



Region 16 Local Operating Policy

Title:	Staff Training and Credentialing
Effective:	01/15/2026
Revised:	N/A

DISTRIBUTION: All CareerSource Pasco Hernando employees and partner staff providing direct workforce services within CSPH career centers.

PURPOSE AND SCOPE

CareerSource Pasco Hernando (CSPH) shall ensure that all workforce staff meet the credentialing and training standards established by CareerSource Florida and FloridaCommerce. These standards are designed to ensure that staff are knowledgeable, well-trained, and equipped to deliver high-quality workforce services to jobseekers and employers in Pasco and Hernando counties.

CareerSource Florida Workforce Policy O92 requires all Local Workforce Development Boards to ensure their staff meet minimum credentialing and training standards.

As the Local Workforce Development Board for Pasco and Hernando counties, CSPH must adopt local operating procedures that ensure:

- Staff complete Tier I certification.
- Staff complete FL WINS cross-training.
- Staff meet annual Continuing Education Unit (CEU) requirements.
- Staff receive specialized training based on their assigned role.

POLICIES AND PROCEDURE

1. Staff Covered – applies to:

- a. Frontline staff providing services to jobseekers or employers.
- b. Eligibility and case management staff.
- c. Business Services staff.
- d. Program staff (WIOA, WTP, Wagner-Peyser, JVSG, special grants).
- e. Supervisors and managers overseeing workforce services.
- f. Partner staff performing direct services in CSPH career centers.

Each staff member is responsible for completing required training on time, which includes tracking and submitting training documentation.

2. New Hire Training Requirements (First 60 Days)

All newly hired staff providing direct services must complete the following within sixty calendar days of their hire date:

- a. FL WINS Cross- Training, including:
 - i. Introduction to FL WINS.
 - ii. FloridaCommerce and CareerSource Florida Essentials.
- b. Florida Workforce Professional Tier I Certification, which includes both:
 - i. Tier I training modules.
 - ii. Tier I certification exam.
- c. Documentation Submission
 - i. Staff must provide proof of completion to their supervisor and HR within 5 business days after completing training or exams.

Staff who successfully complete the Tier I certification earn the designation of Florida Certified Workforce Professional (FCWP).

Staff may not independently deliver full customer services beyond basic reception and routing functions until Tier I certification and FL WINS training are completed.

Tier II, optional but strongly encouraged, provides a deeper knowledge of workforce programs and services. The Tier II modules related to the staff members role should be completed within 12 months after Tier I certification. Tier II training counts toward the 15 CEU annual requirement.

3. Rehired or Transferring Staff

If a staff member:

- Was previously Tier I certified and is rehired by CSPH, they must:
 - Provide documentation of prior certification upon hire.
 - Complete 15 CEUs within the calendar year of rehire.
- Is transferring from another Local Workforce Development Board:
 - Documentation of Tier I certification must be submitted within fifteen business days of hire.
 - If documentation is unavailable, retraining may be required.

CSPH reserves the right to require retraining if performance concerns, procedural changes, or knowledge gaps are identified.

4. Continuing Education Requirements (Annual)

After Tier I certification, staff must complete:

- A minimum of 15 Continuing Education Units (CEUs) every calendar year.
- All CEUs must be completed and documented by December 31 annually.

Approved CEU activities include:

- FL WINS training modules.
- Workforce conferences and webinars.
- CSPH internal training sessions.
- State or national workforce development training.
- Partner program training.

Supervisors must approve CEU activities before staff attend.

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.
- d. 100 CEUs Platinum status.

Participation in these levels supports professional growth and succession planning at CSPH.

5. Specialized Role Training

Certain CSPH roles require specialized training in addition to Tier I.

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 LWDBs LOPs.

1. Business Services Staff

CareerSource Pasco Hernando Business Services staff must complete specialized training to ensure competency in employer engagement and delivery of WIOA business services.

This training shall ensure staff are knowledgeable and confident in:

- Employer engagement and strategic workforce planning,
- Labor market and industry sector analysis,
- Use of business intelligence and workforce technology tools,
- On-the-Job Training (OJT) and Incumbent Worker Training (IWT) programs,
- Apprenticeships, pre-apprenticeships, and other work-based learning coordination,
- Rapid Response and layoff aversion strategies, and
- Access to federal, state, and local incentives, including tax credits and bonding programs, with emphasis on incentives supporting veteran employment.

In addition, Business Services Representatives must also be trained to perform outreach and work directly with local industries and businesses to support effective and efficient partnerships with CareerSource Pasco Hernando and the Pasco-Hernando Workforce Board.

Business Services career center staff shall also receive training and practical experience related to customized business services in accordance with 20 CFR 678.435(b), including:

- Human resources consultation services,
- Compliance assistance for employers,
- Employee retention strategies,
- Development of customized service solutions for employers, and
- Customized labor market analysis to support local industry needs.

This specialized training supports standardized service delivery and ensures CSPH Business Services staff can provide comprehensive, employer-focused support aligned with federal and state workforce requirements.

Staff must complete an annual refresher every 12 months.

6. Tracking, Documentation, and Compliance

CSPH Staff shall:

- Record all completed work-related continuing education credits/hours using the Continuing Education Form for Program Year 2025–2026 (see Exhibit A).
- Submit completed Continuing Education Forms no later than the fifth day of each month.

CSPH Administration and Human Resources shall:

- Maintain centralized records of all staff training, credentialing, and continuing education activities.
- Track completion of Tier I Certification, FL WINS training, and all annual Continuing Education Units (CEUs).
- Ensure all training documentation is maintained securely and remains available for review during FloridaCommerce monitoring and compliance assessments.
- Conduct periodic internal reviews to verify ongoing compliance with all applicable state policy requirements.

7. Performance Goals/ Expectations

CareerSource Pasco Hernando is committed to maintaining a highly trained workforce to support regional economic development and customer service excellence.

CSPH's internal performance goals include:

- 100% completion of Tier I certification for eligible staff.
- 100% annual CEU compliance for frontline and local area staff.
- Continuous improvement in customer service delivery and workforce program outcomes.

All staff and supervisors are expected to communicate and address training needs proactively.

Attachments

- [CSPH CEU Tracking Log](#)
- [Tier I Certification Overview](#)
- [FL WINS Training Guide](#)
- [CareerSource Florida Workforce Policy O92](#)

EXHIBIT A



Continuing Education Form 2025-2026

Pasco Hernando Workforce Board requires all employees to complete the Florida Workforce Professional Tier 1 Certification. Following attainment of the Tier 1 certification, each employee must earn at least 15 hours of workforce development related continuing education credit/hours per year. This form will be used to track the completion of work related continuing education credit/hours. Employees are responsible for tracking their own continuing education hours/credits and submitting signed, completed form to

Brandy Taylor
(btaylor@careersourcepascohernando.com) by the submission date.

Submission Dates: Please submit your hours to me by the 5th of each Month.

The following trainings/sessions may be used to satisfy the continuing education requirement: Florida Commerce webinars; similar workforce related webinars, conferences; seminars attended on behalf of the Pasco Hernando Workforce Board; and workshops, and training sessions held by Pasco Hernando Workforce Board/Partner staff.

Employee Name _____

	Continuing Education Course	Presented By	Hours Credited	Date Completed	Staff Init.
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
Total Hours This Month					

I confirm that I have completed the continuing education hours/credits as recorded above.

Employee Signature

Date