>					
School weeks	3 hours (8 hours Sat.–Sun.)	16 hours	6 days	7 a.m.	7 p.m.
Non-school weeks	8 hours	40 hours	6 days	7 a.m.	7 p.m. (9 p.m. June 1 to Labor Day; this is a federal rule)
<b>16–17 year-olds</b>					
School weeks	4 hours (8 hours Fri.–Sun.)	20 hours	6 days	7 a.m.	10 p.m. (Midnight Fri.–Sat.)
School weeks with a special variance from school	6 hours (8 hours Fri.–Sun.)	28 hours	6 days	7 a.m.	10 p.m. (Midnight Fri.–Sat.)
Non-school weeks	8 hours	48 hours	6 days	5 a.m.	Midnight

### Please note:

- An adult must supervise minors working after 8 p.m. in service occupations, such as restaurants and retail businesses.
- Overtime rules apply for all hours worked over 40 in one week.
- These rules also apply to home-schooled teens and teens not enrolled in school.

## What are the penalties for violating non-agricultural child labor laws?

### Permit revocation

L&I can revoke an employer's Minor Work Permit if proper working conditions are not being met or if there are conditions that are detrimental to the health, safety or welfare of minor workers.

### Penalties

L&I can assess civil penalties on employers in violation of child labor laws. The size of the civil penalty depends on the severity of the violation. Violations that result in the death or permanent disability of a child may result in a Class C felony charge. An employer who knowingly or recklessly violates child labor laws may be charged with a gross misdemeanor. Under federal law, child labor violations by employers may be subject to a civil penalty up to \$11,000 for each minor worker.

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## Employer checklist

Here's a checklist of what an employer needs when hiring a minor:

- ☐ A Minor Work Permit endorsement
- ☐ A signed *Parent/School Authorization* form or *Parent Authorization for Summer Work*
- ☐ Proof of minor's age
- ☐ Personal data and employment description

### For more information

**[www.Lni.wa.gov/TeenWorkers](http://www.Lni.wa.gov/TeenWorkers)**

TeenSafety@Lni.wa.gov

1-866-219-7321

Federal laws

(U.S. Department of Labor, Wage and Hour Division):

**[www.youthrules.dol.gov](http://www.youthrules.dol.gov)**

**[www.osha.gov/SLTC/teenworkers](http://www.osha.gov/SLTC/teenworkers)**

206-398-8039

## **PROBLEM SOLVING AND CORRECTIVE ACTION**

### **PROBLEM SOLVING**

If you are having problems at work with your supervisor and/or co-workers you should call your Trainer to discuss the problem. If you are having financial difficulties or problems getting to work, call your Trainer. ***Do not just quit your job!*** Most problems can be solved by working together with your Trainer and your supervisor.

### **CORRECTIVE ACTION POLICY**

Corrective action may be taken when a trainer, worksite supervisor and trainee have had an opportunity to evaluate the problem. The following steps are suggested:

1. **Verbal or written communication regarding the problem conducted with the trainee, worksite supervisor, and/or trainer.**
2. **Corrective action to solve the problem outlined either by verbal or written communication with all parties.**
3. **Failure to comply with corrective action to resolve the problem after corrective measures have been outlined verbally or written with all parties involved, will result in termination from the program altogether.**

A sample of the corrective action record follows.

## **CORRECTIVE ACTION RECORD**

Trainee \_\_\_\_\_

Job Title \_\_\_\_\_

Worksite \_\_\_\_\_

Supervisor \_\_\_\_\_

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### **WARNING**

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Nature  
Of Violation

Substandard Work  
Attitude

Appearance  
Absenteeism

Tardiness  
Other

Has trainee been previously warned \_\_\_\_\_ Yes \_\_\_\_\_ No

Comments:

\_\_\_\_\_  
\_\_\_\_\_

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### **SUPERVISORS REMARKS**

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### **TRAINEE REMARKS RE: VIOLATION**

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The absence of any statement of the **TRAINEE** indicates his/her agreement with the report as stated.

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### **ACTION TO BE TAKEN**

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\_\_\_\_\_  
\_\_\_\_\_

Approved by: \_\_\_\_\_  
Trainer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

I have read this "warning" and understand it.

Trainee's Signature \_\_\_\_\_

Date \_\_\_\_\_

# GETTING PAID AND WHO PAYS YOU

## WORK EXPERIENCE/INTERNSHIP

If you are receiving training through work experience or internship, SkillSource will be paying you. You must comply with the following procedure.

### RECORDING WORK HOURS

The worksite will be supplied with timesheets to record the hours you work each day. **You** are responsible for keeping track of the days and hours you work, getting the necessary signatures on the timesheet and turning your completed timesheet in to the SkillSource center as scheduled. **You cannot be paid for lunch breaks, holidays, vacations or the time you missed from work due to illness or other reasons.**

### TIMESHEETS

Paychecks cannot be issued without timesheets. Unless we know how many hours you work, we cannot determine how much to pay you. Timesheets must be received in the SkillSource center according to the attached schedule. We cannot accept calling in the hours worked. ***Timesheets must be signed by both you and your supervisor. Timesheets must be filled out in ink. Cross-outs must be initialed by both you and your supervisor and white-outs are not acceptable.*** Timesheets that are missing, late, not signed, incomplete, or that have un-initialed cross-outs or contain white-outs will not be paid until the following pay period.

### PAYCHECKS

Each paycheck reflects hours worked for half of a month. Pay periods are the first through the fifteenth of the month and the sixteenth through the end of the month. Paydays are listed in the pay schedule that is included with this handbook. Please check this schedule to see when your check will be mailed. ***Do not call the SkillSource center unless your check is at least three days late.***

### PAYROLL DEDUCTIONS

Upon being hired for a job, you filled out a W-4 form indicating how many exemptions you have. What you put on this form determines how much money is taken out of your check each pay period for income tax. In addition, there will be deductions for social security and medical aid. Medical expenses from job related injuries are paid by the medical aid deduction. All of these deductions are federal requirements. If you have a question on your payroll deductions, contact your trainer or job counselor.

### RECORDS

It is a good idea to keep track of all money you earn. You can do this by keeping your pay stubs (that part of the check you cannot cash) together in an envelope. Each January you will receive a W-2 from each of your employers for the previous year. This tells how much you earned and how much was deducted for income tax. *You may be able to get back some or all of the money taken out of your checks for income tax by filing an income tax return.* You need your W-2 forms to do this.

### ON-THE-JOB TRAINING

If you are receiving training through the on-the-job training activity, the business will pay you according to *their pay schedule*. You are their employee and you must comply with their payroll procedures.

## **WENATCHEE CENTER**

**233 North Chelan Avenue**

**Wenatchee, WA 98801**

**509-663-3091**

**WA Relay 711**

**FAX: 509-663-5649**

## **MOSES LAKE CENTER**

**309 E Fifth Avenue Suite B**

**Moses Lake, WA 98837**

**509-766-6300**

**WA Relay 711**

**FAX: 509-766-0452**

## **OTHELLO CENTER**

**165 N First Street**

**Othello, WA 99344**

**509-488-1670**

**WA Relay 711**

## **WORKSOURCE OKANOGAN**

**126 S Main St**

**Omak, WA 98841**

**(509) 826-7310**

**WA Relay 711**