



## Policy

<b>SECTION: CSTB</b>	<b>POLICY#020-C0083</b>	<b>PAGE: 1 of 4</b>
<b>TITLE: CSTB One-Stop Staff Credentialing and Skills Standards</b>		<b>EFFECTIVE DATE: 8.20.20</b>
<b>REPLACES: N/A</b>		<b>DATED: N/A</b>

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

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

**BACKGROUND:** Training and Employment Guidance Letter (TEGL) 4-15 lays out the vision for the one-stop delivery system under the Workforce Innovation and Opportunity Act (WIOA) and links to key technical assistance resources.

Local Workforce Development Boards (LWDBs) are required to ensure that knowledgeable staff, including trained career counselors are available in each physical career center in their local area, as outlined in CareerSource Florida Administrative Policy #92. 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.

#### **POLICY:**

CSTB's LWDB must assure that career center staff in its local area meet the following minimum credentialing standards:

#### **Minimum Skills Standards for Front-Line Staff**

Staff providing direct customer service shall obtain:

- a. Customer service training;
- b. Communication skills training;
- c. Basic computer software skills (*e.g. Word, Excel, EF or OSST*) training;
- d. Specific programmatic training; and
- e. Tier 1 Certificate training.

## **Florida Workforce Professional Tier 1 Certificate Program**

Newly-hired front line staff providing direct customer service must attain the Tier 1 certificate within one (1) year of their hire date by:

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

Attainment of the Tier One Certificate requires successful completion of individual course work, as well as taking and passing each module test in the Tier One Certificate curriculum.

For this purpose, front line staff are defined as any individual who works primarily with customers, which includes participants, employers, and partners. Staff have three opportunities to take the exam within one year of their date of hire, however, must wait 45-days between the second and third attempt.

Newly hired staff previously certified through the National Association of Workforce Development Professionals, and issued a Certified Development Professional credential or that have completed Tier One certification through Dynamic Works are not required to complete the Tier 1 Certificate Program, created by DEO within one year of their hire date.

### **15-Hour Continuing Education Credits**

Following the staff's attainment of the Tier One Certificate, they must complete 15 hours of continuing education units in their second year and each year thereafter. Courses that may be considered for continuing education units 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. One clock hour of training or one hour of academic credit equals one Continuing Education Unit hour.

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 judgement.

All of the 15 clock hours should relate to at least one of the stated Continuing Education Focus Areas for the Workforce Professional Tier 1 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. College classes taken for academic credit or on an audit basis are also acceptable, however business meetings, exhibits, registration, greetings or welcomes, breaks and meals are not considered appropriate.

Continuing Education Focus Areas may include, but are not limited to the following:

- a. History and Structure of the Workforce Development System
- b. Career Development Process

- c. Labor Market Information (LMI)
- d. Diversity
- e. Customer Service
- f. Program Management
- g. Communication
- h. Technology
- i. Collaboration and Problem Solving
- j. Business and Employer Knowledge
- k. Interpersonal Relations
- l. Software Training (job related)
- m. Program Specific Training
  - i. Wagner-Peyser,
  - ii. Welfare Transition,
  - iii. Supplemental Nutrition Assistance Program,
  - iv. Workforce Innovation Opportunity Act.
- n. Economic Development
- o. Professional Responsibilities

### **Documentation**

The following kinds of documentation are acceptable as proof that staff have 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](mailto:WFSTraining@deo.myflorida.com). A certificate of completion will be issued to the trainee. The request must include the name of the training, the location of the training, and the date(s) of the training.
- Other activities may be documented using the CSTB Training Sign-In Sheet that contains the relevant information. This information is sent to CEU inbox and is tracked by the HR department.

### **REFERENCES:**

- Workforce Innovation and Opportunity Act, Title I, Public Law 113-128, §§101 and 121: <https://www.govinfo.gov/app/details/PLAW-113publ128>
- TEGL 4-15: [http://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_04-15\\_Acc.pdf](http://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15_Acc.pdf)
- CareerSource Florida Administrative Policy 92: One-Stop Credentialing and Skills Standards: [http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/onestopstaffcrdntngskillstds\\_fg-osps-92\\_12\\_13update.pdf?sfvrsn=795778b0\\_6](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/onestopstaffcrdntngskillstds_fg-osps-92_12_13update.pdf?sfvrsn=795778b0_6)

**INQUIRIES:** Any questions about this policy should be directed to the Director of HR or Director of MIS and Data Services.