

IFB Ascend Program – Frequently Asked Questions (FAQs)

1. What is the IFB Ascend Program?

IFB Ascend is an internal development and advancement pathway that helps employees, especially those who are blind or visually impaired, gain the skills, training, and readiness needed to move into higher-level positions at IFB Solutions.

2. Is IFB Ascend a promotion?

No. IFB Ascend is not a guaranteed promotion or placement. It is a readiness process that helps employees build skills, understand expectations, and be considered for open roles when business needs allow.

3. What eligibility requirements are needed to apply?

Employees must:

- Have a high school diploma or equivalent.
- I have been employed with IFB Solutions for at least 12 months.
- Be in good standing (no active disciplinary actions, consistent attendance, meets performance expectations)

4. Is prior leadership training required?

No. Training such as opportunities provided by Guilford College is preferred but not required. It is considered a positive indicator of leadership readiness.

5. How does the application process work?

The process includes:

1. Employee expresses interest to their current supervisor.
2. Interested candidates need to submit IFB Ascend Application
3. Initial career conversation will occur with HR
4. Basic Computer Skills Assessment (if needed)

6. What is the Basic Computer Skills Assessment?

The assessment evaluates a candidate's comfort and skill level of computer use and helps clarify any areas where an associate may need additional training or support.

7. What if I need more training?

If skill gaps are identified, HR may collaborate with you on a development plan, which may include:

- Screen reader or assistive technology training
- Computer or technical skill development
- Other learning opportunities to support growth

8. Will everyone who applies get an interview with the hiring department?

Employees who meet readiness standards (eligibility + skill requirements) will be forwarded to the hiring manager for interview consideration.

9. What if I am not selected for the next step or for the position?

HR will provide supportive feedback and guidance, including opportunities for future development or resubmission.

10. What documents do I need to submit?

- Completed IFB Ascend Application
- An updated resume

Both must be submitted to **Brent Burkholder** at bburkholder@ifbsolutions.org.

11. Who should I contact with questions?

Employees may contact HR or Brent Burkholder for assistance at any stage of the program.