


Title: Professional Development Desk Guide		
Program: All	Original Issue Date: 7/1/2009	Author/Owner: Cindy Bennett
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PURPOSE

This document defines the requirements, acceptable activities and required documentation to maintain compliance with Department of Economic Opportunity (DEO) requirements for completion of Tier 1 Certification and fifteen hours of annual continuing education required 11/annually and the CareerSource North Florida (CSNF) professional development requirements.

DEFINITIONS

Continuing Education Hour – DEO annual requirement for 15 hours of training related to workforce development. Hours are calculated one-on-one based on hours in class/training.

CSNF Professional Development – Four hours per month of professional development.

DEO Minimum Requirements – Tier 1 Certification, and 15 hours of Continuing Education training in program, customer service, communication skills and/or basic computer skills (Word/Excel).

Required Documentation – Proof of DEO training requirements must be documented via Certificate, academic transcripts and completion of the Professional Development Form. Required information includes course title, date, hours, workforce development category and individual/organization providing training. CSNF Professional Development Hours must be documented on the Professional Development Form. Questions related to required documentation should be submitted through your supervisor/manager.

Tier 1 Certification – The State Workforce Development certification that must be completed by all employees (not previously certified) within 6 months of employment.

DESCRIPTION

Tier 1 Certification

New employees must complete Tier 1 Certification within 6 months of employment. The assigned supervisor/manager will establish a scheduled due date for this task as early as possible with completion within 5 months after hire date. Quality Assurance will monitor the new hire professional development folder to ensure compliance and verify that the required certification is posted in the folder and on the Professional Development Form.

DEO Continuing Education Hours

DEO requires that each employee complete a minimum of 15 hours of continuing education annually. The types of training Hours may include workforce development history, structure, career

development, labor market information, diversity, customer service, program management, communications, technology, collaboration, problem solving, business/employer knowledge, interpersonal relations, software, program or economic development. Hours will be documented via Certificate, academic transcripts and completion of the Professional Development Form. Staff will scan documentation of completion into their assigned folder. When continuing education is provided in a group setting a copy of the sign in sheet, transcript and/or agenda will be scanned into a group folder by the manager responsible for the group event and staff will be responsible for updating their individual Professional Development Form.

Professional Development

CSNF requires all staff to complete 48 hours of Professional Development a year (4 hours per month). Fifteen of these hours will meet the DEO definition and documentation required as Continuing Education. The remaining 33 hours of Professional Development may include review of best practices from other regions, news related to labor market information, books or articles related to case management or labor market information. Staff must update their Professional Development Form as hours are captured. Compliance will be monitored by supervisors and Quality Assurance Coordinator.

Recording Hours

Completion of Tier 1 Certification, Continuing Education Hours and Professional Development will be recorded on the Professional Development Form as soon as the activity is completed. The forms will be created and maintained on the common drive in the Professional Development Folder. Within this folder there will be a subfolder for each staff member identified as shown below. The Professional Development Form will be named PYXX-XX *Staff Name*. At the end of each program year the prior year forms will be archived and a new form will be created. All required supporting documentation will be scanned into the staff subfolder. The supporting documents will be named using the following methodology:

MM/DD/YY Description

An example would be 5/30/16 Tier 1 or 6/15/16 WIOA Youth Training.

Archive

At the end of each program year the folders for all staff and supporting documentation will be archived. New forms will be created and Hire Date and Tier completion information will be populated on the new forms.

RESPONSIBLE STAFF

All career center staff that provides direct customer service to program participants, employers and partners must complete the following:

- Complete Tier 1 Certification within 6 months of employment.
- Complete 15 hours of continuing education/professional development each year.
- Complete 4 hours a month of Professional Development.

Quality Assurance Coordinator is responsible for maintaining this desk guide and ensuring compliance with the requirements called out in this document.

Quality Assurance Coordinator is responsible for archiving the documentation at the end of the program year.

QUALITY RECORDS

Professional Development Form

Documentation/proof of completed activity

REFERENCE

One-Stop Staff Credentialing and Skills Standards – CONSULTATION

ILLUSTRATIONS

None

DOCUMENT HISTORY

May 31, 2013

Revised/re-written to include latest guidance from DEO, latest document format and assigns compliance responsibility to Quality Assurance Coordinator. A new location was established to store Professional Development Forms and supporting documentation.

January 10, 2013

Revised to provide clarification on training requirements, change AWI to DEO and provide reference to revised tracking forms and sign-in sheets.

July 1, 2009

Initial Release