



**POLICY
NUMBER**

092

Workforce Policy

Title:	Staff Training and Credentialing		
Policy Type:	Operational		
Program:	Workforce Innovation and Opportunity Act		
Effective:	12/15/2016	Revised:	11/13/2025

I. PURPOSE AND SCOPE

State and federal law,¹ directs Local Workforce Development Boards (LWDBs) to oversee local workforce investment activities and workforce program development. LWDBs must ensure that staff meet credentialing and training standards as established by the CareerSource Florida Board of Directors and Florida Department of Commerce (FloridaCommerce). The goal is to ensure staff are knowledgeable, well-trained, and capable of delivering high-quality customer service to jobseekers and employers.

This policy applies to all LWDBs and their affiliated career and one-stop centers. LWDB LOPs must outline [Tier I](#) (core for all staff providing direct customer service), [Tier II](#), and specialized training. LWDBs should also include opportunities for continuing education, traditional and narrated trainings, and other workforce training provided by FloridaCommerce, Workforce Innovation and Opportunity Act (WIOA) partners, and Florida Workforce Integrated Networking Systems (FL WINS). This training should cover program-specific areas to ensure awareness of workforce system strategies and operations, improve efficiency and effectiveness, and enhance customer service and support.

II. KEY OBJECTIVES

1. Require all frontline and local area staff providing direct customer service to complete FL WINS Cross Training and earn the Florida Workforce Professional Tier I Certificate within 60 days of hire.
2. Maintain ongoing professional development through annual completion of no less than 15 hours of continuing education units (CEU), approved as part of the WIOA local plan.²
3. Standardize credentialing and training requirements across all LWDBs, including LWDB-operated One-Stop Career Centers.

¹ § [445.007, Fla. Stat.](#); [20 CFR 679.370](#)

² Instructions for WIOA Local and Regional Workforce Plan Guidelines

4. Promote competency in customer service, communication, technology, and program-specific knowledge.
5. Document and verify staff training and certification through consistent recordkeeping and reporting protocols.

III. POLICIES AND PROCEDURES

LWDBs must establish clear local operating procedures (LOPs) LOPs must ensure all frontline and local area staff providing direct customer service, including staff engaging with jobseekers, training, and business customers, meet the following minimum credentialing standards:

A. Minimum Credentialing Standards

All hired frontline and local area staff providing direct customer service must successfully complete training and obtain the Tier I Certificate and complete FL WINS Cross Training within 60 days of their hire date and in alignment with technical assistance issued by FloridaCommerce. Supervisors may identify staff who have previously obtained Tier I certification but later demonstrate difficulty making timely eligibility determinations, who have poor performance outcomes for jobseekers or businesses, or who have exhibited difficulties in providing quality customer services as candidates who need to be retrained.

1. Tier I Certificate Program

The Tier I Certification program is mandatory for all frontline and local area staff providing direct customer service. It covers basic workforce concepts, customer service, and workforce system information. Staff who pass the Tier I exam earn the Florida Certified Workforce Professional (FCWP) designation.

2. Alternative Training

LWDBs may propose training alternatives to Tier I training, but training must be equivalent to Tier I training and approved by CareerSource Florida and FloridaCommerce. . Minimum skill requirements for Tier I Certification or an equivalent and approved alternative to Tier I training include:

- a. Deliver effective customer service,³ including in-person, written, and verbal methods, and provide core employment services such as job search assistance, resume preparation, interview preparation, career counseling, referral to training and education programs, and job readiness workshops.
- b. Provide labor exchange services including job matching, placement, recruitment support, job fairs, hiring events, and access to online employment tools. Program specific service requirements focus on determining eligibility and reducing service time.
- c. Understand and apply the Eligible Training Provider List and promote Florida-specific work-based learning opportunities, including pre-apprenticeships,

³ Examples include the basic and individualized career services described in [20 CFR 678.430](#) and the Core Business Services cited in [20 CFR 678.435](#).

- apprenticeships, internships, work experience, and on-the-job training.
- d. Understand and advise business and training providers on the Master Credentials List.
 - e. Apply knowledge of WIOA, including Florida's approved WIOA state plan, and the LWDB's WIOA local plan.
 - f. Delivery of efficient, effective, and aligned outreach and services to local businesses and business organizations, including economic development organizations.
 - g. Implement priority of service for veterans as required by [38 U.S.C. 4215](#) and [20 CFR 1010](#).
 - h. Effective use of labor market data from FloridaCommerce.
 - i. Implement state workforce policies and technical assistance, guidance and use other resources from FloridaCommerce and CareerSource Florida.
 - j. Use of career center technology, case management systems, and online resources.
 - k. Track and contribute to performance indicators to support continuous improvement.
 - l. Ensure accessibility and apply basic assistive technology to support individuals with disabilities, consistent with WIOA Sec. 188, and the Americans with Disabilities Act Section 504.
 - m. Follow safety and security protocols including continuity of operations plans (COOP), disaster response, and cyberattacks.
 - n. Uphold ethics and conflict of interest in contracting.

3. WIOA Partner Cross Training

The FL WINS learning management system is used to help teach, guide, and provide feedback to assist agency staff.

In addition to completing Tier I training or its approved equivalent, all frontline and local area staff providing direct customer service must complete assigned modules within the FL WINS learning management system, to include the Intro to FL WINS and FloridaCommerce and CSF/LWDB Essentials, within 60 days of hire date.

4. Continuing Education Unit (CEU)

After completing the minimum credentialing requirement (including Tier I or Tier I approved equivalent training and FL WINS cross training), frontline and local area staff providing direct customer service are required to complete a minimum of 15 continuing education units (CEUs) annually to maintain ongoing professional development as a FCWP.

To be eligible to achieve recognition for advanced training levels in a board designated specialization (i.e., business services, veteran services, serving those on public benefits, frontline services), staff members may complete the following:

- a. 30 CEUs for Bronze status.
- b. 60 CEUs Silver status.
- c. 75 CEUs Gold status; and
- d. 100 CEUs Platinum status.

LWDBs must include a description of advanced training recognition requirements and how CEUs will be identified, reviewed, and assigned in their LOPs.

If a staff member is rehired and previously attained from the Tier I Certification, they must document the certification and complete 15 hours of continuing education units (CEU) within the calendar year of their new hire date.

LWDBs must ensure documentation demonstrating staff completion of required training is tracked and stored, and CEUs must be performed, tracked, and stored consistently and in alignment with the LWDB approved LOPs, technical assistance, and guidance issued by FloridaCommerce.

5. Tier II Program for Frontline and Local Area Staff

The Tier II training program offers optional, on-demand, self-enrollment opportunities for staff to learn detailed information about the various workforce services programs. Staff can select topics that relate specifically to their role. Tier II does not have a comprehensive exam required for passing.

Completion of the modules within the Tier II program qualify for CEUs, in addition to courses, conferences, workshops and training sessions offered by workforce organizations, professionals and service providers. If not electing to utilize Tier II training offered by FloridaCommerce, a description of a local board's Tier II training program must be included as part of the LWDB LOPs.

6. Specialized Training

Employees eligible for advancement within specialized workforce development roles must complete specialized training as a prerequisite for promotion. This ensures alignment and reinforces commitment to high-quality service delivery across specialized areas. Specialized training can include programs like Welfare Transition, JVSG, WIOA and Special Grants and details about specialized training must be included as part of a LWDBs LOPs.

a. Business Services Employees Training

In addition to completing Tier I training and FL WINS cross training modules, new and incumbent business services employees must undergo a specialized training program to ensure they are knowledgeable of the core business services required under WIOA Section 134(d)(1)(A) and [20 CFR 678.435](#), including, but not limited to:

- i. Effective employer engagement and workforce planning
- ii. Effective Communication and outreach coordination and planning, including partnerships with local chambers and economic development organizations.
- iii. Labor market and workforce information including statewide and local demand.
- iv. Business intelligence technology
- v. Talent development pipeline and effective job candidate identification,

- screening, and referral
- vi. Support for workforce training including on-the-job training services, incumbent worker training grants, quick response training grants and services, customized training, registered apprenticeship and pre-apprenticeship, and work-based learning.
- vii. Layoff aversion and rapid response strategies
- viii. Access to federal, state, and local incentives or resources, including tax credits and bonding programs, to include those incentives focused on the hiring of veterans.

Business services representatives should also be trained to perform outreach and work directly with local industries and the business to assist them in effective and efficient partnerships with their LWDBs. Business services career center staff should also receive training and experience related to customized services described in [20 CFR 678.435\(b\)](#), including human resources consultation, compliance assistance, employee retention strategies, and other customized labor market analysis.

IV. IMPLEMENTATION

LWDB LOPs must include timelines for completing initial and continuing education requirements, approved training types in alignment with FloridaCommerce-issued technical assistance and guidance, and documentation methods. LOPs should assign roles for tracking compliance and maintaining records and all training documentation. This includes training documentation associated with approved alternative training consistent with directions provided in Alternative Training Approval Notices provided by FloridaCommerce and CareerSource Florida to ensure that all front-line and local area staff are trained, certified, and prepared to serve jobseekers and employers effectively.

All workforce training provided by LWDBs to staff must align with state workforce policies and technical assistance issued by CareerSource Florida and FloridaCommerce. LWDBs must adhere to Workforce Policy O124 Statewide Standardization of Tools and Services in the provision of training to staff to ensure alignment and consistency throughout Florida's workforce system.

FloridaCommerce, in consultation with CareerSource Florida, will monitor LWDBs for both programmatic and fiscal compliance. FloridaCommerce and CareerSource Florida will review LOPs, verify staff credentialing and continuing education records, and assess training-related expenditures. LWDBs must also evaluate and update their procedures annually based on staff feedback, performance data, and changing workforce needs. These steps support continuous improvement and help maintain high-quality services across Florida's LWDBs and One-Stop Career Centers.

V. ATTACHMENTS AND RESOURCES

[FloridaCommerce Training Materials](#)

[Alternate Training Approval Request Form Template](#)

[Training and Employment Guidance Letter \(TEGL\) No 4-15](#)