

**Board of Directors Executive Committee
Meeting Agenda**

JULY 25, 2023 • 4–5 PM ET

MEETING LINK: [Click here to join the meeting](#)

CALL IN: 850-629-7293, CONFERENCE ID: 179 884 790#

Chair’s Welcome & Remarks

Stephanie Smith

Consent Agenda

Stephanie Smith

1. October 2022 Meeting Minutes
2. Local Workforce Development Board Composition and Certification

Action Items

Dan McGrew

1. Appeal of Master Credentials List Determination
2. Approval of Appointee to Florida Credentials Review Committee

Florida Workforce System Transformation Update

Adrienne Johnston

Open Discussion/Public Comment

Closing Remarks

Stephanie Smith

UPCOMING MEETINGS

Strategic Policy and Performance Council Meeting – Sept. 18, Orlando

Finance Council Meeting – Sept. 18, Orlando

Board of Directors Meeting – Sept. 19, Orlando

Board and Council Meetings – Dec. 11-12 (Virtual)

Consent Item 1

OCTOBER 2022 MEETING MINUTES

In accordance with Article VII, Section 7.3 of the approved bylaws, the corporation is required to keep correct and complete books and records of accounts and shall keep minutes on the proceedings of the board of directors.

FOR CONSIDERATION

- **Approval of October 18, 2022, Meeting Minutes, to include any modifications or changes noted by the board.**

**CareerSource Florida
Executive Committee Meeting Minutes
Oct. 18, 2022**

I. CALL TO ORDER

Chair Stephanie Smith called the meeting to order at 2 p.m.

II. ROLL CALL

The following members were present:

Stephanie Smith
Jennifer O’Flannery Anderson
Sophia Eccleston
Bill Johnson
Robert Salonen
Meredith Stanfield
Emmanual Tormes

III. CONSENT ITEM

March 2022, Meeting Minutes

Chair Smith called for a vote to approve the Consent Item.

Motion: Jennifer O’Flannery Anderson

Second: Sophia Eccleston

The consent item passed unanimously. There were no comments.

IV. Hurricane Ian Recovery Update

Florida Department of Economic Opportunity (DEO) Chief of Staff Meredith Ivey provided an update on the state’s response and recovery efforts for Hurricane Ian.

Ivey stated the response on behalf of the local workforce development boards has been truly phenomenal, helping those in Southwest Florida get back on their feet. She recognized all partners, state and local, for assistance with recovery ranging from getting debris cleared to providing individual services to help those in need.

DEO, with the help of partners throughout the state, staffed disaster recovery centers that provide services to affected individuals such as Federal Emergency Management Agency (FEMA) assistance, disaster unemployment assistance, dislocated worker grants and other short-term supplemental services. Affected

businesses could also receive assistance through economic injury disaster loans and small business emergency bridge loans.

Ivey concluded by thanking everyone for their support.

V. REACH Act Letter Grades Update

CareerSource Florida President and CEO Michelle Dennard shared the preliminary letter grades for each of the local workforce development boards, stating the CareerSource Florida team worked over the past several months with the Governor’s Reimagining Education and Career Help (REACH) Office as well as with stakeholders and local workforce development boards on this process.

President Dennard reiterated the letter grades are baseline grades and serve as another opportunity for continuous improvement within Florida’s workforce system.

VI. Open Discussion/Public Comment

Executive Committee members discussed their appreciation for the thoroughness of the letter grades evaluation process.

There were no public comments.

VII. Chair’s Closing Remarks

Chair Smith closed by recognizing this is a pivotal time for Florida’s workforce system as it works collaboratively with partners to implement the REACH Act.

She thanked everyone for their time and reminded them of upcoming CareerSource Florida meetings.

VIII. Board Secretary Certification

In accordance with Article VII, Section 7.3, I hereby certify these minutes reflect the proceedings by the Board of Directors of CareerSource Florida, have been reviewed by the Board, and approved or approved with modifications which have been incorporated herein.

Adrienne Johnston
Board Secretary

Date

Additional meeting dialogue is recorded and available online at this link:
careersourceflorida.com/event/exec-oct-2022/.

Approved _____
Disapproved _____

Consent Item 2

LOCAL WORKFORCE DEVELOPMENT BOARD COMPOSITION AND CERTIFICATION

In accordance with the Workforce Innovation and Opportunity Act (WIOA) sec. 107(b) and 20 CFR 679.320, one local workforce development board must be certified for each local workforce development area in the state every two years, based on the local workforce development board membership requirements described in WIOA. According to Florida Statutes Section 445.004(11), the state workforce policy and investment board, in consultation with the Florida Department of Commerce (FloridaCommerce), must ensure local workforce development boards have membership consistent with federal and state law requirements. For a second or subsequent certification, the certification must also be based on the extent to which the local area ensures workforce investment activities carried out in the local area help the local area meet performance accountability measures and maintain fiscal integrity, as defined in WIOA sec. 106(e)(2).

FloridaCommerce reviewed and confirmed that all 24 local workforce development boards submitted local workforce development board rosters. Each roster was reviewed for compliance with both federal requirements and [CareerSource Florida's Administrative Policy 091: Local Workforce Development Board Composition and Certification](#). The following is a summary of the most common potential membership representation issue(s):

- Lack of private education providers, when a public education or training provider is represented on the local workforce development board.

CareerSource Florida's Administrative Policy 091 allows local workforce development boards to request to waive the requirement for private education provider representation on the board and outlines the process to demonstrate that such a provider does not exist or is not available in the local area.

CareerSource Florida North Florida (Local Workforce Development Board 6) and CareerSource Florida Crown (Local Workforce Development Board 7) requested that the CareerSource Florida Board of Directors waive the requirement to have private education provider representation on their local boards.

FloridaCommerce confirmed there are no private education providers in these local areas and recommends certification of these local workforce development boards that meet all other required standards.

FOR CONSIDERATION

- Approve the requested waiver for the following local workforce development boards that do not have a private education provider in their local area and approve the local workforce development board composition and certifications of these boards.

CareerSource North Florida
CareerSource Florida Crown

Attachments

[Local Workforce Development Board Rosters](#)



careersourcefloridacrown.com

04/27/2023

LWDB Governance,

Please accept this document as a request for waiver for the private university provider. There are no private university providers in our designated region.

If you have any questions, please feel free to contact Van Brown at 386-755-9026 ext 3219.

Thank you.

A handwritten signature in blue ink that reads "Robert Jones".

Robert Jones
Executive Director

careersourcefloridacrown.com

1389 US Hwy 90 West, Suite 170 | Lake City, FL 32055

p: 386.755.9026 | f: 386.487.1218

Solutions that work for you





Date: 17 April 2023

To: CareerSource Florida Board of Directors

From: Diane Head, Executive Director, CareerSource North Florida

Re: LWDB 6 Board Roster, Private Training Provider

A handwritten signature in black ink, appearing to be "Diane Head", is positioned to the right of the "From:" line.

WIOA states in sec. 107(b)(2) a private education provider representative should be included in LWDB membership when a public provider is also represented on the Board.

Due to the rural nature of the area, private providers are not always readily available, therefore Local Operating Procedures for the region instruct the Executive Director to research the existence of Private Training Providers every two years in an effort to vet them into the nomination and approval process for membership. This process has been completed and no private training providers were located.

LWDB 6 requests a waiver from this Board membership requirement for the current period of redesignation (July 2023-June 2024).

705 E. Base Street | Madison, FL 32340

careersourcenorthflorida.com

p: 866.367.4758



Action Item 1

Appeal of Master Credentials List Determination

Pursuant to Chapter 445.004(4)(h), Florida Statutes, and the Reimagining Education and Career Help (REACH) Act, the CareerSource Florida Board of Directors appoints the Florida Credentials Review Committee to identify nondegree credentials and degree credentials of value for approval by the state workforce development board and inclusion on the state's Master Credentials List. The Credentials Review Committee acts as an advisory committee or similar group created by CareerSource Florida.

The Credentials Review Committee established a definition for credentials of value and created a Framework of Quality that aligns with federally funded workforce accountability requirements that undergo a biennial review. The committee developed a Master Credentials List and a process for the quarterly review and approval of credential applications. The Master Credentials List serves as the basis for the Florida Department of Education's Career and Professional Education (CAPE) Act Industry Certification Funding List. Applicants seeking eligibility for CAPE Act funding for secondary and postsecondary industry certifications must submit a Master Credentials List application. The submission must meet both CAPE eligibility criteria – as set forth in Rule 6A-6.0576, Florida Administrative Code & Florida Administrative Register – and standards defined in the Framework of Quality. Certifications that are added to the 2023-2024 Master Credentials list are also added to the 2023-2024 CAPE Industry Certification Funding List.

The School District of Palm Beach County and CareerSource Palm Beach County submitted credentials identified as **Tosa Desktop Certified User for Microsoft Office (MS Office) and Tosa Desktop Certified User for Google Workspace (Google)** for the committee to evaluate against the Framework of Quality and eligibility for CAPE funding and consider adding to the 2023-2024 state Master Credentials List.

The Credentials Review Committee held its quarterly meeting on May 18, 2023. At that time, the committee did not recommend the credentials described above for addition to the Master Credentials List. The committee directed CareerSource Florida to respond to the submitter and the provider identified as the points of contact that the credentials do

not meet the required standards and that these credentials were denied because “the skills assessed by the certification bundle[s] are not occupationally specific; therefore, no Standard Occupation Code (SOC) linkage could be made.” CareerSource Florida identified the procedure for the submitter to appeal the denial.

An appeal was received from the submitter within the required timeframe.

Steps were taken to review and investigate the assertions in the appeal including an independent evaluation and re-review of the original application. This included review of the application materials submitted, which found that for both certifications a direct and specific occupational linkage could not be made. These certifications are for general skills related to Microsoft Office, Google Workspace and other widely accessible software packages. Based on the information presented in the original application at the time of submission, these credentials do not meet the requirements of the Framework of Quality.

It is recommended that the CareerSource Florida Executive Committee deny the appeal of the applicant with the understanding that applicants may resolve deficiencies and re-submit applications in the following quarter for the Florida Credentials Review Committee to consider for addition to the Master Credentials List.

FOR CONSIDERATION

- Deny the appeal of the School District of Palm Beach County and CareerSource Palm Beach County and uphold the decisions of the Florida Credentials Review Committee pertaining to:
 - Tosa Desktop Certified User for Microsoft Office (MS Office)
 - Tosa Desktop Certified User for Google Workspace (Google)

ATTACHMENTS

- [Framework of Quality.](#)
- **Certification Application(s) for Tosa Desktop Certified User for Microsoft Office (MS) Office and Tosa Desktop Certified User for Google Workspace (Google).**
- **Information obtained from websites related to Tosa Certifications.**

- **Appeal letter dated May 26, 2023, from the School District of Palm Beach to Adrienne Johnston, President and CEO of CareerSource Florida.**



**THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FL**

CHOICE & CAREER OPTIONS
3300 FOREST HILL BOULEVARD, C-124
WEST PALM BEACH, FL 33406

PHONE: 561-434-8880 / FAX: 561-434-8843
WWW.PALMBEACHSCHOOLS.ORG/CHOICE

JERALINE JOHNSON, Ed.D.
DIRECTOR

May 26, 2023

Adrienne Johnston
President & CEO
CareerSource Florida
PO Box 13179
Tallahassee, FL 32317

Dear Ms. Johnston:

Please let this letter serve as a formal appeal regarding the denial of Tosa Desktop Certified User for Microsoft Office (MS Office) and Tosa Desktop Certified User for Google Workspace (Google).

We were informed of the denial of these credentials shortly after the May 18th Credential Review Committee (CRC) meeting. In the case of both the Tosa MS Office and Google certification the reason for the denial was:

Skills assessed by the certification bundle[s] are not occupationally specific; therefore no SOC code linkage could be made. Unable to evaluate against the Framework of Quality.

In the review of this appeal, we respectfully offer the following for consideration.

First, Tosa MS Office and Google are competitive office software suites. Both include a spreadsheet application (Microsoft Excel/Google Sheets), a word processing application (Microsoft Word/Google Docs) and a presentation application (Microsoft PowerPoint/Google Slides), among other essential workforce solutions for Florida's industry. In other words, possessing the skills to operate efficiently an office software suite, whether it is Microsoft Office or Google Workspace, is a requirement for multiple occupations from all industry sectors.

While we provided multiple Standard Occupational Codes (SOCs) linked to these certifications, however, **SOC code 13-2011 is occupationally specific** to the skills assessed and the skills that are in demand. The appeal is based on the linkage to 13-2011, Accountant and Auditors.

According to Onetonline.org, the required technology skills for the occupation 13-2011 include:
Presentation software: Google Slides, Microsoft PowerPoint
- Spreadsheet software: Google Sheets, Microsoft Excel

- Word processing software: Google Docs; Microsoft OneNote; Microsoft Word
- Development environment software: eXtensible Business Reporting Language XBRL; Microsoft Visual Basic; Microsoft Visual Basic for Applications VBA
- Electronic mail software: IBM Notes; Microsoft Exchange; Microsoft Outlook

The technology skills highlighted above are exhaustively covered by Tosa’s two credentials for Microsoft Office and Google Workspace, respectively. Again, these skills are of sufficient importance and rigor for secondary students. For example, among these skills, VBA Excel, which already is part of the Tosa MS Office certification, is needed for the above-mentioned occupation.

VBA is used to analyze large amounts of data, create, maintain complicated financial models, and create advanced macros in Excel. Companies can use VBA to automate key business procedures and internal processes. Functions such as accounting procedures, tracking minutes, processing of sales orders in real-time, calculating complex data, can be implemented using VBA. It also allows corporations to consolidate their data in the cloud to make it accessible from any location around the world. Finance professionals can also use VBA to generate financial ratios to evaluate the financial performance of publicly traded companies, compare the trends and performance of two or more entities over a defined period of time, or compare multiple investment scenarios such as mergers and acquisitions.

Secondly, SOC code 13-2011 passes both the demand and wage thresholds:

- **Demand:** the SOC code 13-2011 is included on the Florida Department of Economic Opportunity’s Regional Demand Occupation Lists from 2022-2023 for all regions except 3, 6, 7, and 19.
- **Wage criteria:** the SOC code 13-2011 meets the 3 wage criteria:

	SOC 13-2011	Threshold
Representative Starting Wage	\$40,800	\$23,930
Average Annual Wage	\$74,960	\$42,240
High-Level Wage Threshold	\$88,100	\$50,620

Thirdly, the current Master Credentials List (MCL) already includes a Microsoft Office credential from Certiport (Microsoft Office Specialist Master - MICRO017). And while the current MCL does not include a CAPE industry certification for Google Workspace, Google Workspace holds a market share of more than 50% of the office suite products in the US (source: [statista.com](https://www.statista.com)). 58% of the US K12 school districts use Google Workspace over Microsoft Office (source: FutureSource Consulting). In Florida, 21 school districts have signaled a commitment to adopt the Tosa Desktop Certified User for Google Workspace if added to the MCL.

In light of these reasons, I respectfully request that the CareerSource board reconsider the decision of the CRC. In order to facilitate Tosa MS Office and Google's certification addition to the 2023-24 Master Credentials List, Isograd has confirmed the following:

- The minimum score required for CAPE funding has been raised to the Advanced Level instead of the Productive level for both Tosa MS Office and Tosa Google certifications. This information is publicly accessible.
- The Tosa MS Office bundle requires a fourth certification, as with the existing MICRO017. This information is publicly accessible.

We are also open to any further requirements that may be asked of us to ensure these certifications are added to the 2023-24 MCL. I greatly appreciate your time and I am happy to meet with you and the review team to discuss this further.

Respectfully,



Jeraline M. Johnson, Ed.D.

cc/ Mathieu Lillo, CEO North America, Isograd
Stephanie Smith, Chair, CareerSource Florida
Kevin O'Farrell, Board Member, CareerSource Florida
Dan McGrew, Vice President, CareerSource Florida
Katie Crofoot, Director, REACH Office



Which type of submitter are you?

Local Workforce Development Board

Choose the local workforce development board:

CareerSource Palm Beach County

Submitter Contact Information

First Name

Julia

Last Name

Dattolo

Job Title

President & Chief Executive Officer

Email Address

JDattolo@careersourcepbc.com

Phone Number

561-340-1060

Which type of credential are you submitting?

Industry Certification

In addition to submitting the credential for consideration to be added to the Master Credentials List, are you submitting the credential through this application to also be considered for CAPE funding eligibility?

YES

Which type of CAPE funding eligibility should this credential be considered for:

Secondary

Postsecondary

Degree or Non-Degree

Non Degree

Credential Information**FDOE Certification Code (if applicable)**

N/A

Name of the Credential

Tosa Desktop Certified User for Google Workspace

Website with detailed information on the credential

<https://www.tosa.org/EN/certificationbundle>

Credentialing Agency Contact Information**Credentialing Agency**

Isograd

Website containing information on the Credentialing Agency

www.tosa.org

Contact First Name

Mathieu

Contact Last Name

Lillo

Contact Email

mathieu.lillo@isograd.com

Contact Phone Number

360-831-0498

Provide the program in which the credential is offered.

Program Title (if applicable)

o Secondary: Computer Applications in Business 3, Legal Administrative Specialist, Medical Administrative Specialist, Administrative Office Specialist, Business Management and Analysis, Accounting Applications, Blueprint for Professional Success, Communications Technology, Business Ownership, Finance, Principles of Teaching, Technology Support Services, Applied Information Technology
o Post-Secondary: Accounting Operations, Administrative Office Specialist, Business Management and Analysis, Customer Assistance Technology, Legal Administrative Specialist, Medical Administrative Specialist, Life Insurance Marketing, Loan Originator-Mortgage, Personal Lines Insurance Agent, Public Works, Medical Coder/Biller, Applied Information Technology, Cloud Computing & Virtualization, Marketing, Management, and Entrepreneurial Principles, Project Management Specialists and Business Operations Specialists, Applied Information Technology, Cloud Computing & Virtualization

Program Number (if applicable)

o Secondary: 8200211, 8306200, 8212300, 8212500, 8301100, 8302100, 8500375, 8601000, 8812000, 8815100, 8909000, 9001400, 9003400
o Post-Secondary: B070110, B070330, B060200, B079100, B072000, B070300, M810017, F100300, M810021, I470304, H170529, Y300400, Y100400, M200500

CIP Number (if applicable)

o Secondary: 0507999903, 0522030105, 0551071603, 0552040103, 0552070110, 0552030220, 09200119PA, 0821010600, 0252070101, 0252080110, 0713129902, 0515120200, 0511010302
o Post-Secondary: 0552030202, 0552040103, 0552020101, 0552041102, 0522030103, 0551071603, 0252190809, 0252080112, 0252190810, 0615050600, 0351071403, 0511010302, 0511090200, 0252140104, 131198, 271024

Credentials of value on the Master Credentials List must be linked to a Standard Occupation Classification (SOC) code. Provide the SOC code that the credential is linked to:

11-3011

The credential should lead to an occupation in an emerging industry or in an industry sector of focus. Choose the industry:

Financial & Professional Services

Describe how the credential is linked to the chosen occupation and industry, which skills are acquired through the credential, and whether the credential is required for the occupation?

Google Workspace is among the most in-use office productivity software suites in the world. According to Google, more than four million companies use its Workspace applications (including large groups such as Airbus, Drivy, Whirlpool, or Air Liquide), including 60% of Fortune 500 companies.

The Tosa Desktop Certified User for Google Workspace credential validates a candidate's versatility and expertise in the Google Workspace suite of applications. Candidates with this certification have demonstrated advanced skills and in-depth knowledge of a variety of Google Workspace applications.

To earn a Tosa Desktop Certified User for Google Workspace certification, candidates must certify at the Productive, Advanced, or Expert levels in all three Tosa exams for Google Workspace applications (Google Docs, Google Sheets, and Google Slides).

SKILLS – GOOGLE SHEETS

The professional fields requiring the most spreadsheet skills with Google Sheets software include accounting, financial and statistical analysis, project management, IT maintenance and support, commerce, finance, etc.

Individuals that are proficient with Google Sheets can create spreadsheets and perform calculations to find answers and solve problems quickly and accurately. They can use the software to structure information appropriately and create visual representations that make it easier to assimilate information and communicate it from the data.

The skills documented through the Tosa Google Sheets certification align with the following occupations, including but not limited to, legal support workers, administrative, dental, or medical assistants, sales representatives, HR managers, bookkeeping, accounting and auditing clerks, financial and investment analysts, and other occupations that require sufficient knowledge and skills in Google Sheets to perform duties and tasks encountered daily in the professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Knowing the software environment and using the main functions
- Using editing tools
- Organizing workbooks/worksheets/tables
- Handling formulas
- Using calculation functions in formulas
- Identifying and inserting database calculation functions
- Creating and handling graphs
- Creating and editing pivot tables
- Using data management features
- Applying and handling conditional formatting
- Creating and editing digital formats
- Formatting data in a workbook (formulas, texts, and graphs)

SKILLS – GOOGLE DOCS

The professional fields that most require strong word processing skills, which can be utilized in the Google Docs application, includes secretarial work, administrative management, accounting, project management, maintenance and IT support, business, writing, communication, and training.

Individuals that are proficient with Google Docs skills are able to create documents and use them to share with colleagues or clients. They can use the software to structure information appropriately and create visual representations that facilitate the assimilation of information in the document.

The skills documented by the Tosa Google Docs certification align and include, but are not limited to, legal support workers, administrative professionals, dental or medical assistants, sales managers, logistics managers, preschool teachers (except special education), general and operation managers, human resources specialists, and other occupations that require sufficient knowledge in Google Docs to perform the tasks encountered daily in a professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Knowing and customizing the display mode
- Knowing and customizing the software environment
- Using the basic functions of the software
- Applying formatting options to texts with fonts
- Using layout tools on paragraphs
- Creating, handling, and customizing styles in documents
- Using layout options
- Using and handling automation tools in documents
- Using entry aid tools
- Managing selection and displacement in a document

- Inserting and customizing references in documents
- Using graphical objects tools
- Managing tables
- Inserting and modifying graphical objects

SKILLS – GOOGLE SLIDES

The professional fields requiring the most skills with Google Slides are, among others, communication, marketing, training, or the commercial field.

Candidates with a strong understanding of the Google Slides application can create presentations and use them to share with colleagues or clients. They can use the software to structure information appropriately and create visual representations that facilitate the assimilation of the information in the document.

The skills documented by the Tosa Google Slides certification align and include, but are not limited to, legal support workers, administrative professionals, dental or medical assistants, general and operations managers, market research analysts and marketing specialists, and other occupations that require sufficient knowledge in Google Slides to perform the tasks encountered daily in a professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Using the functions of the software
- Knowing and customizing the software environment and display
- Creating, managing, and customizing slideshows
- Applying formatting options to texts with fonts
- Managing Slide Master view functions
- Managing tables
- Customizing themes and managing templates
- Using advanced functions and text properties
- Creating and customizing animations
- Creating and modifying graphical objects and managing their display
- Inserting media tools and managing the OLE protocol
- Creating and managing slideshows
- Managing and customizing the software environment and display

State/Regional Demand

As a Florida school district or an institution within the Florida College System, you can submit a credential to be considered for inclusion on the Master Credentials List based on state/regional demand. As such, degree and non-degree credentials must be linked to at least one SOC code that is either:

- 1) designated by the [Labor Market Estimating Conference](#) as a critical undersupply occupation on its Statewide and Workforce Regional Data list; or,
- 2) included on the 2020-2021, 2021-2022, or 2022-2023 Florida Department of Economic Opportunity [Regional Demand Occupation](#) lists, either statewide or for an individual region.

Note: If the credential does not meet the state/regional demand criteria described above but does meet local demand per the [Framework of Quality](#), the application must be submitted by a local workforce development board.

State/Regional or Local Demand

As a local workforce development board, you can submit a credential to be considered for inclusion on the Master Credentials List based on state/regional or local demand per the [Framework of Quality](#).

State/Regional Demand:

Degree and non-degree credentials must be linked to at least one SOC code that is either:

- 1) designated by the [Labor Market Estimating Conference](#) as a critical undersupply occupation on its Statewide and Workforce Regional Data list; or,
- 2) included on the 2020-2021, 2021-2022, or 2022-2023 Florida Department of Economic

Opportunity [Regional Demand Occupation Lists](#), either statewide or for an individual region.

Local Demand:

All of the following must be provided:

- 1) Documented support from the local workforce development board, education institution and economic development organizations in the local area.
- 2) Evidence that the credential leads to occupations in an [industry sector of focus](#) or is in an emerging industry for the local area.
- 3) Evidence that the number of current or future job openings for the occupation exceed either a threshold established by the local workforce development board or a minimum of 30 openings where no local threshold exists.

Are you submitting the credential based on state/regional or local demand?

State/Regional Demand

Demand Type

State-Regional Demand

Is the credential linked to an occupation in critical undersupply on the Labor Market Estimating Conference's Statewide and Workforce Regional Data List?

NO

Is the credential linked to an occupation on the 2020-2021, 2021-2022 or 2022-2023 Florida Department of Economic Opportunity's Regional Demand Occupation List (either statewide or regional).

YES

Does this credential sequence to a higher-level credential that meets the wage criteria of the Framework of Quality?

NO

Provide details on the exam required to earn the credential.

Exam Title or Name

Tosa Google Sheets, Tosa Google Docs, Tosa Google Slides

Website link to the exam details

Tosa Google Sheets: https://www.tosa.org/EN/google-sheets-certification?sbj_id=277 Tosa Google Docs: https://www.tosa.org/EN/google-docs-certification?sbj_id=279 Tosa Google Slides: https://www.tosa.org/EN/google-slides-certification?sbj_id=305

Provide the document or digital badge that is awarded to candidates.



Tosa Desktop Certified User f... .pdf

What are the skills and competencies assessed on the exam.

The Tosa Desktop Certified User for Google Workspace credential validates a candidate's versatility and expertise in the Google Workspace suite of applications. Candidates with this certification have demonstrated advanced skills and in-depth knowledge of a variety of Google Workspace applications.

To earn a Tosa Desktop Certified User for Google Workspace certification, candidates must certify at the Productive, Advanced, or Expert levels in all three Tosa exams for Google Workspace applications: Google Docs, Google Sheets, and Google Slides.

** **

Tosa Google Sheets:

The Tosa Google Sheets certification assesses and validates a candidate's proficiency and skill level in Google's spreadsheet application. The certification covers four skill domains in five proficiency levels, as outlined in the TOSA Google Sheets skills framework document

Google Sheets Environment and Methods

This domain covers the Sheets software environment. It also includes questions related to saving and printing documents on Google Sheets, the layout, and the protection of documents.

Using editing tools

Knowing the software environment and using the main functions

Organizing workbooks, worksheets, and tables

Knowing and customizing the display mode

Google Sheets Functions

Questions in this domain cover formulas and functions. They vary from simple formulas (computing a sum, performing a simple test) to complex formulas.

Using calculation functions within formulas

Identifying and inserting database calculation functions

Handling formulas

Google Sheets Formatting

Questions in this domain cover cell formatting (alignment, font, styles), advanced number formatting (sorting, charts, advanced filters), and conditional formatting. On the advanced levels, many questions and exercises also focus on data formatting.

Creating and editing digital formats

Formatting data in a workbook (formulas, texts, and graphs)

Applying and handling conditional formatting

Google Sheets Data Manipulation

This skills' block includes questions on formatting data in Sheets (basic cell formatting, conditional formatting, dates, advanced numeric formats...), charts, and pivot tables.

Using data management features

Creating and handling graphs

Creating and editing pivot tables

` `

`Tosa Google Docs:`

The Tosa Google Docs certification assesses and validates a candidate's proficiency and skill level in Google's word processing application. The certification covers four skill domains in five proficiency levels, as outlined in the `Tosa Google Docs skills framework document`:

Google Docs Environment and Methods

Questions under this domain cover the most common features and their main functionalities: File, Home, Insert, and Page Setup. They also cover the different display modes in Docs.

Using the main functions of the software

Knowing and customizing the software environment

Knowing and customizing the display mode

Google Docs Page Layout and Formatting

Questions within this domain cover basic to advanced formatting of a text or paragraph and then applying a theme to a document. This domain also includes tabs, indents, borders and margins, and page and section breaks.

Applying formatting options to texts

Creating, handling, and customizing styles within documents

Using layout tools on paragraphs

Using layout options

Google Docs Editing Tools

This domain covers bullets and numbering, performing a search, and using spellcheck. Skills on the revision tools, header and footers, and footnotes are also assessed.

Using entry aid tools

Managing selection and displacement in a document

Using and handling automation tools in documents

Inserting and customizing references in documents

Google Docs Graphic Objects and Tables

This domain covers skills with objects in Docs documents: tables, charts, objects, Clipart images, and photos. Candidates will also find questions on the functionalities of editing and moving objects.

Inserting and modifying graphic objects

Handling tables

Using graphic object tools

Tosa Google Slides:

The Tosa Google Slides certification assesses and validates a candidate's proficiency and skill level in Google's presentation application. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa Google Slides skills framework document:

Google Slides Environment / Slides Methods

Questions in this domain cover the main features and functions of the common tabs: File, Home, Design, Insert, and Slide Show. Skills assessed include creating, inserting, and selecting slides, basic and advanced functions of Slide Show view, and the configuration of print and save parameters.

Using the main functions of the software

Google Slides Graphic objects

This domain covers the insertion and formatting of graphic objects (charts, SmartArt), and Slides animations.

Creating and modifying graphic objects and managing their display

Creating and customizing animations

Inserting media tools and managing the OLE protocol

Google Slides Text formatting

This domain covers text input: using text placeholders, basic and advanced formatting, bullets and numbering, and creating and manipulating tables.

Managing tables

Applying formatting options to texts

Using advanced functions and text properties

Managing Slide Master view functions

Google Slides Themes & Templates

This domain covers creating, using, and managing presentation templates, as well as working with slide masters, document masters, and layouts. Skills in using and modifying pre-defined themes are also assessed.

Managing and customizing the software environment and display

Creating and managing slideshows

Customizing themes and managing templates

Select the format(s) of the credential exam

Computer-based exam

Select the approach of the exam questions:

Questions are adaptive, designed to adjust difficulty based on the responses

Select the proctoring option(s) available for the exam:

The candidate and proctor are in the same physical location

Remote proctoring is available when needed

Provide a website link where the proctoring information can be found.

<https://www.tosa.org/EN/ExamPolicies>

Describe the process for distribution of the exam to the candidate.

Each school, district, or college that administers the test becomes a Tosa Approved Test Center by signing a Testing Center Agreement in which they commit to abide to the Tosa exam policies and guidelines. The Tosa Approved Test Center has an online account with Isograd. Each administrator designated by the educational institution has an individual, secured access to the account where they can register students, assign tests, and schedule exam sessions.

Tosa certification exams can only be administered by a Tosa Approved Test Center and must always be proctored, either in person (on campus), or remotely. Proctors are appointed by the Tosa Approved Test Center, trained by Isograd, and provided with the exam guidelines documentation. Before they can administer a test session, proctors must have been registered on the account and associated with a test session by an administrator. Before each session, proctors must complete an acknowledgment form that affirms they understand and abide by the test administration guidelines, and that they will enforce the exam rules.

For in-person/on-campus testing at an Approved Testing Center, candidates arrive at a scheduled test time with a proper photo ID. Candidates would then be admitted to the testing lab. Candidates must log into the secure Tosa website with their candidate credentials, then launch the test.

They may be prompted for a test session code in order to access the exam, which would be provided to them by the trained proctor onsite.

Once logged into their account, candidates must complete the following oath form before they can access the certification exam:

The Tosa Certification exam must be taken under the supervision of a proctor from an approved exam center.

By checking the below boxes, you confirm that:

- o *You are* First Name Last Name.

- o *A proctor from* Tosa Approved Test Center Name *is in the exam room.*

If you wish to not receive informational emails from Isograd, click the box below.

Any false declaration may result in the cancellation of your certification exam.

For remotely proctored / off campus exams, candidates must log into the secure Tosa website with their candidate credentials they received via email, then launch the test after completing the oath form. The candidate's computer will be automatically tested to confirm it meets the required specifications to test (technical requirements, bandwidth, webcam, microphone, etc.). They will be prompted to capture their portrait and their photo ID with the webcam before they can access the online testing environment.

For how long of a period, before and after testing, does the proctor have access to the exams?

Proctors do not have access to the exam material at any time. The exam content is distributed to the students online and automatically submitted to Isograd at the end of the test for scoring.

Are any of the following required to earn the credential?

Specific course or curriculum

Can the exam be taken prior to secondary or postsecondary graduation?

YES

Please provide a short summary of the requirement.

Isograd does not develop nor offer specific curriculum material. However, Isograd partnered with several online learning/curriculum providers and publishers to provide courses that align with the Tosa certifications objectives. In addition, any instructor-led course content can be easily aligned with the Tosa certification objectives using the Tosa skills framework documents.

Candidates require an average of 150 hours of training and hands-on experience with the Google Workspace software to earn a Tosa Desktop Certified User for Google Workspace certification. This average training time depends on their pre-existing skills or knowledge, the expected outcome (score/level) for each of the exams that compose the credential, and the publisher/training provider.

How are students registered to take the exam?

Students are registered to take the test through their educational institution. Each school that administers the test is a Tosa Approved Test Center and has an account with Isograd. The Tosa administrator(s) designated by the educational institution can register students, assign tests, and schedule exam sessions from the account.

Is a candidate permitted to retake the exam?

YES

How many times may a candidate retake the exam?

2

Will the candidate receive a new version of the exam each time they retake?

YES

Is there a required waiting period between retakes?

YES

How long is the required waiting period between retakes?

20 calendar days

How is the exam scored?

Tosa certifications score overview

Tosa certifications are scored by Isograd. The exam scores are computed automatically at the end of the test. The result of a Tosa certification exam is a numeric score between 1 and 1,000 points that corresponds to a proficiency level as described below.

Tosa Proficiency Level	Tosa Score
Expert	876 to 1,000

Advanced	726 to 875
Productive	551 to 725
Basic	351 to 550
Beginner	1 to 350

A complete list of skills and knowledge required for each of the five proficiency levels is presented in the Tosa skills framework documents for each of the Tosa exams that compose the Tosa Desktop Certified User for Google Workspace credential.

To earn a Tosa Desktop Certified User for Google Workspace credential, test takers must achieve a minimum score of 551, corresponding to the Productive level, on all three of the individual Tosa certification exams for Google Workspace (Tosa Google Sheets, Tosa Google Docs, Tosa Google Slides).

Students who certify at the Productive level or above earn a Credly digital badge for each individual Tosa certification exam. Students who earn the Tosa Desktop Certified User for Google Workspace credential also earn a Credly Tosa Desktop digital badge.

Scoring model

Tosa utilizes the Item Response Theory scoring model (IRT) to compute the final score based on the student's answers. The IRT model used is the three-parameter model that takes into account the item difficulty, its discrimination, and the ease of guessing for low-ability test takers.

Tosa certification scores are not computed from the number of items answered correctly but are determined using "pattern-scoring". With pattern scoring, the relationship between the test taker's responses and the resulting score is more complex. It is possible for two test takers to answer the same number of items correctly and still get different scores. The test taker's score is based on an estimate of the test taker's ability, and that estimate depends on which specific items the test taker answered correctly. There are no points earned per correct answers nor penalties for wrong answers.

The ability estimate for pattern scoring is computed according to a statistical principle called "maximum likelihood." The test taker's estimated ability is the ability value for which the test taker's pattern of responses has the highest probability of occurring. For example, suppose a test taker answers nearly all of the items correctly. That pattern of responses is highly probable if the test taker's ability is high. It is not very probable if the test taker's ability is only medium, and even less probable if the test taker's ability is low. Therefore, the maximum likelihood estimate of this test taker's ability will be a high value.

The Tosa scoring model doesn't utilize weighted or "partial credit" items.

How many questions are on the exam? 105

What are the methods of confirming a candidate's identity?

On-site proctored exams

The Approved Test Center administrators are in charge of assigning the exams to the students and scheduling the test sessions. The administrator associates a proctor to the session who is provided with the list of participating students.

Candidates arrive at the scheduled test time with proper photo ID. Candidates would then be admitted to the testing lab after their identity has been confirmed by the proctor. Candidates then log into the secure Tosa website with their candidate credentials and the test session code provided to them by the proctor onsite. Once logged into their account, candidates must complete an oath form in which they are prompted to confirm their identity before they can access the certification exam.

Remote proctored exams

Isograd offers two options for remote proctoring: the asynchronous remote proctoring solution, and the video conference remote proctoring solution.

Tosa certifications can be taken through an asynchronous remote proctoring solution integrated with Isograd's testing platform. The proctoring is performed through the recording of the student's computer webcam, screen, and microphone. The recording is automatically transmitted to Isograd for review at the end of the test. As a part of the testing environment requirements, students are asked to confirm their identity by taking a picture of their ID with the webcam before they can start the test.

Isograd also provides the option to monitor a Tosa certification through video conferencing. Unlike the asynchronous remote proctoring, this solution consists of live remote proctoring performed by the Tosa Approved Test Center proctor through a video conference software. As part of the verification process before the test is launched, the proctor must confirm the identity of the student by asking them to present a photo ID to the webcam. All the verification steps must be filmed and recorded.

What processes are in place for identifying testing irregularities?

On-site exams

The Tosa on-site exam rules include the following requirements:

- The exam must be administered in an appropriate and isolated environment (classroom or testing lab).
- The exam must be proctored by an approved Tosa proctor.
- Test-takers identity must be verified prior to the exam.
- Electronic devices including headphones, and documents are not permitted during the exam.
- No pauses, breaks or interruptions are permitted during the exam.
- The browser's full screen mode must be activated prior to starting the test.

Internet browser's full screen mode

The full screen mode must be activated on the web browser before starting the exam. This allows for locking the candidate on the test tab, thus preventing them from searching the web and accessing prohibited resources during the exam.

The test is automatically interrupted if the candidate:

- exits the full screen mode
- opens a new tab in the browser
- opens another program or application

The test can be resumed, but all interruptions are flagged, and the information is logged in the system.

The adaptive nature of the test - the system selects questions along the test based on the candidates' previous answers within a large question bank – makes each test sequence unique, the likelihood of having two identical question sets being close to zero. This allows for limiting the risks of cheating and preserving the integrity of the exam.

Asynchronous remote proctoring:

The proctoring is performed through the recording of the student's computer webcam, screen, and microphone.

As a part of the testing environment requirements, the candidate is asked to:

- Confirm their identity by taking a picture of their ID with the webcam
- Show their testing environment by moving their webcam around the room.
- Launch a proprietary secured browser that will lock the computer on the test screen

The candidate must comply with the following requirements:

· Testing environment requirements - the candidate must:

- Be alone in a quiet room for the duration of the test

- Have photo ID ready

- Remain within the camera's field of view

- Remain on the test's webpage only

· Prohibited actions during the exam:

- Accessing third-party websites, applications, and any messaging services

- The use of earphones/headphones

- The use of any documents or electronic devices

- Communicating with other people

After the certification, the recording is reviewed following a two-step verification process by two separate human reviewers: a first review is performed to flag any suspicious or prohibited activity. These flags are then analyzed by a second person before validating the exam results and issuing the diploma. Isograd may contact the school administrator to investigate further any technical issue, suspicious activity, or cheating attempt before making the final decision.

Video conference remote proctoring:

The proctoring is performed live by a proctor from the Approved Test Center through a videoconference application. It must comply with the following conditions:

- The candidate must be alone in a quiet room and have a photo ID ready.
- The candidate's identity must be verified prior to the exam.
- Electronic devices including headphones, and any documentation are not permitted during the exam.
- No pauses, breaks, or interruptions are permitted during the exam.
- Browser's full screenfull screenscreenful-screen mode must be activated in the browser prior to starting the test.

It is left to the proctor to choose the videoconference software (GoToWebinar, Skype, WebEx, etc.). The selected software must allow for recording the entire session and for displaying two windows simultaneously: the test screen and the webcam of the test taker.

Before the test is launched, the proctor must verify:

- The candidate's work environment (ask the candidate to show their desk/table and the surroundings of their workspace) using the webcam

- The identity of the candidate (ask the candidate to show their photo ID on the webcam)

- That only one internet browser is opened with a single tab displaying the page for connecting to the candidate account on the Isograd site

All these steps must be filmed and recorded.

During the exam, the proctor must:

- Pay attention to the candidate to ensure they behave appropriately.

- Only contact the candidate in the event of a technical problem or to remind them of appropriate behavior during the test.

After the exam, the proctor must transmit the video conference recording to Isograd within 24 hours. The recording is reviewed by an Isograd reviewer before validating the exam results and issuing the diploma. In case of suspicious activity, the school proctor is asked to provide a detailed explanation via the school's admin portal. Isograd may contact the school administrator to investigate further any detected technical issue, suspicious activity, or cheating attempt before making the final decision.

In the absence of such an anomaly, diplomas are issued within 10 business days.

After the certification

After a certification is completed, the Isograd team reviews all the exam parameters, including but not limited to:

- Identifier of the question

- Answer (right/wrong)
- Selected answers (MCQ)
- Time spent on the question
- Time at which the answer was provided
- Any interruptions during the test
- Keyboard strokes
- Exit of full screen mode with time and duration (on-site and video conference proctoring)
- Picture of candidate and candidate's ID (asynchronous remote proctoring)
- Video of candidates' environment (asynchronous and video conference proctoring)
- Video of candidate during the testing session (asynchronous and video conference proctoring)
- Audio of the candidate while testing (asynchronous and video conference proctoring)
- Video capture of the candidates' screen (asynchronous remote proctoring)
- Any feedback that the candidate provides at the end of the test

After a certification exam is completed, Isograd reviews all the parameters and track potential testing anomalies, breaches in the exam protocol, suspicious behavior, and cheating attempts. The decision to

What are the procedures for invalidating scores should cheating or irregularities be discovered?

For on-site proctored exams, the following parameters are reviewed:

-
Date and time of the exam (suspicious = outside of school days/hours)

-
Full screen mode exits (suspicious = multiple exits, exits of more than 15 sec)

In case of suspicious activity, the proctor is asked to provide a detailed explanation via the school's admin portal.

For asynchronous remote proctoring, the recordings are reviewed and flagged by Isograd, and the decision is made based on the flags analysis.

For videoconference remote proctoring, the recordings are reviewed by Isograd and in case of suspicious activity, the school proctor is asked to provide a detailed explanation via the admin portal.

Isograd may contact the Approved Test Center administrator to further investigate any technical issue, suspicious activity, or cheating attempt before making the final decision.

If an irregularity or a cheating attempt is confirmed, Isograd invalidates the corresponding exam result(s). Scores and diplomas are canceled and removed from the database. Possible consequences include proctor revocation, testing site restriction or suspension, or the student being prohibited from retaking the exam.



Which type of submitter are you?

Local Workforce Development Board

Choose the local workforce development board:

CareerSource Palm Beach County

Submitter Contact Information

First Name

Julia

Last Name

Dattolo

Job Title

President & Chief Executive Officer

Email Address

JDattolo@careersourcepbc.com

Phone Number

561-340-1060

Which type of credential are you submitting?

Industry Certification

In addition to submitting the credential for consideration to be added to the Master Credentials List, are you submitting the credential through this application to also be considered for CAPE funding eligibility?

YES

Which type of CAPE funding eligibility should this credential be considered for:

Secondary

Postsecondary

Degree or Non-Degree

Non Degree

Credential Information**FDOE Certification Code (if applicable)**

N/A

Name of the Credential

Tosa Desktop Certified User for Microsoft Office

Website with detailed information on the credential

<https://www.tosa.org/EN/certificationbundle>

Credentialing Agency Contact Information**Credentialing Agency**

Isograd

Website containing information on the Credentialing Agency

www.tosa.org

Contact First Name

Mathieu

Contact Last Name

Lillo

Contact Email

mathieu.lillo@isograd.com

Contact Phone Number

360-831-0498

Provide the program in which the credential is offered.

Program Title (if applicable)

o Secondary: Computer Applications in Business 3, Legal Administrative Specialist, Medical Administrative Specialist, Administrative Office Specialist, Business Management and Analysis, Accounting Applications, Blueprint for Professional Success, Communications Technology, Business Ownership, Finance, Principles of Teaching, Technology Support Services, Applied Information Technology
o Post-Secondary: Accounting Operations, Administrative Office Specialist, Business Management and Analysis, Customer Assistance Technology, Legal Administrative Specialist, Medical Administrative Specialist, Life Insurance Marketing, Loan Originator-Mortgage, Personal Lines Insurance Agent, Public Works, Medical Coder/Biller, Applied Information Technology, Cloud Computing & Virtualization, Marketing, Management, and Entrepreneurial Principles, Project Management Specialists and Business Operations Specialists, Applied Information Technology, Cloud Computing & Virtualization

Program Number (if applicable)

o Secondary: 8200211, 8306200, 8212300, 8212500, 8301100, 8302100, 8500375, 8601000, 8812000, 8815100, 8909000, 9001400, 9003400
o Post-Secondary: B070110, B070330, B060200, B079100, B072000, B070300, M810017, F100300, M810021, I470304, H170529, Y300400, Y100400, M200500

CIP Number (if applicable)

o Secondary: 0507999903, 0522030105, 0551071603, 0552040103, 0552070110, 0552030220, 09200119PA, 0821010600, 0252070101, 0252080110, 0713129902, 0515120200, 0511010302
o Post-Secondary: 0552030202, 0552040103, 0552020101, 0552041102, 0522030103, 0551071603, 0252190809, 0252080112, 0252190810, 0615050600, 0351071403, 0511010302, 0511090200, 0252140104, 131198, 271024

Credentials of value on the Master Credentials List must be linked to a Standard Occupation Classification (SOC) code. Provide the SOC code that the credential is linked to:

11-3011

The credential should lead to an occupation in an emerging industry or in an industry sector of focus. Choose the industry:

Financial & Professional Services

Describe how the credential is linked to the chosen occupation and industry, which skills are acquired through the credential, and whether the credential is required for the occupation?

The Microsoft Office software suite is a key productivity tool used by today's professionals. Every month, over 85 million individual users interact with a Microsoft Office software suite product, whether at home, in school, or at work.

However, studies indicate this software is still under-utilized, especially in the service sector, and that this insufficiency generates a loss of productivity in day-to-day tasks. A study by the University of Twente on the impact of a lack of Microsoft Office skills on employee productivity revealed a loss of 7.6% on average per employee, leading to a loss of 15 minutes of productive time per day.

The Tosa Desktop Certified User for Microsoft Office credential validates a candidate's versatility and expertise in the Microsoft Office suite of applications. Candidates with this certification have demonstrated advanced skills and in-depth knowledge of a variety of Microsoft Office applications.

To earn a Tosa Desktop Certified User for Microsoft Office certification, candidates must earn a minimum of three Tosa certification exams for Microsoft Office applications among Excel, Word, PowerPoint, Outlook, and VBA Excel.

SKILLS – MICROSOFT EXCEL

The professional fields requiring the most spreadsheet skills with Excel software include accounting, financial and statistical analysis, project management, IT maintenance and support, commerce, finance, etc.

Candidates with strong Excel skills can create sheets and perform calculations to find answers quickly and accurately. They can also use the software to structure information appropriately and create visual representations that make it easier to assimilate information from the data.

The skills documented by the Tosa Microsoft Excel certification align and include, but are not limited to, legal support workers, administrative, dental or medical assistants, sales representatives, , HR managers, bookkeeping, accounting and auditing clerks, financial and investment analysts, and other occupations that require sufficient knowledge in Microsoft Excel to perform the tasks encountered daily in the professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Knowing the software environment and using the main functions of the software
- Using editing tools
- Organizing workbooks/worksheets/tables
- Handling formulas
- Using calculation functions in formulas
- Identifying and inserting database calculation functions
- Creating and handling graphs
- Creating and editing pivot tables
- Using data management features
- Applying and handling conditional formatting
- Creating, and editing digital formats
- Formatting data in a workbook (formulas, texts, and graphs)

SKILLS – MICROSOFT WORD

The professional fields requiring the most word processing skills on the Word software are among others: secretarial work, administrative management, accounting, project management, computer maintenance and support, financial and statistical analysis, business, writing, communication, and training.

Candidates with strong Word skills can create documents and use them to share information with colleagues or clients. They can use the software to structure information appropriately and create visual representations that facilitate the assimilation of the information in the document.

The skills documented by the Tosa Microsoft Word certification align and include, but are not limited to, legal support workers, administrative, dental or medical assistants, sales managers, logistics managers,, general and operational managers, human resources specialists, and other occupations that require sufficient knowledge in Microsoft Word to perform the tasks encountered daily in professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Knowing and customizing the display mode
- Knowing and customizing the software environment

- Using the basic functions of the software
- Applying formatting options to texts with fonts
- Using layout tools on paragraphs
- Creating, handling, and customizing styles in documents
- Using layout options
- Using and handling automation tools in documents
- Using entry-aid tools
- Managing selection and displacement in a document
- Inserting and customizing references in documents
- Using graphic objects tools
- Managing tables
- Inserting and modifying graphic objects

SKILLS – MICROSOFT POWERPOINT

The professional fields requiring the most skills on the PowerPoint software are, among others, communication, marketing, training, and the commercial field.

Candidates with strong PowerPoint skills can create presentations and use them to share with colleagues or clients. They can use the software to structure information appropriately and create visual representations that facilitate the assimilation of the information in the document.

The skills documented by the Tosa Microsoft PowerPoint certification align and include, but are not limited to, legal support workers, administrative, dental or medical assistants, general and operations managers, market research analysts, marketing specialists, and other occupations that require sufficient knowledge in Microsoft PowerPoint to perform the tasks encountered daily in the professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Using the basic functions of the software
- Knowing and customizing the software environment and display
- Creating, managing, and customizing slideshows
- Applying formatting options to texts with fonts
- Managing Slide Master view functions
- Managing tables
- Customizing themes and managing templates
- Using advanced functions and text properties
- Creating and customizing animations
- Creating and modifying graphical objects and managing their display
- Inserting media tools and managing the OLE protocol
- Creating and managing slideshows
- Managing and customizing the software environment and display
- Using the functions of the software

SKILLS – MICROSOFT OUTLOOK

Microsoft Outlook had 400 million users in 2022 and is the second most-popular business email application, behind Gmail's 1.5 billion users.

The occupations requiring the most skills in using an email application are administrative assistant, secretary, executive assistant, lawyer, and bank advisor - just a few examples from a long list of professionals who may need to use Outlook in their daily work.

Candidates with good Microsoft Outlook skills can use the software to communicate and collaborate in an internal or external business environment and organize their tasks and calendars to maximize their productivity.

The skills documented by the Tosa Microsoft Outlook certification align and include, but are not limited to, real estate sales agents or real estate brokers, legal support workers, administrative professionals, dental or medical assistants, sales managers, human resources specialists, and other occupations that require sufficient knowledge in Microsoft Outlook to perform the tasks encountered daily in a professional environment, as defined in the occupational outlook handbook by the Department of

Labor:

- Knowing the Outlook interface
- Knowing and customizing the software environment
- Using the software's functions
- Creating and sending emails
- Attaching Outlook files and items
- Adding a signature
- Using acknowledgement of receipt and reading
- Formatting documents
- Creating and managing of rules and alerts
- Managing messages and search
- Customizing display
- Creating and managing tasks
- Creating and managing contacts
- Creating and managing notes

SKILLS – MICROSOFT VBA EXCEL

VBA is the programming language of the Microsoft Office software suite, a tool that helps perform repetitive and automated tasks and allows for two or more Office applications to interact at the same time. Widely used in the working world, it requires good command of basic software. Proficient use of the tool is important for employees, but also for employers, as VBA allows for the optimization of time spent in data processing.

VBA macros allow financial professionals, whether they are accountants, commercial bankers, investment bankers, research analysts, salespeople, traders, portfolio managers, clerks, or administrators, to quickly analyze and adjust huge amounts of data.

Candidates with strong VBA skills can use the software to create procedures and control almost all interactions with host applications such as Excel or Word, which includes the ability to manipulate user interface features, such as menus, and customize dialog boxes and user forms.

The skills documented by the Tosa Microsoft VBA Excel certification align and include, but are not limited to, statisticians, project managers, salespeople, marketers, developers, data analysts, financial database managers, accountants, programmers, commercial bankers, research analysts, portfolio managers, and other occupations that require sufficient knowledge in Microsoft VBA Excel to perform the tasks encountered daily in a professional environment, as defined in the occupational outlook handbook by the Department of Labor:

- Displaying the Developer tab
- Recording macros
- Using the Visual Basic Editor
- Running macros from the Macro dialog box
- Knowing all types of variables
- Using conversion types
- Combining variables of several types using static or dynamic tables
- Creating the Enum instruction
- Editing graphs
- Creating procedures using arithmetic and major operators
- Using VBA's functions and procedures
- Managing and avoiding errors through codes and procedures
- Writing customized functions
- Utilizing Userform
- Knowing the events related to ActiveX and MS Forms
- Building complex and dynamic shapes
- Providing users with secured data sheets

State/Regional Demand

As a Florida school district or an institution within the Florida College System, you can submit a

credential to be considered for inclusion on the Master Credentials List based on state/regional demand. As such, degree and non-degree credentials must be linked to at least one SOC code that is either:

1) designated by the [Labor Market Estimating Conference](#) as a critical undersupply occupation on its Statewide and Workforce Regional Data list; or,

2) included on the 2020-2021, 2021-2022, or 2022-2023 Florida Department of Economic Opportunity [Regional Demand Occupation](#) lists, either statewide or for an individual region.

Note: If the credential does not meet the state/regional demand criteria described above but does meet local demand per the [Framework of Quality](#), the application must be submitted by a local workforce development board.

State/Regional or Local Demand

As a local workforce development board, you can submit a credential to be considered for inclusion on the Master Credentials List based on state/regional or local demand per the [Framework of Quality](#).

State/Regional Demand:

Degree and non-degree credentials must be linked to at least one SOC code that is either:

1) designated by the [Labor Market Estimating Conference](#) as a critical undersupply occupation on its Statewide and Workforce Regional Data list; or,

2) included on the 2020-2021, 2021-2022, or 2022-2023 Florida Department of Economic Opportunity [Regional Demand Occupation Lists](#), either statewide or for an individual region.

Local Demand:

All of the following must be provided:

1) Documented support from the local workforce development board, education institution and economic development organizations in the local area.

2) Evidence that the credential leads to occupations in an [industry sector of focus](#) or is in an emerging industry for the local area.

3) Evidence that the number of current or future job openings for the occupation exceed either a threshold established by the local workforce development board or a minimum of 30 openings where no local threshold exists.

Are you submitting the credential based on state/regional or local demand?

State/Regional Demand

Demand Type

State-Regional Demand

Is the credential linked to an occupation in critical undersupply on the Labor Market Estimating Conference's Statewide and Workforce Regional Data List?

NO

Is the credential linked to an occupation on the 2020-2021, 2021-2022 or 2022-2023 Florida Department of Economic Opportunity's Regional Demand Occupation List (either statewide or regional).

YES

Does this credential sequence to a higher-level credential that meets the wage criteria of the Framework of Quality?

NO

Provide details on the exam required to earn the credential.

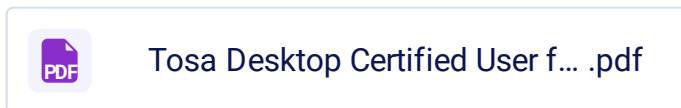
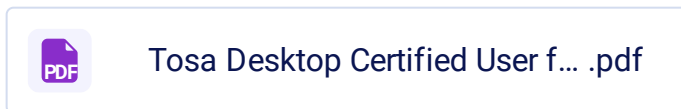
Exam Title or Name

any three of Tosa Microsoft Excel, Tosa Microsoft Word, Tosa Microsoft PowerPoint, Tosa Microsoft Outlook, Tosa VBA Excel

Website link to the exam details

Tosa Microsoft Excel: https://www.tosa.org/EN/microsoft-excel-certification?sbj_id=48 Tosa Microsoft Word: https://www.tosa.org/EN/microsoft-word-certification?sbj_id=62 Tosa Microsoft PowerPoint: https://www.tosa.org/EN/microsoft-powerpoint-certification?sbj_id=268 Tosa Microsoft Outlook: https://www.tosa.org/EN/microsoft-outlook-certification?sbj_id=39 Tosa VBA Excel: https://www.tosa.org/EN/vba-excel-certification?sbj_id=272

Provide the document or digital badge that is awarded to candidates.



What are the skills and competencies assessed on the exam.

The Tosa Desktop Certified User for Microsoft Office credential validates a candidate’s versatility and expertise in the Microsoft Office suite of applications. Candidates with this certification have demonstrated advanced skills and in-depth knowledge of a variety of Microsoft Office applications.

To earn a Tosa Desktop Certified User for Microsoft Office certification, candidates must pass a minimum of three Tosa certification exams for Microsoft Office applications among Excel, Word, PowerPoint, Outlook and VBA Excel.

** **

Tosa Microsoft Excel:

The Tosa Microsoft Excel certification assesses and validates a candidate’s proficiency and skill level in Microsoft’s spreadsheet application. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa Microsoft Excel skills framework document:

Methods

This domain covers the Excel software environment: window elements, ribbon customization, Quick Access Toolbar, etc. It also includes questions related to saving and printing documents in Excel, the workbook layout, and the protection of documents.

- Using editing tools
- Knowing the software environment and using the main functions
- Organizing workbooks, worksheets, and tables
- Knowing and customizing the display mode

** **

Functions

Questions in this domain cover formulas and functions. They vary from simple formulas (computing a sum, performing a simple test) to complex formulas (database functions, VLOOKUP, INDEX, etc.).

- Using calculation functions within formulas
- Identifying and inserting database calculation functions
- Handling formulas

** **

Formatting

Questions in this domain cover cell formatting (alignment, font, styles), advanced number formatting (sorting, charts, advanced filters) and conditional formatting. Advanced level questions and exercises also focus on data formatting.

- Creating and editing digital formats
- Formatting data in a workbook (formulas, texts, and graphs)
- Applying and handling conditional formatting

** **

Data manipulation

This domain includes questions on formatting data in Excel (basic cell formatting, conditional formatting, dates, advanced numeric formats, etc.), charts, and pivot tables.

- Using data management features
 - Creating and handling graphs
 - Creating and editing pivot tables
-

Tosa Microsoft Word:

The Tosa Microsoft Word certification assesses and validates a candidate's proficiency and skill level in Microsoft's word processing application. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa Microsoft Word skills framework document:

Environment and Methods

Questions under this domain cover the most common tabs and their main functionalities: File, Home, Insert, and Page Setup. They also cover the different display modes in Word.

- Using the main functions of the software
- Knowing and customizing the software environment
- Knowing and customizing the display mode

Page layout and formatting

Questions within this domain cover basic to advanced formatting of a text or paragraph and applying a theme to a document. This domain also includes tabs, indents, borders and margins, and page and section breaks.

- Managing tables
- Applying formatting options to texts
- Creating, handling, and customizing styles within documents
- Using layout tools on paragraphs
-

Using layout options

Editing tools

This domain covers bullets and numbering, performing a search, and using spellcheck. Skills on the revision tools, header and footers, footnotes, and mailing tools are also assessed.

- Using entry aid tools
- Managing selection and displacement in a document
- Using and handling automation tools in documents
- Inserting and customizing references in documents

Graphic objects and tables

This domain covers skills with objects in Word documents: tables, charts, OLE objects, Clipart images, and photos. Candidates will also find questions on the functionalities of editing and moving objects.

- Inserting and modifying graphic objects
- Handling tables
- Using graphic object tools

Tosa Microsoft PowerPoint:

The Tosa Microsoft PowerPoint certification assesses and validates a candidate's proficiency and skill level in Microsoft's presentation application. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa Microsoft PowerPoint skills framework document:

Themes & Templates

This domain covers creating, using, and managing presentation templates, as well as working with slide masters, document masters, and layouts. Skills in using and modifying pre-defined themes are also assessed.

- Managing Slide Master view functions
 - Customizing themes and managing templates
- **

Graphic objects

This domain covers the insertion and formatting of graphic objects (Clipart, charts, SmartArt), and PowerPoint animations.

- Creating and modifying graphic objects and managing their display
 - Creating and customizing animations
 - Inserting media tools and managing the OLE protocol
- **

Text formatting

This domain covers text input: using text placeholders, basic and advanced formatting, bullets and numbering, and creating and manipulating tables.

- Using advanced functions and text properties
- Applying formatting options to texts with fonts
- Managing Slide Master view functions
- Managing tables
- Customizing themes and managing templates

Environment / Methods / Slideshow

Questions in this domain cover the main features and functions of the common tabs: File, Home, Design, Insert, and Slide Show. Skills assessed include creating, inserting and selecting slides, basic and advanced functions of Slide Show view, and the configuration of print and save parameters.

- Using the main functions of the software
 - Managing and customizing the software environment and display
 - Creating and managing slideshows
-

Tosa Microsoft Outlook:

The Tosa Microsoft Outlook certification assesses and validates a candidate's proficiency and skill level in Microsoft's email application. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa Microsoft Outlook skills framework document:

Environment, parameters, backup

In this domain, candidates are tested on their knowledge of the Outlook interface (ribbon, navigation pane, folders, inbox items), the customization of each item, the use of the Out of Office Assistant, and the print options manager. This is also where candidates will be tested with questions about data management, archiving and backup, and creating and customizing accounts.

E-mails

The questions in this domain assess candidates on composing and sending e-mail messages, e-mail formatting, adding different types of attachments, and using Outlook features (cc: and bcc: features, adding a signature, creating delivering and reading receipts, creating rules and alerts). This domain also includes the use of rules and alerts, message management, and searching for information.

Calendar and tasks

This domain tests the candidate's ability to manage an Outlook calendar and tasks (creating appointments and meetings with different options such as priority, recurrence, and reminders; receiving and responding to invitations, creating tasks, customizing the display, and printing a calendar), as well as their ability to manage delegation and sharing. Within advanced levels, this domain also includes questions on task management (task creation and display customization).

Contacts and notes

The domain covers Outlook contacts maintenance: adding new contacts, creating distribution lists that can be shared and distributed in different formats, displaying contacts in various ways, and grouping them by criteria.

Tosa VBA Excel:

The Tosa Microsoft VBA Excel certification assesses and validates a candidate's proficiency and skill level in Microsoft's programming language and macros for Excel. The certification covers four skill domains in five proficiency levels, as outlined in the Tosa VBA Excel skills framework document:

Objects

This domain covers the candidates' knowledge of using Excel-related objects and all types of collections that contain objects (workbooks, worksheets, rows/columns, cells, charts). It also covers the declaration of variables, the manipulation of charts, and the management of object building blocks (fields, properties, methods, events).

Procedures

This domain evaluates the candidates' ability to code within procedures, handle procedures (conditions, loops, errors, events, etc.), and call procedures.

Dialog boxes, forms, and ActiveX controls

The candidates are tested on their knowledge of ActiveX controls, simple dialog boxes (MsgBox, InputBox), and Userforms (building with the different controls, display, events, usage).

Environment and debugging tools

This domain covers the creation of custom functions, the different editor windows (properties, spy, etc.), and the use of instructions (points of interest, stop instructions, step-by-step debugging, error handling). It also covers the creation of add-ins and code protection.

Select the format(s) of the credential exam

Computer-based exam

Other: The computer-based exam includes multiple choice questions illustrated with images and videos, as well as performance-based items composed of activities in a simulated software environment, and tasks to complete in the actual software with a limited allotted time. The live-in-application questions present real-world exercises that can be solved using any of the possible methods, including keyboard shortcuts. They allow for assessing the students on their practical skills and their productivity with the software. Performance-based items are graded automatically.

Select the approach of the exam questions:

Questions are adaptive, designed to adjust difficulty based on the responses

Select the proctoring option(s) available for the exam:

The candidate and proctor are in the same physical location

Remote proctoring is available when needed

Other: A virtual proctor is required for remote proctored exams

Provide a website link where the proctoring information can be found.

<https://www.tosa.org/EN/ExamPolicies>

Describe the process for distribution of the exam to the candidate.

Each school, district, or college that administers the test becomes a Tosa Approved Test Center by signing a Testing Center Agreement in which they commit to abide to the Tosa exam policies and guidelines. The Tosa Approved Test Center has an online account with Isograd. Each administrator designated by the educational institution has an individual, secured access to the account where they can upload students, assign tests, and schedule exam sessions.

Tosa certification exams can only be administered by a Tosa Approved Test Center and must always be proctored, either in person (on campus), or remotely. Proctors are appointed by the Tosa Approved Test Center, trained by Isograd, and provided with the exam guidelines documentation. Before they can

administer a test session, proctors must have been registered on the account and associated to a test session by an administrator. Before each session, proctors must complete an acknowledgment form that affirms they understand and abide by the test administration guidelines, and that they will enforce the exam rules.

For in-person / on-campus testing at an Approved Testing Center, candidates arrive at a scheduled test time with a proper photo ID. Candidates would then be admitted to the testing lab. Candidates must log into the secure Tosa website with their candidate credentials, then launch the test.

They may be prompted for a test session code in order to access the exam, which would be provided to them by the trained proctor onsite.

Once logged into their account, candidates must complete the following oath form before they can access the certification exam:

The Tosa Certification exam must be taken under the supervision of a proctor from an approved exam center.

By checking the below boxes, you confirm that:

o *You are First Name Last Name.*

o *A proctor from Tosa Approved Test Center Name is in the exam room.*

If you wish to not receive informational emails from Isograd, click the box below.

o I do not agree to receive information from Isograd.

Any false declaration may result in the cancellation of your certification exam.

For remotely proctored / off campus exams, candidates must log into the secure Tosa website with their candidate credentials they received via email, then launch the test after completing the oath form. Candidates' computer will be automatically tested to confirm it meets the required specifications to test (technical requirements, bandwidth, webcam, microphone, etc.). They will be prompted to capture their

For how long of a period, before and after testing, does the proctor have access to the exams?

Proctors do not have access to the exam material at any time. The exam content is distributed to the students online and automatically submitted to Isograd at the end of the test for scoring.

Are any of the following required to earn the credential?

Specific course or curriculum

Other: Instruction and practice /experience with the software

Can the exam be taken prior to secondary or postsecondary graduation?

YES

Please provide a short summary of the requirement.

Isograd does not develop nor offer specific curriculum material. However, Isograd partnered with several online learning/curriculum providers and publishers to provide courses that align with the Tosa certifications objectives. In addition, any instructor-led course content can be easily aligned with the Tosa certification objectives using the Tosa skills framework documents.

Candidates require an average of 150 hours of training and hands-on experience with the Microsoft Office software to earn a Tosa Desktop Certified User for Microsoft Office certification. This average training time depends on their pre-existing skills or knowledge, the expected outcome (score/level) for each of the exams that compose the credential, and the publisher/training provider.

How are students registered to take the exam?

Students are registered to take the test through their educational institution. Each school that administers the test is a Tosa Approved Test Center and has an account with Isograd. The Tosa administrator(s) designated by the educational institution can register students, assign tests, and schedule exam sessions from the account.

Is a candidate permitted to retake the exam? YES

How many times may a candidate retake the exam? 2

Will the candidate receive a new version of the exam each time they retake? YES

Is there a required waiting period between retakes? YES

How long is the required waiting period between retakes? 20 calendar days

How is the exam scored?

Tosa certifications score overview

Tosa certifications are scored by Isograd. The exam scores are computed automatically at the end of the test. The result of a Tosa certification exam is a numeric score between 1 and 1,000 points that corresponds to a proficiency level as described below.

Tosa Proficiency Level	Tosa Score
Expert	876 to 1,000

Advanced	726 to 875
Productive	551 to 725
Basic	351 to 550
Beginner	1 to 350

A complete list of skills and knowledge required for each of the five proficiency levels is presented in the Tosa skills framework documents for each of the Tosa exams that compose the Tosa Desktop Certified User for Microsoft Office credential.

To earn a Tosa Desktop Certified User for Microsoft Office credential, test takers must achieve a score of 551, corresponding to the Productive level, on any three of the individual Tosa certification exams for Microsoft Office (Tosa Microsoft Excel, Tosa Microsoft Word, Tosa Microsoft PowerPoint, Tosa Microsoft Outlook, Tosa VBA Excel).

Students who certify at the Productive level or above earn a Credly Digital Badge for each individual Tosa certification exams. Students who earn the Tosa Desktop Certified User for Microsoft Office credential also earn a Credly Tosa Desktop Digital Badge.

Scoring model

Tosa utilizes the Item Response Theory scoring model (IRT) to compute the final score based on the student's answers. The IRT model used is the three-parameter model that takes into account the item difficulty, its discrimination, and the ease of guessing for low ability test takers.

Tosa certification scores are not computed from the number of items answered correctly, but are determined using "pattern-scoring". With pattern scoring, the relationship between the test taker's responses and the resulting score is more complex. It is possible for two test takers to answer the same number of items correctly and still get different scores. The test taker's score is based on an estimate of the test taker's ability, and that estimate depends on which specific items the test taker answered correctly. There are no points earned per correct answers nor penalties for wrong answers.

The ability estimate for pattern scoring is computed according to a statistical principle called "maximum likelihood." The test taker's estimated ability is the ability value for which the test taker's pattern of responses has the highest probability of occurring. For example, suppose a test taker answers nearly all of the items correctly. That pattern of responses is highly probable if the test taker's ability is high. It is not very probable if the test taker's ability is only medium, and even less probable if the test taker's ability is low. Therefore, the maximum likelihood estimate of this test taker's ability will be a high value.

The Tosa scoring model doesn't utilize weighted or "partial credit" items.

How many questions are on the exam? 150

What are the methods of confirming a candidate's identity?

On-site proctored exams

The Approved Test Center administrators are in charge of assigning the exams to the students and scheduling the test sessions. The administrator associates a proctor to the session who is provided with the list of participating students.

Candidates arrive at the scheduled test time with proper photo ID. Candidates would then be admitted to the testing lab after their identity has been confirmed by the proctor. Candidates then log into the secure Tosa website with their candidate credentials and the test session code provided to them by the proctor onsite. Once logged into their account, candidates must complete an oath form in which they are prompted to confirm their identity before they can access the certification exam.

Remote proctored exams

Isograd offers two options for remote proctoring: the asynchronous remote proctoring solution, and the video conference remote proctoring solution.

Tosa certifications can be taken through an asynchronous remote proctoring solution integrated with Isograd's testing platform. The proctoring is performed through the recording of the student's computer webcam, screen, and microphone. The recording is automatically transmitted to Isograd for review at the end of the test. As a part of the testing environment requirements, students are asked to confirm their identity by taking a picture of their ID with the webcam before they can start the test.

Isograd also provides the option to monitor a Tosa certification through video conferencing. Unlike the asynchronous remote proctoring, this solution consists of live remote proctoring performed by the Tosa Approved Test Center proctor through a video conference software. As part of the verification process before the test is launched, the proctor must confirm the identity of the student by asking them to present a photo ID to the webcam. All the verification steps must be filmed and recorded.

What processes are in place for identifying testing irregularities?

On-site exams

The Tosa on-site exam rules include the following requirements:

- The exam must be administered in an appropriate and isolated environment (classroom or testing lab).
- The exam must be proctored by an approved Tosa proctor.
- Test-takers identity must be verified prior to the exam.
- Electronic devices including headphones, and documents are not permitted during the exam.
- No pauses, breaks or interruptions are permitted during the exam.
- The browser's full screen mode must be activated prior to starting the test.

Internet browser's full screen mode

The full screen mode must be activated on the web browser before starting the exam. This allows for locking the candidate on the test tab, thus preventing them from searching the web and accessing prohibited resources during the exam.

The test is automatically interrupted if the candidate:

- exits the full screen mode
- opens a new tab in the browser

· opens another program or application

The test can be resumed, but all interruptions are flagged, and the information is logged in the system.

The adaptive nature of the test - the system selects questions along the test based on the candidates' previous answers within a large question bank – makes each test sequence unique, the likelihood of having two identical question sets being close to zero. This allows for limiting the risks of cheating and preserving the integrity of the exam.

Asynchronous remote proctoring:

The proctoring is performed through the recording of the student's computer webcam, screen, and microphone.

As a part of the testing environment requirements, the candidate is asked to:

- Confirm their identity by taking a picture of their ID with the webcam
- Show their testing environment by moving their webcam around the room.
- Launch a proprietary secured browser that will lock the computer on the test screen

The candidate must comply with the following requirements:

· Testing environment requirements - the candidate must:

- Be alone in a quiet room for the duration of the test

- Have photo ID ready

- Remain within the camera's field of view

- Remain on the test's webpage only

· Prohibited actions during the exam:

- Accessing third-party websites, applications, and any messaging services

- The use of earphones/headphones

- The use of any documents or electronic devices

- Communicating with other people

After the certification, the recording is reviewed following a two-step verification process by two separate human reviewers: a first review is performed to flag any suspicious or prohibited activity. These flags are then analyzed by a second person before validating the exam results and issuing the diploma. Isograd may contact the school administrator to investigate further any technical issue,

suspicious activity, or cheating attempt before making the final decision.

Video conference remote proctoring:

The proctoring is performed live by a proctor from the Approved Test Center through a videoconference application. It must comply with the following conditions:

- The candidate must be alone in a quiet room and have photo ID ready.
- The candidate's identity must be verified prior to the exam.
- Electronic devices including headphones, and any documentation are not permitted during the exam.
- No pauses, breaks or interruptions are permitted during the exam.
- Browser's full screen mode must be activated in the browser prior to starting the test.

It is left to the proctor to choose the videoconference software (GoToWebinar, Skype, WebEx, etc.). The selected software must allow for recording the entire session and for displaying two windows simultaneously: the test screen and the webcam of the test taker.

Before the test is launched, the proctor must verify:

- The candidate's work environment (ask the candidate to show their desk/table and the surroundings of their workspace) using the webcam

- The identity of the candidate (ask the candidate to show their photo ID on the webcam)

- That only one internet browser is opened with a single tab displaying the page for connecting to the candidate account on the Isograd site

All these steps must be filmed and recorded.

During the exam, the proctor must:

- Pay attention to the candidate to ensure they behave appropriately.

- Only contact the candidate in the event of a technical problem or to remind them of appropriate behavior during the test.

After the exam, the proctor must transmit the videoconference recording to Isograd within 24 hours. The recording is reviewed by an Isograd reviewer before validating the exam results and issuing the diploma. In case of suspicious activity, the school proctor is asked to provide a detailed explanation via the school's admin portal. Isograd may contact the school administrator to investigate further any detected technical issue, suspicious activity, or cheating attempt before making the final decision.

In the absence of such an anomaly, diplomas are issued within 10 business days.

After the certification

After a certification is completed, the Isograd team reviews all the exam parameters, including but not limited to:

- Identifier of the question
- Answer (right/wrong)
- Selected answers (MCQ)
- Time spent on the question
- Time at which the answer was provided
- Any interruptions during the test
- Keyboard strokes
- Exit of full screen mode with time and duration (on-site and video conference proctoring)
- Picture of candidate and candidate's ID (asynchronous remote proctoring)
- Video of candidates' environment (asynchronous and video conference proctoring)
- Video of candidate during the testing session (asynchronous and video conference proctoring)
- Audio of the candidate while testing (asynchronous and video conference proctoring)
- Video capture of the candidates' screen (asynchronous remote proctoring)
- Any feedback that the candidate provides at the end of the test

After a certification exam is completed, Isograd reviews all the parameters and track potential testing anomalies, breaches in the exam protocol, suspicious behavior, and cheating attempts. The decision to

What are the procedures for invalidating scores should cheating or irregularities be discovered?

For on-site proctored exams, the following parameters are reviewed:

- Date and time of the exam (suspicious = outside of school days/hours)

- Full screen mode exits (suspicious = multiple exits, exits of more than 15 sec)

In case of suspicious activity, the proctor is asked to provide a detailed explanation via the school's admin portal.

For asynchronous remote proctoring, the recordings are reviewed and flagged by Isograd, and the decision is made based on the flags analysis.

For videoconference remote proctoring, the recordings are reviewed by Isograd and in case of suspicious activity, the school proctor is asked to provide a detailed explanation via the admin portal.

Isograd may contact the Approved Test Center administrator to further investigate any technical issue, suspicious activity, or cheating attempt before making the final decision.

If an irregularity or a cheating attempt is confirmed, Isograd invalidates the corresponding exam result(s). Scores and diplomas are canceled and removed from the database. Possible consequences include proctor revocation, testing site restriction or suspension, or that the student is prohibited from retaking the exam.

Action Item 2

Approved _____
Disapproved _____

Action Item 2

CAREERSOURCE FLORIDA BOARD APPOINTMENT OF FLORIDA CREDENTIALS REVIEW COMMITTEE MEMBERS

The Reimagining Education and Career Help (REACH) Act, which was signed into law by Governor Ron DeSantis, addresses the evolving needs of Florida's economy by increasing the level of collaboration and cooperation among state businesses and education communities while improving training within and access to a more integrated workforce and education system for all Floridians. The REACH Act, which amends Chapter 445.004, Florida Statutes, took effect July 1, 2021.

Pursuant to Chapter 445.004(4)(h)(1), the state workforce development board shall appoint a Florida Credentials Review Committee to identify nondegree credentials and degree credentials of value for approval by the state board and inclusion in a Master Credentials List. Such credentials must include registered apprenticeship programs, industry certifications, licenses, advanced technical certificates, college credit certificates, career certificates, applied technology diplomas, associate degrees, baccalaureate degrees and graduate degrees.

The membership of the Credentials Review Committee is designated by statute. The Credentials Review Committee must include:

- The Chancellor of the Florida Department of Education Division of Public Schools.
- The Chancellor of the Florida Department of Education Division of Career and Adult Education.
- The Chancellor of the Florida College System.
- The Chancellor of the State University System.
- The director of the Office of Reimagining Education and Career Help.

Additionally, members representing the following entities or organizations shall be appointed by the CareerSource Florida Board of Directors or its Executive Committee acting on the board's behalf from a list of qualified, representative and appropriate nominees and volunteers:

- Four members from local workforce development boards, with equal representation from urban and rural regions.
- Two members from non-public postsecondary institutions.

- Two members from industry associations.
- Two members from Florida-based businesses.
- Two members from the Florida Department of Economic Opportunity.
- One member from the Department of Agriculture and Consumer Services.

CareerSource Florida solicits nominees for the committee from the Executive Office of the Governor; the REACH Office; the CareerSource Florida Board of Directors; the Florida Department of Commerce; local workforce development boards; the Florida Department of Education, including the Divisions of Public Schools and Career and Adult Education; the Florida College System; the State University System; independent education organizations; the Florida Department of Agriculture and Consumer Services; industry associations; and Florida businesses.

Membership from local workforce development boards, non-public postsecondary institutions, industry associations and Florida-based businesses represent diverse geographic areas of the state including urban, rural and suburban areas.

The members of the Credentials Review Committee shall serve for two years. Qualified members of the Credentials Review Committee may be reappointed by the CareerSource Florida Board or its Executive Committee.

The Credentials Review Committee will act as an advisory committee or similar group created by the state board.

The state board is asked to consider the appointment of an additional member to meet the statutory requirements. The additional member is:

- Christopher Constantine, Ph.D.

FOR CONSIDERATION

- **Approve and appoint new member to the Credentials Review Committee.**

ATTACHMENTS

- **Credentials Review Committee Nominee Bio.**

Florida Credentials Review Committee

Nominee

Christopher Constantine, Ph.D.



Chris Constantine is a 30+ year semiconductor and plasma science veteran who has worked within large and small organizations as a scientist, business unit director, Chief Technology Officer (CTO), and USA group president.

Constantine spent 28 years with the Swiss OC Oerlikon organization, starting with Plasma-Therm Inc. in the U.S. (St. Petersburg, FL), and moving through several U.S. and European divisions, creating new semiconductor equipment and processes for advanced CMOS logic devices, unique power semiconductors, III-V and II-VI mid-infrared (IR) lasers and sensors, as well as being an industry representative for the U.S. Department of Defense/Defense Advanced Research Projects Agency (DARPA) Monolithic Microwave Integrated Circuit (MMIC) High Speed Electronics program and advising the industry as a Semiconductor Trade Organization (SEMI) Advisory Committee member.

Recently, Constantine has been deeply involved with technology curriculum design and implementing sub-baccalaureate training methods within Florida's high-tech industries.

Constantine is an Institute of Electrical and Electronics Engineers (IEEE) member, a Society of Photo-Optical Instrumentation Engineers (SPIE) senior member and was awarded the SPIE Lifetime Achievement Award for Advances in Plasma Science and Photolithography. He has more than 50 refereed publications and four patents.