

## SFWIB CREDENTIALING AND SKILLS STANDARDS POLICY

### I. OF INTEREST TO

The Credentialing and Skills Standards Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, and Employees in Region 23 (Miami-Dade and Monroe counties).

### II. SUBJECT

Credentialing and Skills Standards

### III. PURPOSE

The purpose of the Credentialing and Skills Standards Policy is to provide all SFWIB stakeholders with parameters regarding workforce development professional certifications and information related to skills standards for employees who provide direct customer service.

### IV. STATUTORY AUTHORITIES

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. DEO Administrative Policy 92

### V. BACKGROUND

Under DEO Administrative Policy 92, newly-hired front line staff providing direct customer service must attain Tier I certification within 90 days of their hire date. They must complete the Tier One Certificate curriculum, then take and pass 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. Attainment of the Tier I certificate requires the completion of individual course work and successfully passing each test module. Courses may be taken after hours in a manner determined by the CareerSource South Florida.

The comprehensive certificate examination must be completed through the exam process established by Department of Economic Opportunity (DEO). Front-line staff may take the exam up to three times with a 45-day wait between the second and third attempt. 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.

### I. 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:** CareerSource South Florida 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.

## II. ELIGIBILITY

CareerSource South Florida Center Directors must ensure career center staffs meet the following minimum credentialing standards:

### Minimum Skills Standards for Front-Line Staff

Direct customer service staff 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.

## III. CREDENTIALING AND SKILLS APPLICATION /AGREEMENT

### A. Request for Access for Tier I Certification Modules:

1. The Career Center Director or Supervisor will request access to the Tier I Certification Modules within 5 days of the hire date of the employee.
2. The Career Center Director or Supervisor will inform the employee they have 90 days from their hire date to complete the Tier I modules and pass the exam. It is the responsibility of Career Center Director or Supervisor to ensure the employee completes the modules on time.
3. The request will be submitted using the Adobe Connect Access Request Form and emailed to [Tier1certification@careersourcesfl.com](mailto:Tier1certification@careersourcesfl.com).
4. Allow 3 days for the Adobe Connect Access Request Form to be processed
5. The email granting access will be sent directly to the employee and copied to Career Center Director or Supervisor
6. If you do not receive an email after 3 days it is the responsibility of the Center Director or Supervisor to follow up with an email

## **B. Request for Access for Tier I Exam Modules:**

1. Once the employee has completed the Tier One training materials and is ready to take the Tier One Certificate Exam the Career Center Director or Supervisor will immediately request the employee be assigned to complete the Tier One Certificate Exam.
2. The request will be submitted using the Tier One Certificate Exam Request Form and emailed to [Tier1certification@careersourcesfl.com](mailto:Tier1certification@careersourcesfl.com).
3. Allow 3 days for the Tier One Certificate Exam Request Form to be processed
4. An email to the link to the exam, the exam proctoring password and the Tier One Examination Administration Form are sent directly to the test proctor.
5. If you do not receive an email after 3 days it is the responsibility of the Center Director or Supervisor to follow up with an email
6. When the test proctor has received the email he/she must print out the Tier One Examination Administration Form. This form will be reviewed with the test taker prior to logging into the Adobe Connect Learning Management System.
7. The test taker will be required to log in to the Adobe Connect Learning Management System with his/her unique user identification and password combination after being instructed to do so by the proctor. To start the actual exam, the proctor will move about the room and enter the exam proctoring password into the appropriate field on the screen for each individual test taker. The exam proctoring password must be kept confidential. Do not provide the exam proctoring password to the test takers or other non-proctoring regional staff.
8. The proctor will send an email stating if the test taker passed or failed and their exam score.

## **C. Request for Training:**

1. The Career Center Director or Supervisor may request training or technical assistance from the CareerSource South Florida Headquarter Staff by using the Request for training form.
2. To request training or technical assistance, please fill out this form and email it to [training@careersourcesfl.com](mailto:training@careersourcesfl.com). The completion of this form is a formal request.
3. If the training request is for a small number of staff, the training may be hosted over the Internet using Adobe Connect.
4. If the training request is for a larger group of staff or will include over 20 staff from multiple centers, the CareerSource South Florida Headquarter Staff will travel to the center or set up a training venue to help facilitate training.

## **D. Documentation**

Training Reports must be uploaded to the CareerSource South Florida Intranet under the required reports tab by the 10<sup>th</sup> of each month. Career Centers must use the standardized training reports provided by the CareerSource South Florida to track Tier 1 and CEU's.

## **IV. EXCEPTIONS**

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.