

Attainment's

JOB
COACHING
onDemand

USER GUIDE

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SECTION 1 Getting Started

ABOUT JOB COACHING ONDEMAND

Job Coaching OnDemand is a mobile app designed to be used on phones or tablets. The app offers job coach training on the go. There are 26 lessons in four areas: **Career Exploration**, **Workplace Readiness**, **Work-Based Learning**, and **Advocacy**.


The app combines three components:

- *Short, on-demand videos on each topic*
- *Quiz questions to reinforce training*
- *Pertinent samples, resources, fillable forms, and space for notes*

Included with **Job Coaching OnDemand** is another app, **Job Skills OnDemand**, for the job coach's clients to download at no extra charge. This app consists of a different set of videos designed to help clients prepare for success on the job. [See Section 3, p. 7.](#)

LOGGING IN TO THE APP

NOTE: For instructions on downloading **Job Coaching OnDemand** to a device, [see p. 9.](#)


Open **Job Coaching OnDemand** on a phone or tablet. Select the icon  to open, then log in to the Attainment HUB with your username (usually email address) and password. Check the **Remember Me** box, then the HUB login will be automatic when the app is opened. The Attainment HUB will store form information and notes typed into the app for later review.

QUICK START


- 1 From the Home screen, select Unit 1, **Career Exploration**.
From the Unit 1 screen, select Lesson 1, **Discovery**.
The video will play automatically.

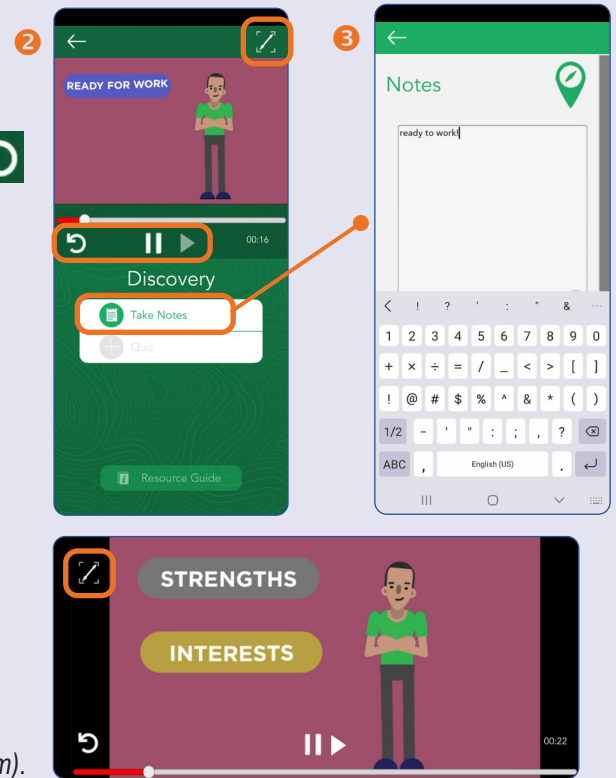
NOTE: **Job Coaching OnDemand** can be accessed on screens of varying widths. The illustrations in this User Guide show the app as it appears on most phones.



- 2 When the video plays, select the arrow icon  at the top to view at full screen and again to restore the vertical view.

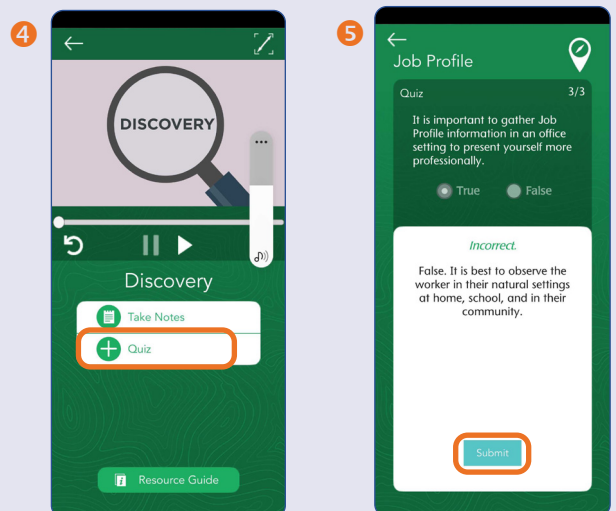
Select **Pause**  to stop, **Play**  to restart, and **Repeat**  to start over.

- 3 In vertical view, select **Take Notes** to bring up a text box and keyboard for typing notes. Close and save notes by selecting the **Back** arrow  at the top.

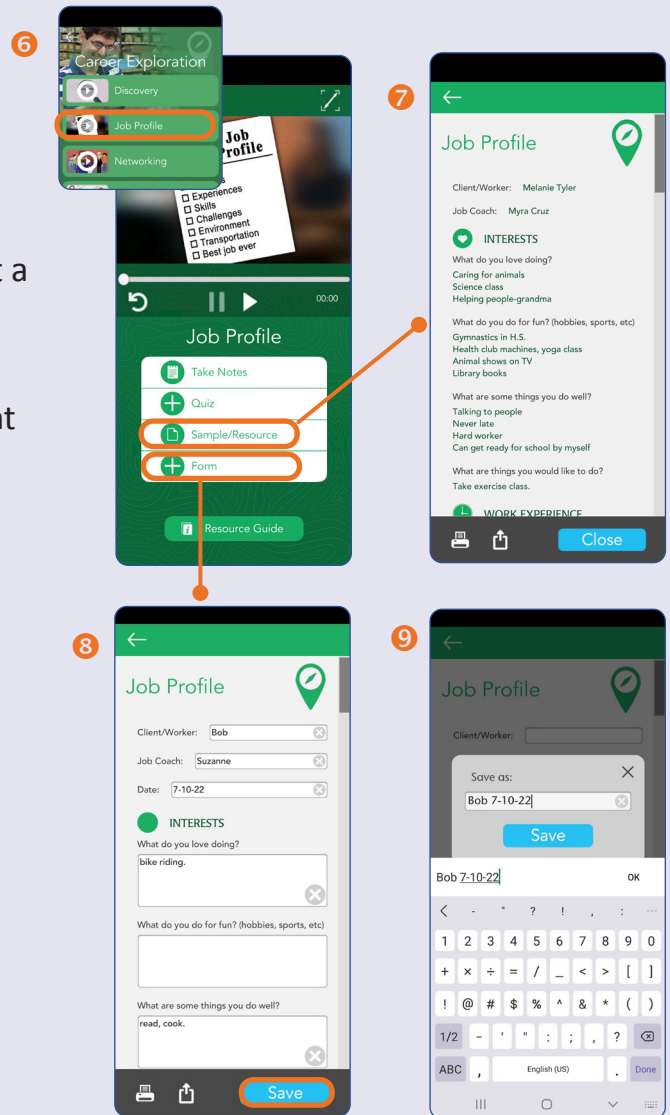


"Discovery" video in vertical view (top) and full screen (bottom).

- 4 When the video has ended, select **Quiz**. Answer each multiple-choice question. Instant feedback will follow each question.
- 5 After the third question, select **Submit**. Answers will be stored on the HUB for review.



- 6 Select the second lesson, **Job Profile**.
View the video and take the quiz.
- 7 Select **Sample/Resource** to view the example of a filled-out form.
- 8 Select **Form** to bring up the blank form and your device keyboard. Select a text field to type. Select a check box to select it. After filling out the form, select **Save**.
- 9 In the “Save as” text field, type a name (e.g., client name and date). Select **Save** to store the form on the HUB for future viewing.

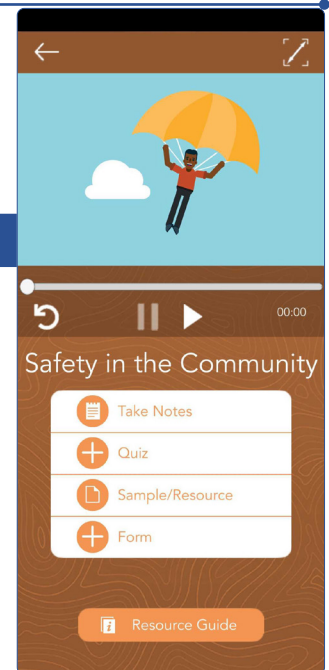


SECTION 2 Elements of the Training

Job Coaching OnDemand contains all the training elements needed inside the app: training videos, quiz questions for assessment and reinforcement, samples, fillable forms, space for notes, and resources.

VIDEO

The videos in **Job Coaching OnDemand** give the job coaches all the information and training they need. These videos are organized into four units. The first unit, **Career Exploration**, provides information on finding and creating work opportunities for job seekers. The second unit, **Workplace Readiness**, covers getting a job, time management, personal hygiene, transportation and safety, and learning the employer's expectations for the job. The third unit, **Work-Based Learning**, helps the worker attain the skills to succeed in the job and to retain it. The final unit, **Advocacy**, trains the coach to stand up for the worker's rights and needs in the workplace.



TAKE NOTES

Selecting **Take Notes** brings up a text field and keyboard. Videos can be paused to type information in a note. After typing, press outside of text box and choose one of three options:

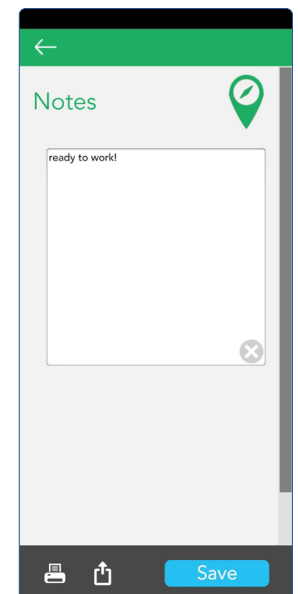
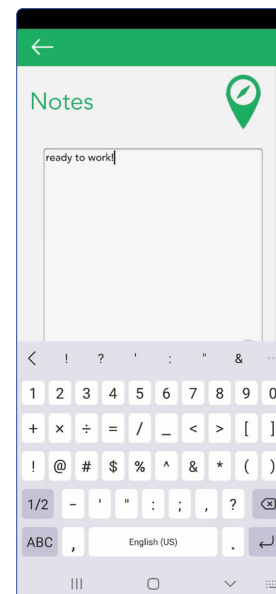
 **Print** to instantly create a PDF file of the note.

 **Share** to send a file via the device options.

Save to store it in the Attainment HUB.

Select back arrow  at top of screen to exit Notes.

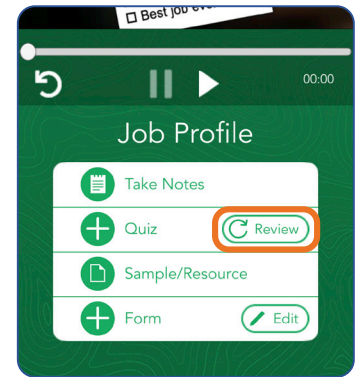
Notes can be opened and revised from any lesson in the unit. The notes, along with forms, can be viewed from the **Job Coach Dashboard** on the HUB. [See Section 5.1.2.](#)



QUIZ

The quiz is composed of three multiple-choice questions. The purpose of the quiz is twofold: first, to reinforce the information presented in the video with instant feedback, and second, as a method of assessment for job coach supervisors. By selecting **Submit** after the third question, the quiz results are saved to the Attainment HUB and can later be viewed by the supervisor.

After taking a quiz for the first time, select **Review** to view previous responses, or **Quiz** to re-take the quiz.

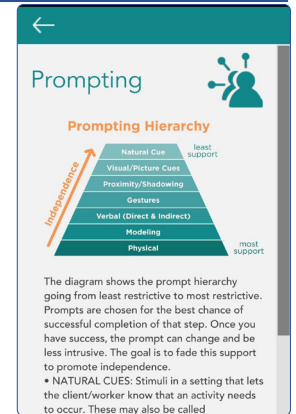
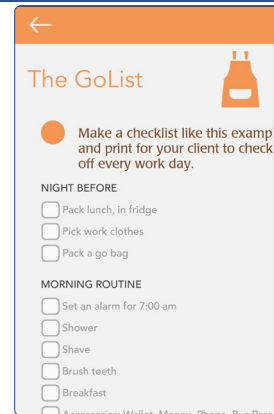


SAMPLES AND RESOURCES

Some lessons contain, in addition to videos, other digital resources to provide information and training. Examples shown at right:

Sample: *The Go List* in Unit 2.

Resource: *Prompting* in Unit 3.



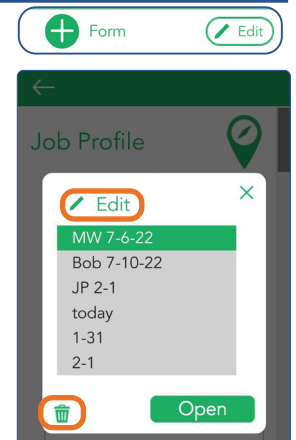
FORMS

Some lessons contain blank forms that a job coach can fill out. When a blank form is selected, the phone or tablet keyboard will automatically appear.

After typing, choose one of three options:

Print, **Share**, or **Save**. Forms can be saved for multiple clients and dates.


To revise, print, or share a saved form, select **Edit** on the lesson screen and choose the form name. To delete a form, choose the name and select at bottom left.

A screenshot of a mobile application form titled "INTERESTS". It has fields for "Job Coach:" (filled with "Suzanne") and "Date:" (filled with "7-10-22"). Below these are three text input areas: "What do you love doing?" (filled with "bike riding."), "What do you do for fun? (hobbies, sports, etc)", and "What are some things you do well?" (filled with "read, cook."). At the bottom are icons for print, share, and a blue "Save" button.

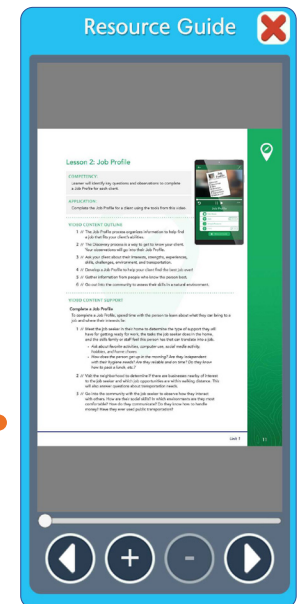
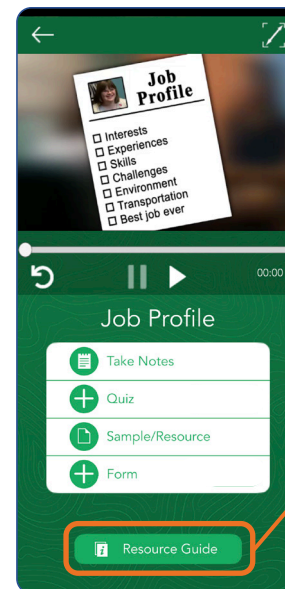
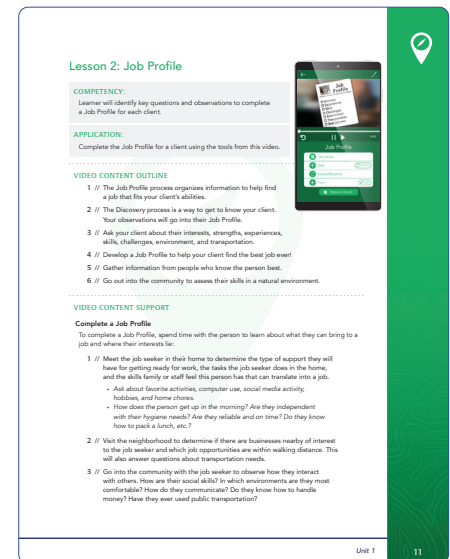
RESOURCE GUIDE

There is a section in the **Resource Guide** to support each video in the app. Each section contains:

1. Competency statement
2. Application of what was learned
3. A video outline
4. Additional content to support each video
5. Recommended web searches to provide further reading and resources

To download the complete Resource Guide as a PDF file for viewing or printing, log in to the Attainment HUB at hub.attainmentcompany.com. Select the **My Products** tab  at far left. Locate **Job Coaching OnDemand** and select the arrow to see the digital content available. Select the Resource Guide to download it.

In addition, every lesson screen includes a **Resource Guide** button that links to the section corresponding to that lesson.



SECTION 3 Job Skills App for Clients

Job Skills OnDemand is a companion app to **Job Coaching OnDemand**, designed for client job seekers. This app comprises 18 videos that are either revisions of the Job Coaching videos or entirely different. The app is included for all job coaches. To assist clients in obtaining the app, [see page 9](#).



VIDEO LESSONS

Below is a list of the **Job Skills OnDemand** videos under three categories: **Workplace Readiness**, **Social Skills**, and **Mindfulness**. To view videos, select one of the three **Videos** buttons on the main screen. The videos may be viewed in any order. **NOTE:** As this app exclusively contains videos, the device orientation is horizontal at all times.

Workplace Readiness (15 videos)

Job Interview

Job Interview

Preparing for the First Day

Brushing Your Teeth • Taking a Shower (Male/Female) • Clothing Care • Deodorant • Makeup • Checking Yourself

The Go List

The Go List

Travel Planning

Calling for a Ride • Crossing the Street • Riding the Bus • Staying Safe

Safety in the Community

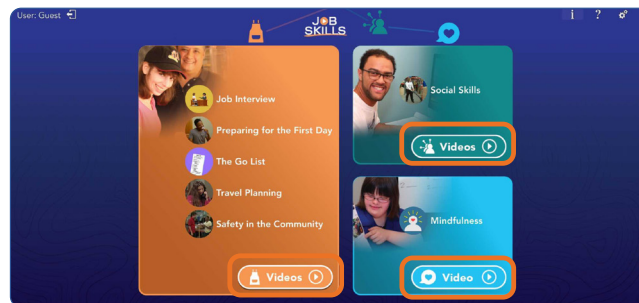
Paying Attention to Work • Safety Rules at Work

Social Skills (2 videos)

Talking to a Supervisor • People Skills

Mindfulness (1 video)

Mindfulness

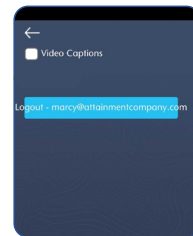


To view job skills videos, select one of the three **Videos** buttons for Workplace Readiness (*left*), Social Skills (*top right*), or Mindfulness (*bottom right*).

SECTION 4 Settings

To access settings, select the gear  at the top right of the Home screen. The only setting for **Job Coaching OnDemand** is to enable video captioning. This setting is unchecked by default.

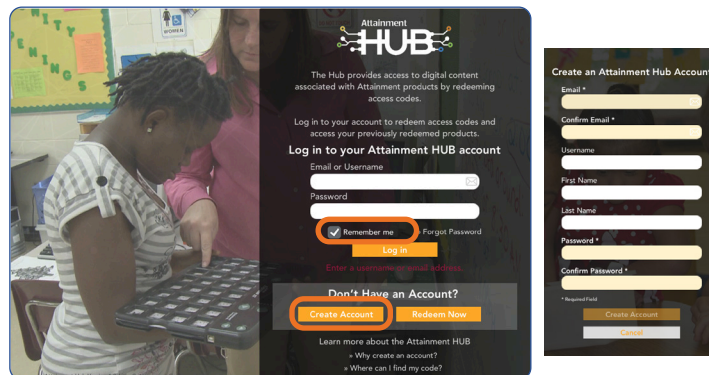
The Settings screen also contains a button to log out. Unless a device is shared among several people, it should not be necessary to log out and log in.



SECTION 5 Using the Attainment HUB



The Attainment HUB has two important functions: to provide web delivery of software and other learning materials, and to store quiz and assignment results to view, share, or print. To use **Job Coaching OnDemand**, you will need to set up a HUB account. After the first time logging in, if the **Remember Me** box is checked, login is automatic when the app is launched.



To create an account, go to hub.attainmentcompany.com on a computer and select **Create Account**. Fill in the text fields to create and verify the account.

For information about downloading the app, [see Section 5.1.1 on the next page](#).

JOB COACH USE

Job coaches can use the Attainment HUB to review or print completed forms. In addition, the HUB is a vehicle for acquiring and distributing the companion app **Job Skills OnDemand** for clients.

On a computer, go to hub.attainmentcompany.com. Log in with your HUB username and password. (Check the **Remember Me** box to save.)

Download Job Coaching OnDemand

The app can be downloaded directly to a phone or tablet via the **Play Store** for Androids, or the **App Store** for iPhones and iPads. Links to these sites can be found in the invite email or in the **My Products** tab on the Attainment HUB (see illustration below).

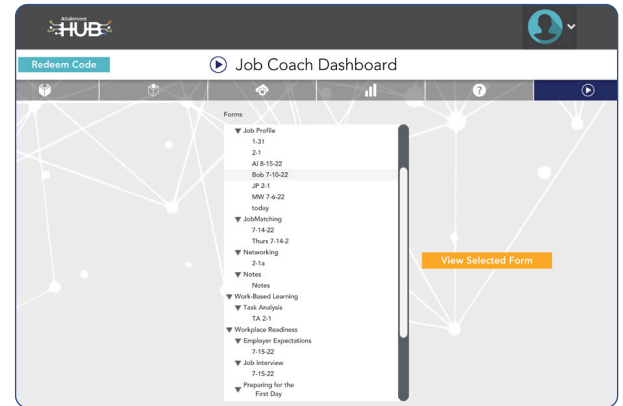
Unlock full functionality with access code (if one-device purchase), or HUB login (if subscription).

Review Forms

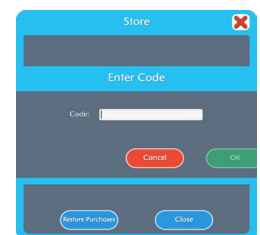
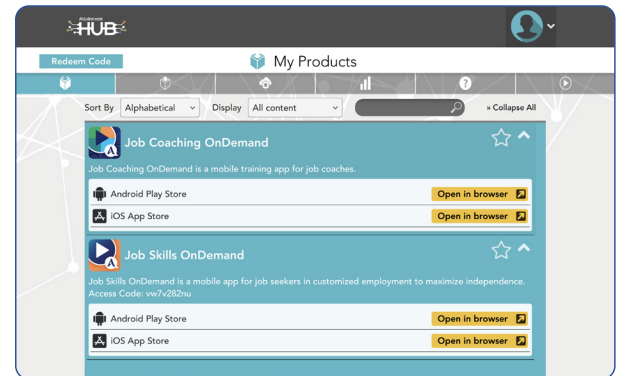
To view forms and notes, log in to the HUB on a desktop computer, and select the tab at the far right. Forms previously filled out inside the **Job Coaching OnDemand** app are listed. Select a form, then **View Selected Form**. From this screen, the form or note can be viewed and printed. **NOTE:** If you wish to delete a form, you can do so from inside the app.

Assist Clients to Download Job Skills OnDemand

Access to **Job Skills OnDemand** for 10 clients is included with **Job Coaching OnDemand**. To provide clients with the app, log in to the Attainment HUB and select the **My Products** tab at the far left. The app will be listed with an access code that can be used up to 10 times. Assist clients in downloading **Job Skills OnDemand** from the **Play Store** or **App Store** to their device. The first time they launch the app on an Android device, type the provided code in the **Access Code** text field. On iPhone or iPad, select **Store** and 3-finger swipe on screen to reveal the **Access Code** text field.




After creating forms or notes, log into the HUB and select the **Job Coach Dashboard** (tab at far right) to view.



Android (left), iOS (right).

JOB COACH SUPERVISOR USE

Supervisors log in to the Attainment HUB to invite job coaches to download **Job Coaching OnDemand**. The dashboard also permits them to confirm that videos were viewed and check quiz results. Both are accomplished on the **Supervisor Dashboard**.

On a computer, go to hub.attainmentcompany.com. Log in with your HUB username and password. (Check the **Remember Me** box to save.) To access the **Supervisor Dashboard**, select the tab at right  on the HUB's dashboard.

Invite Job Coaches to Download

At the top right of the dashboard, select **Invite Job Coach** and provide an email address. You may invite up to 10 coaches. The email will instruct the coaches to create a HUB account, then download the app via the **Play Store** or **App Store**. You may also remove a job coach from the list and replace with another.

Reports: Videos Viewed, Quiz Results, Forms

The **Job Coaching OnDemand Dashboard** provides reports to monitor job coach activity. Pulldown menus filter results by job coach name, unit, type of activity, and/or date range. Select a specific report to view, print, or delete.



SECTION 6 Technical Support

TECHNICAL SUPPORT is available weekdays from 9 am–5 pm (CST)

PHONE: 1-800-327-4269 or 1-608-845-7880

EMAIL: techsupport@AttainmentCompany.com

WEBSITE: www.attainmentcompany.com

If you have a problem running the **Job Coaching OnDemand** app, please call or email Attainment Technical Support. If possible, have your device nearby while we discuss solutions.

You can speed up the process if you collect some basic information ahead of time:

- Are you using the Web-based subscription or the downloadable version?
—If Web-based, what type of device and which Web browser?
- Are you on Windows, Mac, iOS, Android, or Chromebook?
- What operating system version is on your device?
- What was the error and type of error message, if any?
- What triggered the problem?
- Can you duplicate the problem?



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