Call Script – Non-Registered Apprenticeship Programs

Target length of call: 5 minutes

Objective:	Objective A: Connect directly to Government Affairs (GA) Department, Public Affairs (PA) Department, or Human Resources (HR) Department
	Objective B: Get contact information for GA, PA, or HR representative.
Introduction to Gatekeeper:	Hello, my name is *NAME* and I am calling on behalf of the United States Department of Labor. I am attempting to connect with [*someone in your GA/PA/HR department OR NAME*] regarding your company's workforce program.
	The Department of Labor was excited to learn through *SOURCE* that *COMPANY NAME* is supporting a workforce program to train or upskill employees. We are interested in learning more about your program. Would you be able to connect me [*identified contact OR NAME*]?
Response to Unavailable:	May I leave a voicemail or a message? Hello, my name is *NAME* and I am calling on behalf of the United States Department of Labor. We were excited to learn through *SOURCE* that *COMPANY NAME* is supporting a workforce program to train or upskill employees. We are interested in learning more about your program. If you have an opportunity, I would like to ask you a few questions about it. At your earliest convenience, please call me at *PHONE NUMBER*. Thank you.
Introduction to Target Contact:	Hello, my name is *NAME* and I am calling on behalf of the United States Department of Labor. We were excited to learn through *SOURCE* that *COMPANY NAME* is supporting a workforce program to train or upskill employees. We are interested in learning more about your program. Would it be alright if I asked a couple of questions about it?
Response to Why (Inquiry):	We will be providing this information to the Department of Labor, so they can get a better understanding of the current landscape of employer-provided training and apprenticeship, to better meet and support your industry's talent need. This information will be helpful in informing how they may do that. *I also want to note that your response to this 5-minute survey is voluntary, and the Department of Labor could not conduct this survey without the approval of the Office of Management and Budget, and that approval was obtained under OMB control number 1205-0436.*

Questions:	1. When did you establish your program? *(Open ended)*
	2. Does your program include a paid work component? *(Yes/No)*
	3. Does your program include an on-the-job learning component? *(Yes/No)*
	4. Does your program include a classroom training or related technical instruction component? *(Yes/No)*
	5. Does your program result in the trainee earning an industry-recognized credential? *(Yes/No)*
	6. How many trainees has your company hired since January 1, 2017? *(Open ended)*
	7. How many trainees does your company plan to hire over the next year? *(Open ended)*
	8. Would you or your senior leadership be interested in a follow up discussion with Department of Labor senior leadership around a future commitment to this training and how we can support you? *(Yes/No)*
	*IF RESPONDANT ANSWERED 'NO' TO ANY OF QUESTIONS 2, 3, 4, OR 5, PROCEED TO **Not Apprenticeship Close** BELOW.*
	***IF RESPONDANT ANSWERED 'YES' TO QUESTIONS 2, 3, 4, and 5, PROCEED TO **Apprenticeship Permission** SECTION BELOW.*

Not Apprenticeship Close:	Thank you very much for your time and for sharing this information.
	Pleasantry.

****Apprenticeship Permission:**	The Department of Labor is looking to the private sector to help address the nation's skills gap and your company is a great example of a company doing just that. Would you be comfortable with a one-sentence description of your company's efforts, that includes company name and number of trainees, being listed on dol.gov/apprenticeship? Your company's information will be listed with the information from other private sector leaders that are helping to train and upskill their workers.
	Thank you very much for your time and support of apprentices.