

# CAREERSOURCE FLORIDA STAFF TRAINING AND CREDENTIALING WORKFORCE POLICY DEVELOPMENT TRACKER

## A. GENERAL INFORMATION

**Policy Name:** Workforce Policy O92 – Staff Training and Credentialing  
**Policy Type:** Operational  
**Related Policies:** [O92 – One-Stop Staff Credentialing and Skills Standards](#)  
**Date to Publish:** November 14, 2025

## B. PROJECT SUMMARY

The CareerSource Florida Board of Directors sets the vision for the state workforce system under [Chapter 445.004\(2\), Florida Statutes](#), and reviews policies with FloridaCommerce for effectiveness. Local Workforce Development Boards (LWDBs) must follow [Chapter 445.007, Florida Statutes](#), and [20 CFR 679.370](#) to oversee local workforce programs and ensure staff meet credentialing standards. [Workforce Policy 092 – One-Stop Staff Credentialing and Skills Standards](#) is revised as Workforce Policy O92 – Staff Training and Credentialing to ensure all staff providing direct customer service meet minimum credentialing and training standards as established by the CareerSource Florida Board of Directors and FloridaCommerce. This revised policy provides guidance to all LWDBs to ensure staff are knowledgeable, well-trained, and capable of delivering high-quality customer service to jobseekers and employers. The policy provides a framework to ensure continuous improvement by requiring career center staff to obtain continuing education units (CEU) and for LWDBs to develop local operating procedures related to training.

CareerSource Florida and FloridaCommerce worked closely with LWDBs to refine policy goals, establish measurable outcomes, and build systems to implement and monitor progress. This policy was sent to all 21 LWDBs for consultation from October 9-October 17, 2025. CareerSource Florida received 70 comments from 11 LWDBs. A thorough review of the comments was conducted by CareerSource Florida and FloridaCommerce. 68.60% of the feedback was incorporated into the policy.

This policy applies to CareerSource Florida, FloridaCommerce, all 21 LWDBs and all regional workforce development areas.

<b>Feedback Response Key</b>	
<b>Incorporated</b>	48 (68.60%)
<b>Future Action</b>	12 (17.10%)
<b>No Change</b>	10 (14.30%)
<b>Total</b>	70 (100%)

## C. OVERVIEW OF CHANGES

<b>Substantive Change</b>	<b>Location</b>	<b>Reason</b>
<p>LWDBs must ensure staff are trained and certified to meet standards set by CareerSource Florida and FloridaCommerce. This policy applies to all LWDBs and career centers, requiring Tier I, Tier II, and specialized training for staff. Training must include continuing education and cover key workforce topics to improve service quality and system knowledge.</p>	<p>Section I. Purpose and Scope (Page1)</p>	<p>LWDBs must train and certify staff to meet standards in Chapter 445, Florida Statutes, and 20 CFR 679.370; Training includes Tier I, Tier II, specialized programs, and continuing education to ensure quality service and system knowledge; This helps deliver consistent and effective workforce services across Florida.</p>
<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. Standardize credentialing and training requirements across all LWDBs, including LWDB-operated One-Stop Career Centers.</li> <li>4. Promote competency in customer service, communication, technology, and program-specific knowledge.</li> <li>5. Document and verify staff training and certification through consistent recordkeeping and reporting protocols.</li> </ol>	<p>Section II., Key Objectives (Pages 1-2)</p>	<p>Staff must complete FL WINS Cross Training and earn the Tier I Certificate within 60 days of hire to ensure they are ready to serve customers effectively; Ongoing training through 15 CEUs each year keeps staff up to date and supports continuous improvement; Standardizing training and documenting credentials across all LWDBs ensure consistency, accountability, and high-quality service statewide.</p>
<p>All frontline staff must complete FL WINS Cross Training and earn the Tier I Certificate within 60 days of hire. Supervisors may require retraining if certified staff show poor performance or service issues.</p>	<p>Section III(a)(1) Policies and Procedures, Minimum Credentialing Standards Tier I Certificate Program, (Page 2)</p>	<p>Staff must complete Tier I training and FL WINS Cross Training to ensure they are ready to serve jobseekers and employers effectively; This builds a strong foundation in workforce knowledge and customer service; Retraining</p>

Tier I training is required and leads to the Florida Certified Workforce Professional (FCWP) designation.		helps maintain service quality when performance issues arise.
LWDBs may use alternative training but it must be equal in quality and approved by CareerSource Florida and FloridaCommerce. Staff must show skills in customer service, employment services, labor exchange, workforce tools, and business engagement. They must also follow laws and policies, use assistive technology, track performance, and meet safety and ethics standards.	Section III(a)(2). Policies and Procedures, Minimum Credentialing Standards, Alternative Training (Pages 2-3)	<a href="#">20 CFR 678.430</a> ; <a href="#">20 CFR 678.435</a> ; <a href="#">20 CFR 1010</a> ; <a href="#">38 U.S.C. 4215</a>
All frontline staff must complete FL WINS training modules within 60 days of hire. This includes the Intro to FL WINS and FloridaCommerce and CSF/LWDB Essentials. These modules support staff learning and performance	Section III(a)(3), Policies and Procedures, Minimum Credentialing Standards, WIOA Partner Cross Training (Page 3)	FL WINS training helps new staff quickly learn key systems and policies so they can serve customers well; Completing these modules within 60 days ensures consistent onboarding and supports statewide workforce goals
All frontline staff must complete 15 CEUs each year to keep their Florida Certified Workforce Professional (FCWP) status; Staff can earn recognition by completing more CEUs; LWDBs must track and store CEU records and include rules for advanced training in their local procedures.	Section III(a)(4), Policies and Procedures, Minimum Credentialing Standards, Continuing Education Unit (CEU) (Pages 3-4)	Ongoing CEU requirements and advanced training recognition help workforce staff stay current, improve skills, and support consistent, high-quality service across all LWDBs.
Tier II training lets staff choose and complete training that fits their role. It is optional, self-paced, and does not require an exam. Staff earn CEUs for completing modules; LWDBs must describe their own Tier II program in local procedures if they do not use the FloridaCommerce version	Section III(a)(5), Policies and Procedures, Minimum Credentialing Standards, Tier II Program for Frontline and Local Area Staff (Page 4)	Tier II training helps staff build deeper knowledge in areas that match their job, supports ongoing learning, and earns CEUs to maintain professional development.
Staff must complete specialized training before advancing into certain workforce roles, and LWDBs must include training details in their local procedures; Business services employees must complete extra training beyond Tier I and FL WINS to meet requirements.	Section III(a)(6)(a), Policies and Procedures, Minimum Credentialing Standards, Specialized Training, Business Services Employees Training (Page 4)	Specialized training ensures business services staff meet the service standards required under WIOA Section 134(d)(1)(A) and <a href="#">20 CFR 678.435</a> including employer engagement, labor market analysis, and customized business support; This helps LWDBs deliver consistent, high-quality services to

<p>This includes skills in employer engagement, labor market data, outreach, and customized services for businesses.</p>		<p>employers and strengthens local workforce partnerships.</p>
<p>LWDBs must include timelines, approved training types, and documentation methods in their LOPs to ensure staff are trained and certified; Training must follow FloridaCommerce and CareerSource Florida guidance to keep services consistent statewide; FloridaCommerce will monitor compliance, and LWDBs must update procedures yearly to support continuous improvement.</p>	<p>Section IV. Implementation</p>	
	<p>Section V. Attachments and Resources</p>	<p><a href="#">FloridaCommerce Training Materials</a>; Alternate Training Approval Request Form Template (Attached); <a href="#">TEGL No. 4-15</a>; Revised Workforce Policy O124 – Statewide Standardization of Tools and Services (November 13, 2025)</p>