



**STEP 1:  
JOB READINESS**

Whether you have been out of the workforce for some time or are interested in starting a new career, ATR's job readiness program will prepare you with the skills you need to enter the workforce.

- ✔ It is a requirement that you take job readiness training before continuing to most of the occupational training programs.

**PATHS TO EMPOWERMENT (P2E) at Masshire Holyoke | 3 Weeks**

P2E introduces participants to the world of work through classroom-based instruction on topics such as career exploration, occupational outlooks, and financial literacy. Soft skills development is also incorporated into this program, including, communication, conflict resolution, time management, and workplace expectations. Participants will also become members of the MassHire Career Center system and learn how to utilize the services they offer. Taking this class is mandatory pre-requisite to continuing on to any of the occupational training programs.

**STEP 2:  
JOB TRAINING PROGRAMS**

The workforce is constantly changing and some of today's hottest jobs require training in specific skills. Set yourself apart from other applicants by attending a job training program in an industry of your interest or continue your education by attending a GED/HiSet program or ESOL class.



**Commercial Truck Driving**  
**CDL CLASS A COMMERCIAL DRIVER'S LICENSE**  
**at United Tractor Trailer, Inc. | 4 Weeks**

This program is designed for individuals interested in pursuing a career in commercial truck driving. Participants receive education and training in both a classroom setting as well through hands-on driving experience to receive their CLASS A Commercial Driver's License (CDL) and certification in the National Safety Council Certified Defensive Driving Course. Elements of the training program include but are not limited to; speed and space management, identifying parts of a truck, conducting visual inspections, driving in different conditions, air brakes, combinations, and trip planning.



**Customer Service**  
**CUSTOMER SERVICE TRAINING at Holyoke**  
**Community College | 5 Weeks**

This course is designed to build the self-confidence and professional demeanor necessary in providing a superior level of customer service in a variety of settings. Emphases is placed on business etiquette and appropriate vocabulary with real world customer service application and life skill development. The training will prepare participants for entry-level positions in customer service, call center operations, and sales. Topics include; Customer support, call center operations, telemarketing, sales, etc., as well as, key foundational competencies of service, communications, computer applications, and conflict resolution.



### Environmental Services

**ENVIRONMENTAL SERVICES at ATC Group Services**  
| Program Length Varies

ATC's customized training programs help develop a highly trained workforce and ensure a safe and compliant workplace. ATC's training programs are based on more than 35 years of practical industry experience, and their trainers and curriculum developers are current practicing professionals. Courses offered are a 10-hour OSHA construction safety training; a lead renovation, repair, and painting training; a lead worker training; and a 40-hour asbestos supervisor training.



### Construction/Building Trades

**BUILDING PATHWAYS at CommunityWorks**  
| 6 Weeks

Building Pathways is a pre-apprenticeship training program designed to give the foundational skills and knowledge necessary to understand the construction industry. This program provides career exploration and hands-on exposure to the building trades — such as roofers, carpenters, laborers, electricians, pipe fitters, iron workers, and more — and prepares participants for placement in a union apprenticeship. Building Pathways provides the knowledge and skills needed to enter into a state-registered building trades union apprenticeship program through career readiness and occupational skills training, with classroom and hands-on learning experiences.

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(Manages the ATR Program)