



City of Las Vegas  
Human Resources Department

STUDENT INTERNSHIP LEARNING OBJECTIVES

Employee Relations

ONE – Overview

- Concern Resolution
- Consultations / Investigations
- Equal Employment Opportunity Commission (EEOC)
- Nevada Equal Rights Commission (NERC)
- Department of Labor (DOL)
- Americans with Disabilities Act (ADA)
- Family Medical Leave Act (FMLA)
- Discipline / Progressive Discipline / Discipline Tracking
- Last Chance Agreements
- Employee Separations / Terminations
- Alcohol / Drug Testing
- HR Policies and Procedures
- Civil Service Rules
- Performance Measurements
- Performance Evaluations
- Outside Employment Requests

TWO – Learning Objectives (under the supervision of ERD)

- Learn investigation protocol / techniques
- Conducting an investigation / preparing a response
- Understand discipline / corrective action
- Conduct a disciplinary hearing / findings protocol
- Review / understand outside agency requirements
- Review an EEOC charge
- Review FMLA requests
- Review Outside Employment Requests
- Read / understand Civil Service Rules
- Read / understand HR Policies and Procedures

MEASURES

- Formulate a sample investigative template
- Prepare a response to an employee complaint
- Create a sample response to an EEOC charge
- Prepare a sample Performance Review / Evaluation
- Written Test
- Intern Self-Evaluation
- Preceptor Evaluation

TOOLS & TECHNOLOGY INTERN WILL USE

|                      |                      |
|----------------------|----------------------|
| Calculators          | Microsoft Word       |
| Computers            | Microsoft Excel      |
| Internet Research    | Microsoft PowerPoint |
| Audio/Visual Aids    | Training Resources   |
| Safety First Website |                      |

SKILLS INTERN WILL PRACTICE

|                         |                   |
|-------------------------|-------------------|
| Active Listening        | Critical Thinking |
| Reading Comprehension   | Time Management   |
| Social Perceptiveness   | Writing           |
| Monitoring              | Speaking          |
| Complex Problem Solving |                   |

ABILITIES INTERN WILL PRACTICE

|                       |                     |
|-----------------------|---------------------|
| Written Comprehension | Deductive Reasoning |
| Oral Expression       | Written Expression  |
| Speech Clarity        |                     |

WORK ACTIVITIES

Oral Expression  
Oral Comprehension  
Problem Sensitivity  
Written Comprehension  
Inductive Reasoning  
Deductive Reasoning  
Speech Clarity  
Written Expression  
Organizing, Planning, and Prioritizing Work  
Documenting and Recording Information  
Performing Administrative Duties  
Communicating by Phone, Letters and E-mail



City of Las Vegas  
**Human Resources Department**

**STUDENT INTERNSHIP LEARNING OBJECTIVES**

---

**Employment Services**

**ONE – Overview**

- Background Program Administration
- Employment Action Processing
- Hourly and Substitute Employment Programs
- PERS Program Administration
- Seniority
- Separations
- Volunteer Program
- Employment Verifications
- Employment Records
- Human Resources Reports
- Performance Measures
- Attorney and Subpoena Requests
- High School Student Internship Programs

**TWO – Learning Objectives (Job Shadowing with Employment Services)**

- Learn / observe drug test process
- Learn / observe education & employment verification
- Read / comprehend employment eligibility verification
- Observe / process Position Action Requests (PAR)
- Job offer preparation / verification
- Read / understand Civil Services Rules, HR Policies and Procedures, Collective bargaining agreements, salary schedules
- Learn / prepare Status Changes
- Observe / understand HR Oracle Module
- Learn / participate in Hourly / Substitute employment programs
- Learn / understand PERS Liaison duties
- Read / comprehend PERS policies & procedures
- Understand / prepare employment histories for seniority Adjustments
- Learn / participate in Volunteer program
- Learn / assist with employment verifications
- Create / maintain personnel files
- Introduction to Human Resources reports
- Research / compile information for attorney and subpoena requests
- Learn / participate in the High School Student Internship Program

**TOOLS & TECHNOLOGY  
INTERN WILL USE**

|              |                 |
|--------------|-----------------|
| Calculators  | Microsoft Word  |
| Computers    | Microsoft Excel |
| Research     | SharePoint      |
| Oracle       | Fax Machine     |
| Copy Machine |                 |

**SKILLS INTERN WILL  
PRACTICE**

Active Listening  
Critical Thinking  
Reading Comprehension  
Time Management  
Writing  
Speaking

**ABILITIES INTERN WILL  
PRACTICE**

Written Comprehension  
Deductive Reasoning  
Oral Expression  
Written Expression

**WORK ACTIVITIES**

Oral Expression  
Oral Comprehension  
Written Comprehension  
Deductive Reasoning  
Written Expression  
Organizing, Planning, and Prioritizing Work  
Communicating by Phone, Letters and E-mail



City of Las Vegas  
Human Resources Department

STUDENT INTERNSHIP LEARNING OBJECTIVES

---

**Labor Relations**

**ONE – Overview**

- Union Contracts
- Nevada Revised Statutes, Chapter 288
- National Labor Relations Act / NLRB
- Employee –Management Relations Board / EMRB
- Negotiations / Contract Administration & Interpretation
- Concession Agreements
- Memorandums of Understanding (MOUs)
- Labor-Management meetings

**TWO – Learning Objectives (under the supervision of ERD)**

- Read / understand local contract agreements
- Read / understand National Labor Relations Act
- Review / understand grievance flow process
- Learn mediation process / techniques
- Learn Arbitration process / preparations
- Learn investigation protocol
- Conducting interviews and hearings
- Understand grievance avoidance
- Understand discipline / corrective action
- Understand progressive discipline
- Understand conflict resolution
- Interpreting contract language
- Understand consultation techniques

**MEASURES**

- Teach Back
- Written Test
- Intern Self-Evaluation
- Preceptor Evaluation

**TOOLS & TECHNOLOGY INTERN  
WILL USE**

|                      |                    |
|----------------------|--------------------|
| Calculators          | Microsoft Word     |
| Computers            | Microsoft Excel    |
| Internet Research    |                    |
| Microsoft PowerPoint |                    |
| Audio/Visual Aids    | Training Resources |
| Safety First Website |                    |

**SKILLS INTERN WILL PRACTICE**

|                         |                   |
|-------------------------|-------------------|
| Active Listening        | Critical Thinking |
| Reading Comprehension   | Time Management   |
| Social Perceptiveness   | Writing           |
| Monitoring              | Speaking          |
| Complex Problem Solving |                   |

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension  
Deductive Reasoning  
Oral Expression  
Written Expression  
Speech Clarity

**WORK ACTIVITIES**

Oral Expression  
Oral Comprehension  
Problem Sensitivity  
Written Comprehension  
Inductive Reasoning  
Deductive Reasoning  
Speech Clarity  
Written Expression  
Organizing, Planning, and Prioritizing Work  
Documenting and Recording Information  
Performing Administrative Duties  
Communicating by Phone, Letters, and e-mail



City of Las Vegas  
Human Resources Department

STUDENT INTERNSHIP LEARNING OBJECTIVES

Recruitment Services

ONE – Overview

- Job Listings
- Advertising
- Employment Applications
- Candidate Tracking
- Candidate Notification
- Employment Test Design & Development
- Physical Agility Testing
- Civil Service Rules
- Interview Schedules
- Employment Offers
- Suitability Assessments
- Public Safety Pre-Hire Medical Physicals
- Pre-screen Drug Testing
- Collective Bargaining Agreements
- Ineligible Reports
- HR Policies and Procedures
- Performance Measurements
- Affirmative Action Plans
- Community Outreach

TWO – Learning Objectives (under the supervision of ERD)

- Prepare sample job announcement
- Review / screen employment applications
- Learn employment testing development techniques
- Participate in Physical Agility Testing
- Prepare and distribute candidate notifications
- Administer Civil Service Exam
- Coordinate Suitability Assessment
- Prepare sample pre-hire medical & drug testing
- Prepare and extend job offer
- Read / understand Collective Bargaining Agreements
- Read / understand Civil Service Rules
- Read / understand HR Policies and Procedures
- City of Las Vegas
- Human Resources - Recruitment Services (Continued)
- Read / understand Affirmative Action Plans
- Prepare a job announcement
- Develop advertising plan
- Prepare testing timeline
- Create sample candidate response to test challenge
- Prepare sample job offer

TOOLS & TECHNOLOGY INTERN WILL USE

|                      |                      |
|----------------------|----------------------|
| Calculators          | Microsoft Word       |
| Computers            | Microsoft Excel      |
| Internet Research    | Microsoft PowerPoint |
| Audio/Visual Aids    | Training Resources   |
| Safety First Website | Copiers/Scanners     |
| Fax Machines         |                      |

SKILLS INTERN WILL PRACTICE

|                         |                   |
|-------------------------|-------------------|
| Active Listening        | Critical Thinking |
| Reading Comprehension   | Time Management   |
| Social Perceptiveness   | Writing           |
| Monitoring              | Speaking          |
| Complex Problem Solving |                   |

ABILITIES INTERN WILL PRACTICE

|                       |                     |
|-----------------------|---------------------|
| Written Comprehension | Deductive Reasoning |
| Oral Expression       | Written Expression  |
| Speech Clarity        |                     |

WORK ACTIVITIES

Oral Expression  
Oral Comprehension  
Problem Sensitivity  
Written Comprehension  
Inductive Reasoning  
Deductive Reasoning  
Speech Clarity  
Written Expression  
Organizing, Planning, and Prioritizing Work  
Documenting and Recording Information  
Performing Administrative Duties  
Communicating by Phone, Letters and E-mail  
Analytical Thinking