



Strategic Solutions

Winter 2018

Welcome to **STRATEGIC SOLUTIONS**, a quarterly newsletter from **NOCTI BUSINESS SOLUTIONS**, a world-wide leader in technical competency assessments.

A Message from the CEO



I hope everyone had a great holiday season and an opportunity to unite with friends and family. We also hope that you had the opportunity to rest and rejuvenate! As you can see from our pictures below, we were busy over the holiday season, too!

NBS is off to a great start this year, customizing pre-employment tests to help our customers find the best technical hires possible. Our customers have also been utilizing our standardized bank of over 100 pre-employment tests. As always our industry credentialing partners have been active as well. We've also noticed a bit of a trend during the last several months.

Many of the industries we serve have witnessed the retirement of staff with long-standing technical skills and are having difficulty replacing them. As one way to resolve this issue some of our Industry credentialing partners have decided to reach into a younger pool of technical talent to help alleviate this issue. One of our long-standing partners using this approach is the American Boat and Yacht Council (ABYC). ABYC has developed a certification that can be used with completers of technical training programs at the secondary and community college level. This is a great opportunity to not only give individuals an opportunity to show their competence as an inland or coastal marine mechanic, it is an opportunity for ABYC to gain new members. This opportunity is hosted with NBS' sister company, NOCTI, and can be seen on their website at <https://www.nocti.org/ABYC.cfm>.

FANUC, the world's largest manufacturer of robotic arms for manufacturing, has also decided to use this approach. FANUC has just released their Certified Robot Operator - 1 certification with three more certifications scheduled to be released in 2018. Information can also be found on the nocti.org website at <https://www.nocti.org/CertificateProgram-FANUC.cfm> Both programs are experiencing lots of interest! If your industry association is interested in reaching out to newly trained technical talent, give us a call. We can talk to associations or employers about ideas to get your message in front of new talent.

Mentioning FANUC reminded me that I have one more exciting thing that I'd like to mention. On September 25, 2018 NBS will be partnering with NOCTI and ACTE to host the inaugural Credentialing Summit in Louisville, Kentucky. Information on the Summit can be found here <https://www.nocti.org/credentialsummit.cfm>. Though Exhibitor space is very limited we do anticipate some opportunity for sponsorship of activities during this event. If this is something you thing you'd be interested in, you can contact lisa.braucher@nocti.org.

As always, thank you for trusting NBS to deliver the quality credentials, comprehensive data, and consulting services needed to help improve your workforce. We look forward to hearing from you on how we can meet your needs!



John Foster, President/CEO

Narrowing the Skills Gap to Ensure the Future of Manufacturing: Boeing and CTE **Written By Nadine Rosendin, Senior Workforce Specialist, The Boeing Company & Anne Gielczyk, Manager, Nocti Business Solutions**

Manufacturing has long been the backbone of the United States economy, and as such, the implication of a widening skills gap are economically significant. Every job in manufacturing creates another 2.5 new jobs in local goods and services; and for every dollar invested in manufacturing another \$1.37 in additional value is created in other sectors. But due to retirements and economic expansion, researchers at Deloitte and The Manufacturing Institute estimate a need for 3.5 million manufacturing jobs in the next decade, at least two million of which will go unfilled because of an insufficient supply of skilled workers. [Read more:](#)

A Skills-Based Jobs Approach to Fulfilling Workforce Needs Written by Tom Gresham



[Partnerships can help meet manufacturing's skills needs](#)

Partnerships between employers and community colleges are helping to reduce the manufacturing skills gap by promoting an updated image of the field and creating training opportunities, writes Tom Gresham. One example is the Center of Excellence for Aerospace and Advanced Manufacturing in Washington, which is creating a program to respond to Boeing's need for industrial machine technicians. [Read more](#)

Is the problem incompetence or lack of training? Written by James DaSilva

[Training may solve your talent shortage](#)

Employers that struggle with finding talent may have to ask themselves if they have candidates with potential who just need proper training, writes James daSilva. "At the risk of oversimplifying, these problems have the same root cause: The organization is not taking responsibility for training people, placing them in a position to succeed and following up by holding everyone to account," he writes. [Read more](#)



2017 NBS Holiday Season – This past year has been wonderful for NOCTI and NBS staff. We celebrated as only we know how to do!



A food drive enabled us to assist [Angels of Action](#), a local charity that provides weekend lunches and snacks for children during the school year. NOCTI/NBS also held a “diaper and wipe” drive to assist the local Salvation Army office in providing local families with this need. In addition, through combined staff and organization donations we were able to help 7 families in need from our community have a Merry Christmas.



DID YOU KNOW???

- The NBS Client Services Center has a whole new look!

The screenshot shows the NOCTI Client Services Center interface. At the top left is the NOCTI Business Solutions logo. The main header reads "Client Services Center" with a "Log Out" link on the right. Below the header is a navigation bar with tabs: Home, Place an Order, Manage User Codes, View Score Reports, Resources, and Contact Us. A status bar indicates the user is logged in as "NOCTI Test Site" with Site Code "9999" and is managing the "Prior Learning Assessments (PLA)" site. Below this, a message says "Use the tabs below to manage testing before, during, and after administration." There are four tabs: Pre-Tests, Post-Tests, Study Guides, and Pilot Tests. A "Collapse All" button is visible. The main content area displays three test categories, each with a table of results:

- Building Trades Maintenance - 4012							
Classification	Type	Sessions	Expiration	Quantity	Unassigned	Assigned	Ready for Release
Business/Industry	Multiple Choice	1	04/11/2018	1	0	1	0

- Maintenance Operations - 1129							
Classification	Type	Sessions	Expiration	Quantity	Unassigned	Assigned	Ready for Release
Business/Industry	Multiple Choice	1	04/11/2018	1	0	1	0

- Workplace Readiness - 3033							
Classification	Type	Sessions	Expiration	Quantity	Unassigned	Assigned	Ready for Release
Business/Industry	Multiple Choice	1	05/07/2018	1	0	1	0

- Company Communication Center – Check your home page of the CSC for important NBS updates.
- Manage User Codes – You are now able to pick up and manage your user codes from the same location
 - Assign User Codes
 - Release User Codes for Scoring
 - Access Preliminary Score Reports
- View Score Reports – You are now able to search for reports by test-taker name!

The screenshot shows the search interface in the NOCTI Client Services Center. It includes the NOCTI logo and "Client Services Center" header. A navigation bar is present. The status bar shows the user is logged in as "NOCTI Test Site" with Site Code "9999". Below the navigation bar, there is a "Go to the NOCTI Client Services Center" link and a "Learn more..." link. The search section includes a "Report Search Date Range" with input fields for "02/09/2017" and "02/09/2018", a "Search" button, and a "Return" button. Below the search fields, there are "Optional Search Filters" for "First Name", "Last Name", and "Test Code". A message at the bottom states "No reports match search criteria".

If you need assistance navigating the new CSC, please [contact us!](#)

IRC Corner

Four new Industry Resource Centers were approved by the NBS Board of Directors at the December, 2017 board meeting. Please join us in welcoming the following sites to our IRC team!

- **Augusta Technical College** – Augusta, GA
- **ORS Interactive, Inc.** – Falls Church, VA
- **Scioto County CTC - Adult ED.** – Lucasville, OH
- **ETC Learning Centers** – Lewisville, TX

More information about these sites can be found on the IRC Directory on our website: noctibusiness.com/testing-locations.

Are you looking for an approved center to help with your organization's testing needs? More information about sites can be found on the IRC Directory on our website: noctibusiness.com/testing-locations.

Did you know that Industry Resource Centers (IRCs) can also participate in the NBS Prior Learning Assessment Program? That's right! NBS will pay you to proctor PLAs through our program! Contact Kay.Cole@nocti.org for more information!

As an IRC, do you have any best practices or "tips & tricks" that you would like to share with others? Let us know - we would love to post them in our newsletter. Send them to noctibusiness@nocti.org

REMINDER ALERT!!!

Please remember that our testing system is down for maintenance every Thursday evening at 8:00 p.m. Please do not plan any testing sessions between Thursday at 8:00 p.m. and Friday at 6:00 a.m. (Eastern Standard Time).

Be Sure to Follow Nocti Business Solutions on Facebook!



And On LinkedIn!

