

Business | Education | Government

Partnering to Upskill and Employ
Arizona's Workforce

Cognizant

ARIZONA @ WORK™
Innovative Workforce Solutions

 **MARICOPA
CORPORATE
COLLEGE** | AT  **MARICOPA**
COMMUNITY COLLEGES

Pre-Hire Job Training and Recruiting



Industry-Sponsored Micro-skills Job Training

Short-term, accelerated learning programs to address company-identified skill gaps.

Cognizant

COGNIZANT PRE-HIRE TECHNOLOGY JOB TRAINING

- **12-week intensive, non-credit job training** with 25-30 learners per cohort (480 hours) at no cost to learners
- Interview upon successful completion
- **Co-developed curriculum** with Cognizant
- Technology program infused with soft skills and Cognizant culture (employee class visits)
- **Marketing and recruiting** created a full inaugural class of 30 participants with waiting list
- Full pipeline with **diverse, often degreed**, candidates approved to fill additional programs
- Monthly **KPIs and dashboard reports** to employer

75%

Hold a Degree

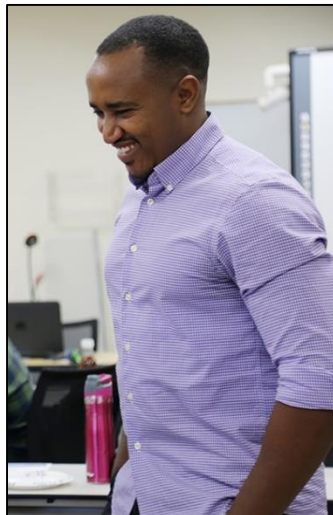
13%

Veteran

61%

Women

AVM Software Support Job Training Cohort



Successful Completers! Ready for Hire!



Business | Education | Partnership Strategy

This unique employer-driven, skills-building course will teach students how to implement Cognizant's software management and support services for their business units / clients.

Education Provider Best Practices

- Be responsive and agile to meet business needs
- Be prepared for customization
- Contribute to candidate pipeline with recruiting and navigating services
 - Landing pages, social media, emails, career fairs, community partner outreach
 - Success Coaches and Navigators
- Remain available for weekly updates
- Expedite processes to meet timelines
- KPIs: Provide analytics and dashboard reports to client for project ROI and program outcomes

Business Partner Needs

- Software Support job training to prepare participants for an entry-level Application Support Analyst position at Cognizant.
- Curriculum development and updates
- Recruiting and marketing to fill programs with qualified candidates in the Phoenix area
- Program infused with professional soft skills and job readiness: resume prep, mock interviews, success coaching
- Scheduled hiring sessions coordinated with Cognizant team and secondary hiring partners
- Regular progress updates and reporting
- Funding partnerships for program

Business | Education | Partnership Strategy

Vitals from Business to Education Partner

- Forecasted hiring demand with location specifics
- Outline knowledge and skills needed to meet business demand
- Proactively establish and communicate entry criteria of learners - Associates Degree or higher
- Pre-evaluate learners during recruitment phase for talent potential- skill based alignment
- Early and continuous engagement of business unit with learners- Leaders, Subject Matter Experts
- Proactive establish and communicate eligibility criteria
 - Pass rate of all exams
 - What skills will need to be demonstrated and how they will be evaluated
- Timely interviews scheduled for eligible candidates
- Minimize timeline of start date for eligible learners that successfully interview
- On-going review of curriculum for business demand alignment
- Continue to institute no cost to learners by engaging work force partners for potential funding options to determine business and local community financial investment