

Work Experience Review “WER”

STORES

TITLE V

Material Logistics Specialists



This training guide is designed to assist you and the members of your review panel through the work experience review process. The way each panel reviews the submitted experience packet may vary, but the end results should be consistent throughout the system.

Reviews will be conducted only by trained and certified personnel. It is recommended each Base and Line review panel have a minimum of one (1) member of management and one (1) TWU member. When a review is being conducted, a minimum of one member of management and one TWU member is required.

This training guide will break the review process down into three (3) major areas:



- Employee Responsibilities
- Review Panel Process
- Dispute Panel Process



Employee Responsibilities



Employee must submit 12(m) transfer request using the Jetnet online tool. After submitting the transfer request, the employee needs to download and complete the Work Experience Review forms.

Once the employee accepts an award online, the WER forms must be received by Talent Services within seven (7) calendar days, per Electronic Transfer and Bid System Changes Effective March 7th 2015. Art. 12, (12.11)

Failure to timely submit the forms will result in being bypassed with a status of “not qualified”.



Completed forms should include but is not limited to forms in Experience Credit Form:

- WER form
- Related School transcripts
- Minimum of 48 credit hours in required 2 years
- Certificates/Licenses
- Diplomas
- Military records
- Previous Employer Release form



Work Experience should include:

- W-2's, 1099's or other tax records
 - Valid contact names
 - Current contact numbers
 - A copy of completed "previous employer release of information form" should be sent to each employer
 - Dates of employment
 - Detailed description of work performed
 - Specialized tools and equipment utilized
 - Number of hours per week worked
 - Licenses and Certificates
- Non-English documents must be accompanied by a certified English translation.*



**EMPLOYEE IS
RESPONSIBLE FOR
ALL DOCUMENTS
BEING ACCURATE AND
LEGIBLE**



It is highly recommended the completed forms and the review process be discussed with a local union representative before supplying the information to Talent Services.



REVIEW PANEL PROCESS



A review panel consists of a minimum of one (1) member of management and one (1) TWU Representative. The panel can call on subject matter experts for additional help.

All members must have completed WER training.



The review panel will review the work experience packet, as a group, within seven (7) days of receipt. If unable to complete within (7) days, the employee will not be bypassed.



Determine work experience

- Convert time (hours per week) into months for one (1) year related experience:
- 40 per week x 52 = 2080 for 12 months.
- 20 per week x 52 = 1040 for 6 months.
- When contacting references to verify work experience and length of service, including hours per week, do not use the word “credit”
 - the word “*credit*” is associated with financial information



Foreign documents/references

- It's the employee's responsibility to ensure that non-English documents are accompanied by a **certified** English Translation.
- Whenever possible the WER panel will attempt to contact foreign references. It's the employee's responsibility to ensure the contact person can speak English or has someone to translate for WER panel.



Notes Should Be Taken on the WER Form

- Document dates and times called
- Note the names of all people you contact
- Document if you are unable to reach a contact
- Note the time if a message was left
- Three (3) calls in three (3) days minimum
- If no response by the end of the third day, the experience is deemed “unverifiable”
- If message is left for a return call, ensure that you provide a phone number that will be answered



Determine if the work history is “Related” to Logistics, Supply, Inventory Control, Inventory Management, AA Cargo (continuous, verifiable 1 year), Warehouse and Distribution, etc.

- If the panel needs clarification, it may be necessary to interview the candidate. Set up a day and time. The interview may be done in person or over the phone.
- Online verification is allowed such as: state licenses, language translations, military job codes, etc....



Additional Types of Experience

• Military

- DD214 for active service (month for month) for **Supply related experience**. Inventory, comp, shipping-receiving, issuing, counts, etc.;
- Reservist: 1 year service equals 1 month experience
- Military job codes online reference – <http://usmilitary.about.com/od/enlistedjobs/a/arjobs.htm>
- Aircraft Maintenance Experience • A&P-Twelve (12) months related experience for each license.



Finalizing award

- Total the work experience awarded and complete the award form
- Submit all forms and notes to Talent Services in electronic format



Talent Services

- Talent Services will verify receipt of documents
- Talent Services sends copy to ATD office
- Talent Services will assign WER to a panel for review.
- Once returned from panel, Talent Services will send Award form to employee's manager
- Manager presents award form to employee.



Adding Information

- Additional information may be submitted to Talent Services only if it is submitted prior to the completion of the review
- In the event the employee gains additional work experience after the award, the employee can submit that information to Talent Service to be reviewed at any time



Dispute process



Dispute process

- If the employee disagrees with the award, the employee has fourteen (14) calendar days from the date the award is received to appeal through the employee's local union office
Reference Attachment B



APPENDIX INFO

APPENDIX A: 6 PAGE WORK EXPERIENCE REVIEW FORM.

APPENDIX B: STORES WER DISPUTE FORM.



APPENDIX A

STANDARD 6 PAGE WEB FORM.



APPENDIX B

WER DISPUTE FORM



Work Experience Review Dispute Form

Instructions for Employee

- Prepare / collect information supporting the dispute.(e.g. original Review forms, payroll records, etc).
- Submit and review dispute with local Shop Steward within 14 calendar days of receipt of the final work experience review award, providing copies of supporting information attached to this form.

Instructions for Shop Steward

- Review dispute with employee and determine whether or not the provisions of this agreement have been followed.
- Forward this form and supporting documents to Local Union office.

Instructions for Local Union Office (e.g. Grievance committee, Executive Board, etc).

- Contact Review Panel Members and attempt to resolve at the local level.
- If there are no grounds to pursue the dispute further, follow up with employee.
- If grounds for granting the dispute have been established, forward this form and supporting documentation along with a recommendation to International TWU/ AA System Coordinator (or designee). A Dispute Panel will be scheduled to hear the case.

The International TWU/AA System Coordinator (or designee) will convene the Dispute Panel to determine if the dispute has merit(s). At a minimum, the Dispute Panel will have one permanent Work Experience Review Panel member from both the Company and the TWU. Once a determination has been made it will be indicated on this form and the form returned to the forwarding TWU Local office with copies routed to HR/Talent Services.

In the event this Dispute Panel cannot reach a decision and is "deadlocked", the issue may be submitted to the System Board of Adjustment in accordance with Article 31.

Work Experience Review Dispute Form

Date: _____
(MM/DD/YY)

Last Name: _____ First Initial: _____ Employee #: _____

Protest

Please attach any information, statements and/or documentation explaining why the work experience review award given you should be changed. Also, please include a copy of the disputed work experience review award with this form.

All decisions made by the Dispute Panel constitute final settlement of the issue. Deadlocked issues may be appealed to the System Board of Adjustment.

Date: _____
(MM/DD/YY)

Dispute Panel Determination

TWU Dispute Panel Member

Company Dispute Panel Member

TWU Dispute Panel Member

Company Dispute Panel Member

cc: HR/Talent Services
Local Union Office