



HIRE360 Frequently Asked Questions

Find answers to common questions about HIRE360 programs, services, and next steps.

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GETTING STARTED

Q: I'm interested in HIRE360 — what do I do?

A: Start by completing the online intake form at hire360partners.org/assessment.

Q: I completed the online assessment. What happens next?

A: After submitting the assessment, you'll receive an email from getstarted@hire360chicago.com with next steps. This may include orientation details or a request for additional information. Be sure to check your spam or junk folder.

Q: What is a pre-apprenticeship program?

A: A pre-apprenticeship program prepares candidates to apply for union apprenticeships, pass entrance exams, interview successfully, earn certifications, and understand construction culture.

Q: How do I learn more about a pre-apprenticeship program?

A: You'll need to attend an information session about upcoming programs. Once you attend an information session, you can expect to receive an application via Docusign within 5 business days.

Q: Do I need experience in construction to start a HIRE360 program?

A: No. Many candidates begin with no prior construction experience. HIRE360 trains individuals from the ground up.

Q: Why did I receive a disqualifying email after completing the online assessment?

A: Candidates who check "No" to any Department of Labor eligibility requirements — such as not having a high school diploma/GED, no access to a vehicle when required, not being legally able to work in the U.S., or being under 17.5 years of age — will receive a disqualifying email. If you believe this was sent in error, please contact HIRE360 for review.

GETTING STARTED

Q: Do I need to be fluent in English to participate?

A: Fluency is not required, but candidates must be able to communicate and understand English in order to participate in the program.

ORIENTATION & ADVISORS

Q: I completed orientation—what's next?

A: For prospective union candidates who want to start a construction career, check your email (including your Spam or Junk folder) for the pre-test link. Your Candidate Support Advisor will then schedule an appointment to review your needs, which may include resume building, reviewing pre-test scores, and exploring trade applications.

Q: I attended orientation but wasn't assigned to a Candidate Support Advisor.

A: If you're a prospective union candidate, check your email (including spam or junk folder) for the pre-test. The pre-test must be completed before you are assigned an advisor. If you haven't received anything, contact HIRE360 at 312-575-2500 or email Info@HIRE360Chicago.com to confirm your status and request a Candidate Support Advisor assignment.

Q: When will my Candidate Support Advisor reach out, and how?

A: Candidate Support Advisors typically reach out via text, email, or phone within 72 business hours after a candidate completes the pre-test. Be sure to check your spam or junk folders and voicemail regularly.

Q: I need a Candidate Support Advisor or can't remember who mine is.

A: No problem! Contact HIRE360 at 312-575-2500 or email Info@HIRE360Chicago.com. We'll help you reconnect with your assigned advisor or assign you a new one to get you started.



PRE-TEST & TEST PREPARATION

Q: I attended orientation, but I don't see the pre-test link in my email.

A: Please check your spam or junk folder, as the email may have been filtered there. If you still don't see it, call our main line at [312-575-2500](tel:312-575-2500) for further assistance.

Q: What's the best way to complete the pre-test?

A: Follow the instructions provided in your email and during orientation. The pre-test is online and helps assess your readiness for apprenticeship programs. Candidates must complete the pre-test in order to be assigned a Candidate Support Advisor.

Q: What if I score below 40 on the pre-test?

A: Candidates who score below 40 may retake the pre-test. Contact the HIRE360 office to have it reset, and use the time in between to review and prepare.

Q: How can I get help for the union aptitude tests?

A: Active HIRE360 candidates can attend one of our 4-day evening test prep sessions or request one-on-one help from an instructor. Evening sessions are held virtually from 5:00 PM to 8:00 PM. Contact your Candidate Support Advisor to register for the next available session.

Q: Is there tutoring for math or test prep?

A: Yes. Individual tutoring is available after completing the 4-day test prep. Tutoring includes math refreshers, aptitude preparation, and interview coaching.

APPLYING TO A TRADE

Q: I'm interested in applying to a trade.

A: Let your Candidate Support Advisor know which trade you're interested in. They'll guide you through the application process, including required documentation and timelines, and advise you on other potential trade application pathways that may be a good fit for your profile.

APPLYING TO A TRADE CONT'D

Q: What happens if I am not accepted the first time I apply?

A: Reapplying is common. HIRE360 helps improve test scores, strengthen applications, and explore additional trades.

Q: What trades does the pre-apprenticeship lead to?

A: Trades may include Electrician, Carpenter, Laborer, Operating Engineer, Plumber, Pipefitter, Ironworker, HVAC, Concrete, and Elevator Constructor — and over 30 trades are available to candidates overall.

Q: How easy is it to get into the trades?

A: Getting into the trades is achievable, but it is not automatic. Union apprenticeships are competitive because wages and benefits are strong and openings are limited. HIRE360 helps candidates become strong, competitive applicants.

Q: How fast can I get into a union?

A: It depends on the trade, time of year, and hiring demand. Some candidates enter within a few months, while others may take 6–18 months. Intentional preparation significantly shortens the timeline.

Q: I already applied to a trade — now what?

A: Stay in touch with your Candidate Support Advisor. They'll help you track your application status and prepare for interviews or entrance exams.

Q: Will someone help me through the application process?

A: Yes. HIRE360 provides application guidance, deadline tracking, test prep, and interview coaching. You will work with a Candidate Support Advisor throughout your time with HIRE360.

Q: Do you help with resumes and interviews?

A: Yes. Resume development, mock interviews, and professional communication coaching are all included.



PROGRAM DETAILS & COSTS

Q: Who can I contact regarding enrollment requirements for Illinois Works?

A: Please send eligibility questions to ilworks@hire360chicago.com. They will respond within 48 hours.

Q: Who can I contact regarding eligibility for programs beside Illinois Works?

A: Email our Manager of Programs at programs@hire360chicago.com.

Q: How long do the programs last?

A: Most HIRE360 pre-apprenticeship programs last 8–12 weeks. Support continues beyond completion through application and placement assistance.

Q: Are there any fees for programs?

A: HIRE360 pre-apprenticeship programs are generally grant-funded with no tuition or enrollment fees. Our non-cohort-based services are also free of charge.

Q: Do I get paid in the pre-apprenticeship?

A: Many Illinois Works cohorts provide stipends or paid training depending on funding availability.

Q: Do I have to pay for tools, boots, or gear?

A: PPE and certifications are often covered by HIRE360. Some trades require tool and gear purchases later in apprenticeship.

Q: Does HIRE360 pay for everything?

A: HIRE360 offers financial support for things like stipends, transportation, and training costs. However, not all expenses are covered. Eligibility and proper documentation are required for reimbursement.

STIPENDS & FINANCIAL SUPPORT

Q: When will I receive my stipend or reimbursement?

A: If you're eligible, you must submit proof of attendance weekly. Payments are processed after your documentation is reviewed and approved.

- *Note: Contact your Candidate Support Advisor for specific timelines related to your program.*

Q: Why do I need a resume?

A: A resume highlights your skills and experience and is often required by unions or contractors. HIRE360 offers resume-building support as part of its services.

Q: I need a Letter of Recommendation.

A: HIRE360 provides Letters of Recommendation for qualified candidates. Speak with your Candidate Support Advisor once you've completed orientation and met the necessary requirements.

UNION CARD HOLDERS

Q: I have a Union Card and I attended orientation — what is the next step?

A: After attending orientation, you will be assigned a Candidate Support Advisor within 24–48 hours. Your advisor will reach out to you via phone and email to guide you through the next steps in your career journey with HIRE360.

Q: I am a Union Card holder but I'm currently behind on my union dues. Can HIRE360 help?

A: Support for union dues is handled on a case-by-case basis. Please contact your assigned Candidate Support Advisor directly to discuss your situation and explore available options for assistance.



UNION CARD HOLDERS CONT'D

Q: I'm looking for employment.

A: Let your Candidate Support Advisor know right away. Union card holders: HIRE360 partners with contractors to connect you with job opportunities that match your skills. Non-union candidates: Your Candidate Support Advisor will guide you toward apprenticeship programs and help you prepare for next steps.

APPRENTICESHIP & CAREER PROGRESSION

Q: How long does an apprenticeship last?

A: Most apprenticeships last 4–5 years and combine paid work with classroom instruction. Some may be shorter at 3 years.

Q: How much do apprentices make starting out?

A: Starting wages in Chicago often range between \$20–\$25 per hour, increasing regularly throughout apprenticeship.

Q: How long until I make good money?

A: Significant wage increases typically occur within 1–2 years. Journeyperson wages often exceed \$45–\$60 per hour plus benefits.

Q: What is a journeyperson?

A: A journeyperson has completed apprenticeship training and earns the full union wage scale.

Q: What kind of benefits do the trades offer?

A: Benefits typically include health insurance, pension, annuity, paid training, and overtime opportunities.

APPRENTICESHIP & CAREER PROGRESSION CONT'D

Q: Can I move up in the trades?

A: Yes. Career advancement may include Foreperson, Superintendent, Contractor, or business ownership.

Q: Do I need to be physically strong or lift heavy objects?

A: Candidates must be physically capable and comfortable working outdoors, but success also depends on precision, math skills, and technical thinking. We always advise candidates to work on their physical health and wellness to perform at their best.

MENTORSHIP & ONGOING SUPPORT

Q: Who can attend mentorship sessions?

A: Mentorship is available to HIRE360 apprentices who are in a union. If you are currently an apprentice, you may attend monthly mentorship meetings. To learn more about meeting days and times, contact your Candidate Support Advisor.

Q: What if I struggle during the pre-apprenticeship?

A: HIRE360 provides coaching, attendance support, and referrals to ensure candidate success.

Q: How many people actually get placed into apprenticeships?

A: Placement rates vary by cohort and market demand. HIRE360 tracks applications, interviews, and apprenticeship placements.

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ABOUT HIRE360

Q: Who are your partners?

A: HIRE360 partners with local trade unions, contractors, developers, Illinois Works, and workforce agencies.

Q: Are the unions directly involved?

A: Yes. Training aligns directly with union expectations and hiring needs. HIRE360 works closely with unions to ensure we are providing candidates with opportunities and access.

Q: How long has this program been around?

A: HIRE360 launched in 2020.

Q: Is this connected to real jobs in Chicago right now?

A: Yes. Chicago continues to experience demand in infrastructure, commercial, residential, and clean energy construction.

Q: What can I do as a high school student interested in the trades?

A: Focus on math, attendance, earning a driver's license, staying physically active, attending info sessions, and avoiding legal issues.

CONTACT & OFFICE HOURS

Q: What are your office hours?

A: Our in-office hours are Monday through Thursday from 9:00 AM to 5:00 PM and Fridays virtually from 9:00 AM to 5:00 PM. These hours may vary for individual Candidate Support Advisors, who conduct both off- and on-site events.



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