

Workforce Services

Tier Two Program

March 2021

The Tier Two Program is the second level workforce development professional training program provided by DEO. Tier Two is a more detailed training beyond what frontline workforce staff are provided Tier One, which orients staff to the fundamentals of workforce structure, history, skills, and information. Tier One creates a platform that all staff can use to competently serve their customers. Upon successful completion of the Tier One program and comprehensive exam, participants are awarded the Florida Certified Workforce Professional (FCWP) credential.

In alignment with the *One-Stop Staff Credentialing and Skills Standards, Administrative Policy Number 92*, the Florida Department of Economic Opportunity (DEO) developed the Tier Two training program to enhance the knowledge of workforce programs for frontline staff. The Administrative Policy Number 92 advises that after attainment of the FCWP credential, staff must complete in the second year and each year thereafter, 15 hours of continuing education units (CEUs) to maintain the active status of the FCWP credential. Completion of the modules within the Tier Two Program qualify for CEUs, in addition to courses, conferences, workshops and training sessions offered by workforce organizations, professionals and service providers. There is no credential associated with the Tier Two Program. However, certificates of completion are awarded after completion of module materials and quizzes.

The Tier Two training program offers on-demand, self-enrollment opportunities for staff to learn detailed information about to the various workforce services programs, furthering the goals of the Workforce Innovation and Opportunity Act (WIOA) and the subsequent Training and Employment Guidance Letter (TEGL) 04-15. Staffers can select topics that relate specifically to their employment role, and Tier Two does not have a requirement of passing a comprehensive exam at the end.

See the [One-Stop Staff Credentialing and Skills Standards, Administrative Policy Number 92](#) for detailed criteria.

For additional information, please email: wfstraining@deo.myflorida.com or call: 1-866-352-2345



Ron DeSantis, Governor
Dane Eagle, Executive Director, DEO