



POLICY NUMBER
92

Title:	One-Stop Staff Credentialing and Skills Standards
Program:	Workforce Services, One-Stop and Program Support
Adopted:	December 15, 2016
Effective:	December 15, 2016

I. PURPOSE AND SCOPE

To provide information related to skills standards for employees providing direct customer service and provide information regarding workforce development professional certifications.

II. BACKGROUND

CareerSource Florida and the Florida Department of Economic Opportunity (DEO) previously provided an administrative policy setting the minimum credentialing standards for all career center staff that provide direct customer service. This policy requires that Local Workforce Development Boards (LWDBs) ensure that knowledgeable staff, including trained career counselors are available in each physical career center in their local area. This policy provides the required training and competency-based qualifications for career center staff for initial hire and certification. It also includes requirements to maintain continued professional recognition.

This document supersedes AWI FG 02-032 and FG OSPS-81.

III. AUTHORITY

Workforce Innovation and Opportunity Act, Title I, Public Law 113-128, §§101 and 121.

Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions, Vol. 81, No. 161, Fed. Reg. 55791 (effective October 18, 2016) codified at 20 C.F.R. 676, 677, and 678.

“Vision for the One-Stop System,” U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 4-15 available at http://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15_Acc.pdf

IV. POLICIES AND PROCEDURES

Local Workforce Development Boards shall assure that career center staff in their local area meet the following minimum credentialing standards:

Minimum Skills Standards for Front-Line Staff

Staff providing direct customer service shall obtain:

- Customer service training;
- Communication skills training;
- Basic computer software skills (e.g. *Word, Excel, EFM or OSST*) training;
- Specific programmatic training; and
- Tier I Certificate training.

Florida Workforce Professional Tier I Certificate Program

Newly-hired front line staff providing direct customer service, must attain the Tier I certificate within one year of their hire date by:

- Completing the Tier One Certificate curriculum
- Taking and passing the Tier One Certificate Exam

For this purpose, front line staff is defined as any individual who works primarily with customers, which includes participants, employers, and partners. Front-line staff may take the exam up to three times with a 45-day wait between the second and third attempt.

Attainment of the Tier I certificate requires completion of individual course work, as well as taking and passing each module test. Courses may be taken offline in a manner determined by the LWDB. The comprehensive certificate examination must be completed through the exam process established by DEO.

Newly-hired staff previously certified through the National Association of Workforce Development Professional, and issued a Certified Workforce Development Professional

credential or that have completed Tier I certification through Dynamic Works are not required to complete the Tier I Certificate Program, created by DEO within one year of their hire date.

Staff have three opportunities to take the exam within one year of their date of hire. Those who fail the exam twice, must wait 45 days to take the test the third time.

15-Hour Continuing Education Credits

Subsequent to the attainment of the certificate, staff must complete in the second year and each year thereafter, 15 hours of continuing education units. Courses that may be considered for continuing education units are fairly broad and include, but are not limited to, courses related to Workforce Development, the annual Workforce Summit, similar workforce related conferences, workshops and training sessions offered by workforce organizations, such as training provided by local workforce board staff, service providers, or DEO. All training must be documented for each staff, and documentation must be maintained by the LWDB.

Determining Acceptable Continuing Education

New staff who receive their Tier I Certificate have a one-year period after the completion date to attain 15 continuing education credit hours. All of the 15 clock hours should relate to at least one of the stated Continuing Education Focus Areas for the Workforce Professional Tier I Certificate or a job-related software training, a program-specific training or an economic development symposium. Only educational portions of a meeting can be counted toward the 15 hours. Business meetings, exhibits, registration, greetings or welcomes, breaks and meals are not considered appropriate continuing education activities. College classes taken for academic credit or on an audit basis are also acceptable.

The objectives of the continuing education requirement are to:

- Obtain information on current trends;
- Acquire knowledge in specific content areas;
- Master new skills and techniques;
- Expand and upgrade current knowledge and skills;
- Develop critical inquiry skills; and
- Achieve more balanced professional judgment.

Method to Determine a Credit Hour

One clock hour of training or one hour of academic credit equals one Continuing Education Unit hour.

Workforce Development Competency and Continuing Education Focus Areas

Workforce Development Competency and Continuing Education Focus Areas may include, but are not limited to:

- History and Structure of the Workforce Development System
- Career Development Process
- Labor Market Information (LMI)
- Diversity
- Customer Service
- Program Management
- Communication
- Technology
- Collaboration and Problem Solving
- Business and Employer Knowledge
- Interpersonal Relations
- Software Training (job related)
- Program Specific Training (Wagner-Peyser, Welfare Transition, Supplemental Nutrition Assistance Program, Workforce Innovation and Opportunity Act)
- Economic Development
- Professional Responsibilities

Sources for Continuing Education Credit

Acceptable continuing education credit activities include the educational portions of association meetings, relevant workshops, institutes, conferences, seminars and other non-credit sessions that fall within the Continuing Education Focus Areas.

The following are potential sources for continuing education credit:

- Employer-provided (LWDB/One-Stop Provider) staff development/in-service training
- DEO training
- Research and training center programs
- Private sector training programs
- Programs sponsored by professional organizations
- Conferences and workshops
- College and university courses
- Correspondence courses
- Workforce Summit

Documentation

The following kinds of documentation are acceptable as proof that staff has completed training or education:

- Copies of certificates of attendance and completion for activities. Documentation submitted must be retained in a file at the LWDB or local career center. Each certificate must list the activity name and date(s), the number of hours awarded, the sponsoring organization, and the staff's name as a participant. A letter or other form of written verification from the training provider will also be acceptable, provided it gives the above information.
- Academic transcripts, grade reports or letters from instructors to indicate successful completion of the course proposed for continuing education credit. The documentation must include the name of the participant, the course name and dates, and the name of the school offering the course.
- Documentation for onsite training that was conducted by DEO (webinar or in person) may be obtained by sending a request to the DEO Training Coordination Unit via email at: WFSTraining@deo.myflorida.com. A certificate of completion will be issued to the trainee. The request must include the name of the trainer, the location of the training, and the date(s) of training.
- Other activities may be documented on a form that contains the relevant information. A sample form is available at: <http://sitefinity.floridajobs.org/docs/default-source/office-of-workforce-services/ceu-form.pdf?sfvrsn=2>.

V. DEFINITIONS

- **Continuing Education Units (CEUs):** A CEU is equal to one hour of workforce related training or one hour of academic credit.
- **Front-line Staff:** LWDB and DEO staff who work with job seekers, employers and other workforce professionals.
- **Tier I:** Workforce related curriculum created to meet the requirement for LWDBs to ensure that knowledgeable staff, including trained career counselors, are available in each physical career center in the local area. The curriculum is designed to ensure that staff gain basic competencies needed to work in Florida's workforce development system.
- **Tier I Certificate:** Certificate issued to an individual who has met the basic competencies needed to work in Florida's workforce development system.
- **Direct Customer Service:** A service provided to customers, participants, employers, and partners.

VI. ATTACHMENTS/RESOURCES

- [Sample Documentation of Continuing Education Form](#)
- [Tier One Certificate Exam Request Form](#) (online form)