Frequently Asked Questions - Administrative Assistant 1 Traineeship

1. **Will current Secretary 1 and 2 incumbents be required to complete the required coursework?**

Current Secretary 1 and 2 incumbents are not required to complete the coursework, which is mandatory for new appointees.

2. **Will the current Secretary 1 promotion eligible list continue to be used to fill the full performance level Grade 11 title after establishment of the traineeship? Will it be declared appropriate to fill the trainee levels?**

The existing list may be certified as appropriate. The Department of Civil Service is in the beginning stages of determining when the examination for the new Administrative Assistant 1 title will be held. Employees should discuss with their human resource office for the most up to date information.

3. **Will there be promotion examinations for the Administrative Assistant 1 title, in addition to the traineeship?**

Yes, a promotion examination for Administrative Assistant 1 will be held in the future and will allow for appointment at the Trainee 1, or advanced placement to the Trainee 2, or full performance level.

4. **What titles will be able to transfer to the Administrative Assistant 1 Trainee?**

The same titles that are currently able to transfer to the former Secretary 1, Grade 11; Staffing will consider adding other titles as agency human resources offices request them. There are coursework requirements for transfer to Administrative Assistant 1, including the Trainee 1 and 2 levels.

5. **Will there be an open competitive (O/C) examination for the new title of Administrative Assistant 1, Grade 11, or trainee?**

No, we do not anticipate holding O/C examinations for either the trainee or full performance Administrative Assistant 1, Grade 11.

6. **Can the typing test be removed as a requirement for appointment?**

After much discussion, it was determined that the typing test is still necessary even for transfer candidates.

7. **What are the coursework requirements for the traineeship?**

Trainees will be required to take two one-day courses in each of the four *competencies*:

- *Computer Skills and Technology*: Microsoft Word Basics (mandatory) and one elective
- *Interpersonal and Customer Relations*: Customer Service (mandatory) and one elective
- *Professionalism and Self-Management*: The Organized Office Worker (mandatory) and one elective

- *Verbal and Written Communication*: Successful Business Writing (mandatory) and one elective

The online learning certificate program may substitute for each of the four mandatory one-day classes of the same name. Additionally, four one-hour webinars in a competency area may substitute for a one-day training for the elective courses.

8. **The memorandum states that trainees will be able to obtain these competencies through the NYS & CSEA Partnership for Education and Training (Partnership), or equivalent offerings through another entity as determined by the agency. Who is eligible to participate in the Partnership programs?**

Employees are eligible to participate in Partnership in-person courses and webinars offered through the Skills for Success catalog or Summer Webinar Series if they are:

- A CSEA-represented New York State (NYS) employee (ASU/02, OSU/03, ISU/04, or DMNA/47)

- A CSEA-represented employee working in a local government, school district, state authority, or the private sector, as space permits

- A NYS employee (previously in the ASU/02) serving a probationary period in a transition title or traineeship supported by the Partnership (MC/06 or PS&T/05) may attend virtual courses or webinars in the adult education basics, computer skills, individual development, interpersonal communication, safety and health, trades, operations and maintenance, work management, writing skills categories.

- A NYS employee in a Management/Confidential (MC/06) clerical or secretarial title as space permits

Agencies may also request worksite training for CSEA-represented NYS employees (ASU/02, OSU/03, ISU/04, or DMNA/47) from the Partnership if they meet minimum enrollment requirements for any of the in-person mandatory and elective courses, as well as group viewings of webinars. For more information on Partnership courses, visit www.nyscseapartnership.org.

9. **What if I am unable to attend the in-person mandatory courses, prefer to take online courses, or am not eligible for Partnership courses?**

There are four online learning certificate programs that serve as an alternative for employees who are unable to attend the **mandatory** courses in person, who prefer to take courses online at their own pace, or who are not eligible to attend Partnership courses.

- If you are a CSEA-represented New York State (NYS) employee (ASU/02, OSU/03, ISU/04, or DMNA/47), you can access these online certificate programs through the Partnership. If you have questions, contact the Partnership at (800) 253-4332 or email learning@nyscseapartnership.org.

- CSEA-represented employees and others working in a local government, school district, state authority, or the private sector should contact their Agency Training Office to obtain an Empire Knowledgebank (EKB) online learning license. After securing a license, the Agency Training

Office should provide information about how to enroll in the online learning certificate program classes through the Empire Knowledgebank (EKB) Internet Portal. If you are having trouble or have questions about accessing to the Internet Portal, Agency Training Offices should contact WODU on the employee's behalf by email at WODU@goer.ny.gov. If you have additional questions about the Administrative Traineeship program, please contact your agency or the NYS Department of Civil Service at (518) 473-6639 or email: NYSCivilServiceStaffing1b@cs.ny.gov. The NYS Department of Civil Service FAQs can be found at www.cs.ny.gov/home/faq.

- M/C or PEF-represented employees with access to SLMS should be assigned an EKB online learning license by their agency. If the employee's agency is unable to provide an EKB license to the employee, the Agency Training Office should contact the Workforce and Organizational Development Unit (WODU) at the Governor's Office of Employee Relations by email at WODU@goer.ny.gov. The EKB license will enable the employee to self-enroll in the online learning certificate program classes through SLMS. Agency Training Offices can contact WODU on behalf of the employee if there are any further questions.

- In all instances, agencies can approve equivalent offerings provided through another entity; agencies will be required to maintain attestations that the coursework is equivalent.

10. For the four elective courses, who will determine what courses an individual must take?

The agency, after an assessment of the employee's education, training, and experience, will determine the elective courses for each competency based upon individual assignments. Four one-hour webinars in a competency may substitute for one day of training for the elective courses only.

11. How can I access the elective courses?

- Employees who meet the criteria listed under #8 are eligible to attend the in-person and live webinar courses through the Partnership; if they are unable to attend scheduled elective courses or live webinars, they will be able to access recorded versions of the webinars, as they become available, through the Statewide Learning Management System (SLMS).
- Four one-hour webinars in a competency area may substitute for a one-day training for the elective courses.
- All employees, regardless of status, can access recordings of the Partnership's webinars at Career and Learning Resources - Archived Webinars (nyscseapartnership.org); agencies will be required to maintain attestations that the coursework was completed.
- In all instances, agencies can approve equivalent offerings provided through another entity; agencies will be required to maintain attestations that the coursework is equivalent.
- For the Partnership's Elective Course List by Competency Area, visit ElectiveCourseListCompetencyArea.pdf (nyscseapartnership.org).

12. Will a trainee who does not complete the required coursework within the prescribed time period be failed on probation?

Yes.

13. Can agencies require its trainees to complete additional courses?

Agencies can determine that additional courses are necessary. We encourage agencies to set realistic goals for additional courses.

14. Do transfer candidates have to complete the required courses during the probationary period?

All candidates must complete the required courses during the probationary period.

15. Will the minimum qualifications for non-competitive Administrative Assistant 1 and 2 be changed to incorporate the required courses?

The Department of Civil Service's Classification and Compensation Division, in consultation with the Staffing Services Division, will establish non-competitive minimum qualifications for the titles.

16. Are trainees eligible for performance advancements/service payments?

Performance advancements (M/C) and service payments (CSEA) will be applied consistent with the traineeship guidelines for the negotiating unit. Trainees in the CSEA unit who successfully complete 52 weeks in a Trainee level are eligible for a Service Payment. M/C trainees who have successfully reached the mid-point of a Trainee Level and/or completed a Traineeship Level, and/or have completed the traineeship, and receive the highest rating for that traineeship, may be eligible for a Performance Advancement.

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