

# Credentialing Questions and Answers

- 1. Does every staff member need to be registered in the workforce training system?** Yes. We deploy training programs that may require immediate access and completion. Fill out the [Adobe Connect Access Request Form](#) on the [Training Materials](#) web page and send it to [WFSTraining@deo.myflorida.com](mailto:WFSTraining@deo.myflorida.com).
- 2. What is the whole person approach?** The [Testing and Assessment: An Employer's Guide to Good Practices](#) discusses using the whole-person approach as a primary principle of assessment to ensure the assessment is used in a purposeful manner. The purpose of the Tier One Certificate Exam is to teach workforce staff about the basics of workforce services and customer service. The guide states the organization must determine what the exam measures, and in this situation, the exam measures if the staff member has gained knowledge about the training materials offered during the first six months of employment. The Tier One Certificate Exam does not determine if the new employee is a good fit for his or her new job/new position. Exam results may determine if the employee identifies areas in which self-development activities would be useful or if the individual has not learned the Tier One Certificate Program materials.

To determine if the new staff member is appropriate to be retained in his/her position, an evaluation should be conducted according to the Regional Workforce Board's (RWB's) Human Resource (HR) Department's requirements.

- 3. If a staff member does not pass the Tier One Certificate Exam on the internet and is retained based on the whole person approach, how can we help the staff member gain Tier One Certificate Program competencies?** The guidance states staff members who do not pass the online exam can still learn the materials. The materials are fundamental to serving workforce customers.
  - a.** The RWB can reduce the number of failures by providing each new staff member with a study plan, clear expectations, reasonable study time, study tools, and the a deadline for the Tier One Certificate Exam when. This information should be provided to the staff member when he/she receives his/her user name and password combination. The staff member should be checked up on by his/her supervisor and RWB Training Coordinator each week. The RWB may want to create a learning lab and make it mandatory for new staff to spend several hours a day in the lab learning this material.
  - b.** If the first exam is not passed, the Florida Department of Economic Opportunity (DEO) and the RWB can partner together to assess issues and help devise a plan to help the staff member pass the second exam. The RWB can call the Training Coordination Unit at DEO to discuss the staff member's situation and develop a plan for the staff member.
- 4. Should the RWB develop a Local Operating Procedure (LOP)?**

This is at the discretion of the RWB. It is recommended to outline how staff are engaged in the study process to document/demonstrate equal engagement.

  1. Is the staff member provided a Study Plan?
  2. Is the staff member given a place to study?

3. Is the staff member offered time to study?
4. Is the staff member engaged in Tier One Certificate Program activities as a priority?
5. How is Tier One used in making hiring and retention decisions?
6. How is passing/failing reviewed to determine the skills the staff member may need assistance with?
7. What steps are taken with each staff member who fails the Tier One Certificate Exam?
8. What steps are taken if a staff member reports a disability?
9. What steps are taken if a staff member reports test anxiety?
10. What steps are taken to ensure the exam is valid and reliable?
11. What steps are taken to ensure there is a record of each staff member's score at the end of the exam?

An LOP can help ensure those responsible for implementing a training plan treat each staff member equally and fairly. A good LOP can ensure each staff member receives information to help him/her learn the information offered in the Tier One Certificate Program so he/she can serve workforce customers effectively, as well as learn about the workforce system. Additionally, a solid LOP can help prevent any issues should a staff member fail the Tier One Certificate Exam.

5. **What elements should be included in the LOP?** If an RWB chooses to have an LOP, the LOP should outline
  - how staff members will secure the required basic skills, including customer service, training.
  - how staff members will secure specific programmatic training.
  - how staff members will be registered in the learning management system.
  - how the learning management system user name and password combinations will be distributed to new staff members and if new staff members will get study plans, study tools, deliverables and test dates when the user names/passwords are delivered.
  - who is required to follow up with new staff on their progress in the Tier One Certificate Program and steps to take if staff members are not progressing.
  - the process for registering staff members to take the Tier One Certificate Exam.
  - that staff members should be provided a quiet location to complete the Tier One Certificate exam.
  - the process for completing the 15 Continuing Education Units (CEUs), as well as the documentation/information required to prove the training was completed appropriately based on the guidance document.
  
6. **What is a CEU?** CEUs are Continuing Education Units. A CEU is a continuing education credit a staff member receives for attending training. It is a measure used in continuing education programs for professionals. One training hour equals one CEU.

7. **Can workforce staff secure hours of completion in any topic to get CEU credits?** The 15 CEU hours must be in one or more of the CEU focus areas. The focus area can be different if the topic benefits the workforce system and is specific to their workforce system career or workforce system career goals.
- History and structure of the workforce development system
  - Career plan development process
  - Labor Market Information (LMI)
  - Diversity
  - Customer service
  - Program management
  - Communication
  - Technology (including the application of technology to the job, such as increasing the speed of typing)
  - Collaboration and problem solving
  - Business and employer knowledge
  - Interpersonal relations
  - Case management
  - Software training (job related)
  - Program specific training (e.g. Wagner-Peyser, Workforce Investment Act or WIA, Trade Programs, Supplemental Nutrition Assistance Program or SNAP, Welfare Transition, VETS, WOTC, Federal Bonding, MSFW, ALC, etc.)
  - Economic development
  - Professional responsibilities (e.g. complaint processes, grievance processes, plain language, professional writing, professional communication, etc.)
  - Emotional intelligence
8. **Can time spent at a conference or symposium count towards a staff member's CEU's?** Time spent in learning sessions while at a conference may count towards CEUs. All hours of participation in a learning environment must be documented. Non-learning meetings, non-demonstration vendor activities, and off-time do not count as part of CEU hours.
9. **Can time spent in a meeting where training occurs count as CEUs?** Yes, time spent in *actual training* may count towards the staff member's CEUs. Only educational portions of the meeting may count towards the staff member's CEU. The RWB should include in the training LOP how time spent in training will be documented if that time is a part of a meeting. Business meetings, exhibits, registration, greetings, welcomes, breaks between seminars, and meals are not considered appropriate forms of CEU activities.
10. **What are potential sources of CEUs?** There are many ways in which staff may secure training hours. This may include attending training activities facilitated by DEO, the RWB, a partner RWB or even partner agency. For example, if a certified domestic violence trainer provides training on recognizing domestic violence and referring customers for help, this may count towards staff member's required CEUs. Other examples may include, but are not limited to

- Employer provided staff development or in-service training
- Research and training center programs
- Private sector training programs
- Public sector training programs
- Programs sponsored by professional organizations
- Conferences (e.g. the Workforce Professional Development Summit)
- Workshops
- College courses
- Correspondence courses

**11. What will DEO and CareerSource Florida accept for documentation of completed training?** The following kinds of documentation are acceptable forms of proof that staff members have completed training or education hours:

- Copies of certificates of attendance for completed events. Documentation must be retained and available for review. Certificates must include the name of the event, date of the event and the number of clock hours awarded for the event. The certificate must also show the staff member's name as a participant and the entity that provided the training.
- A self-attestation regarding training events; and, an agenda of the event should be attached to the self-attestation to support the information written/typed on the self-attestation.
- A letter or other form of written verification, such as an attendance sheet, provided by the training authority may also be accepted provided it gives the information found in the above bullet.
- Academic transcripts, grade reports or letters from instructors to indicate successful completion of a class or course in question. This may include a printout from an online institution with a passing score/certificate. Again, the documentation must include the name of the participant, the course name and dates, and the name of the school offering the course. Examples of an internet-based program includes [Coursera](#), [Alison](#), [edX](#), Tier Two in DEO's learning management system, etc.
- Documentation that demonstrates the amount of time actually spent in the training signed by the instructor or facilitator that includes the topic trained and the date of the training along with the name of the attendee receiving credit.
- Transcripts printed from Internet-based training systems that require a UserName/Password combination and are secure, such as the DEO learning management system [Coursera](#), [Alison](#), [edX](#), etc.

**12. Can the Tier Two program in DEO's learning management system be used for CEUs?** Yes, the Tier Two program offers information about programs managed through the workforce system. This information can help frontline staff complete their jobs on a day-to-day basis. There is a Tier Two program category for each major program hosted through the workforce system, including the Migrant Seasonal Farmworker (MSFW) Program, Supplemental Nutrition Assistance Program (SNAP), Trade Assistance Programs, Wagner-Peyser (WP) Program, Welfare Transition (WT) Program, and the Workforce Investment Act (WIA) Program.

- 13. How does a staff member register for the Tier Two program?** The learner simply has to enroll his/herself in the Tier Two category(ies) desired through the Training Catalog. Directions were provided to the RWBs through a [memorandum](#) distributed on July 16, 2014. The [step-by-step guide](#) to enrolling in the lessons are provided here via a [link](#).
- 14. If a staff member does not pass the Tier One Certificate Exam on the Internet, how can we help the staff member gain Tier One competencies?**
- a. The goal of the Tier One Certificate Program is to ensure all front-line staff members learn the very basics of the History and Structure of the Workforce System, Customer Service, Dealing with Difficult Customers, Career Plan Development, Job Search Skills, Job Keeping Skills, job search/job matching system, and LMI. These subjects are very important in our industry and help us serve our customers.
  - b. If staff members do not pass the exam, the RWB may need to look at how they are studying or what habits are causing issues. DEO recommends reviewing how they are studying for the exam and outlining a study plan with staff members.
    - i. Ensure staff members are studying away from distractions.
    - ii. Ensure staff members are using the workbooks while reviewing the training materials.
    - iii. Ensure staff members are completing the extra study questions. The Test Preparatory Questions are very helpful tools.
    - iv. Have staff members test each other.
    - v. Quiz staff members: do not assume they are ready to take the exam just because they state they have completed the materials.
    - vi. Having staff members study on their own and take the exam again does not mean they will pass the exam. Make sure they are taking the time to actually study.
- 15. Where can RWB Training Coordinators or proctors find materials about the Tier One process?** New Training Coordinators should contact [DEO](#) by email and request training. The supervisor of the State Training Coordination Unit will set up training with the new regional staff and go over the Tier One process, as well as discuss any tools that are available to the RWB. Additionally, the new Training Coordinator should review the materials posted on the [DEO](#) website.
- 16. If a staff member previously passed the Tier One Exam under another provider, does the staff member have to complete the Tier One Certificate Exam hosted by DEO?** No. A staff member who completed the Tier One Certificate Program through another provider (e.g. Dynamic Works) does not have to complete the new Tier One Certificate Program hosted in DEO's learning management system. This is a frequently asked question: these [Tier One Frequently Asked Questions](#) are answered on the [DEO website](#).
- 17. I am a Tier One Certificate Exam Proctor or Training Coordinator, how can I learn more about my role?** You can request training from the State Training Coordination Unit. Additionally, you can learn more about your role using the training materials posted on the [Training Materials](#) website. Select the Adobe Connect tab on the page. There are several materials posted to this page, including the [Tier One Certificate Exam's Proctor Guide](#),

PowerPoint presentations titled “[Tier One Certificate Exam Training](#)” and “[Registering a Customer in Adobe Connect](#)”, etc. If you have any questions, please send them to [WFSTraining@deo.myflorida.com](mailto:WFSTraining@deo.myflorida.com).