

# NYC Means Business: Training for Your Employees

## Frequently Asked Questions

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### I'm a business owner. How do I apply?

Visit this [link](#) to submit an application.

If you have issues or are unable to complete the application email us at [biztraining@sbs.nyc.gov](mailto:biztraining@sbs.nyc.gov). We will reach out to assist you.

### Who is eligible?

#### Your business must:

- have at least one employee working a minimum of eight hours per week;
- be a for-profit business in operation for at least six months; and
- pay employee(s) during training.

#### Your employee must:

- be 18 years or older;
- work a minimum of eight hours per week; and
- have worked at the business for at least one month.

### I am a business owner. Can I be trained?

Yes - business owners are eligible to participate in training. For additional resources for business owners please check out our [website](#).

### Due to COVID-19, I furloughed some of my employees. Can they still participate?

The training is available to any employee that is currently working at your business. However, if an employee is currently furloughed, they cannot participate in training until they are brought back onto payroll.

### What is the cost of this training?

This training is offered at no cost to participating businesses.

### What is the process?

**STEP 1: Apply** to the program [here](#).

**STEP 2:** You will receive an **email** confirming whether you are/are not eligible for the program.

**STEP 3:** If you are eligible, you will be required to complete a **screening call** to confirm eligibility, receive a program overview, and ask any questions you might have. Before the call, you will be asked to fill out, sign and email us an **affirmation** that we will provide.

**STEP 4:** Participate in a **consultation session** with an education counselor, at which time we will create your training plan. Together, we will decide which courses you/your employees should take to help your business thrive.

**STEP 5:** The training provider will email you to confirm your **class schedule**.

**STEP 6:** You will participate in **two additional** consultation sessions: 1) During training; and 2) After training is complete - to ensure your business is getting the most of this training.

### Can I choose the trainings?

Yes - you can choose from several course options. We will work with you to determine which courses are most appropriate for your business and employees.

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### What types of trainings are available?

Below is the complete list of courses being offered.

#### **Digital Skills, Communications/Marketing, and Online Security:**

- Computer Basics
- Cloud Storage: Dropbox and Microsoft OneDrive
- Mac Basics
- Zoom Essentials\*\* ^
- Scheduling and Managing Zoom Meetings (for Hosts) \*\* ^
- Communication: Google Meet and Gmail\*\* ^
- Shared Cloud Storage: Google Drive\*\* ^
- Document Creation: Google Docs, Sheets, Slides\*\* ^
- Data Collection, Surveys and Analysis: Google Forms\*\* ^
- Education: Google Classroom
- Introduction to Microsoft Teams
- Microsoft Office 365 Basics
- Microsoft Word 365: Part 1 & Part 2
- Microsoft Excel 365: Part 1 & Part 2
- Microsoft Outlook 365: Part 1 & Part 2
- Microsoft PowerPoint 365
- Microsoft Access- Desktop
- QuickBooks
- Payroll Fundamentals
- Building an Online Presence
- Create Your Own Website
- Finding New Customers Online
- Selling Your Product Online

#### **COVID-19 Safety Training**

- Health and hygiene in a pandemic\*\*
- COVID safety for food and beverage businesses\*\*
- COVID safety for retail\*\*

\*\*Courses are also available in Spanish.

^Courses are also available in Chinese (Mandarin).

### Are trainings conducted in-person or remote?

All trainings will be conducted remotely.

### Are trainings live with an instructor?

Yes - all trainings are taught online (virtually) with a live instructor on specific days/times.

### In addition to a computer, can classes be taken on a mobile device and/or tablet?

Classes require a computer, tablet, or mobile device with a camera, microphone, speaker, e-mail account, and internet access. All courses require students to have access to the software and your

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business is responsible for providing the software (ex. MS Office 365, Quickbooks, etc.). Software is not included in the course fee. **Please note:** You can find some of the software free online.

### **Do I have to have a camera on my device to take the course?**

Participants do not need a camera to participate in training, but it will not be as easy to network and connect. Participants MUST have audio to be able to ask questions and listen to the instructor.

### **Will computers, equipment, or software be provided for remote trainings?**

No - please refer to this [list](#) to access any resources you may need in order to participate in training.

### **How many trainings can my business participate in?**

Businesses can participate in as many courses as needed. During the consultation with the Education Counselor, we will work with you to determine the appropriate courses for your employees to take.

### **How many employees can participate?**

Space in each course is limited. Employees will be enrolled in courses to meet the need of the business and as space is available. SBS reserves the right to limit how many employees from each business can participate.

### **How long are classes?**

Each course is different in length. For course specifics, please reach out to us at [biztraining@sbs.nyc.gov](mailto:biztraining@sbs.nyc.gov) and we can provide you more details on each course.

### **What dates/times will trainings occur?**

Dates and times of the trainings will depend on the course. Some courses will be readily accessible as soon as your business is approved, while other courses may only occur at a later dates/time.

### **What if I'm not ready to start training right away?**

Once you are connected with an Education Counselor, you will be able to discuss a schedule that works best for your business and employees. If a later training date is needed, we can share upcoming dates.

### **What happens if I start training and am unable to continue?**

Please inform the instructor and/or training provider if you are unable to continue training. We will work with you to find a schedule that may work better for you or discuss options for withdrawing from the program. You can always email us any questions or concerns at [biztraining@sbs.nyc.gov](mailto:biztraining@sbs.nyc.gov).

**PLEASE NOTE:** Please note that these trainings are only available for employees at participating businesses. SBS does offer training for individuals. For more information, please visit our [website](#) to find which trainings are currently open for enrollment.