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I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title 1B staff and subcontractors either in whole or part.

II. PURPOSE

This policy defines various workforce development related credentials and encourages staff to utilize professional development opportunities to enhance their skillset in these areas. This policy outlines the requirements of all staff for professional training hours that support certification, recertification or continuous education to support professional development.

III. BACKGROUND

In Section 101 of the Workforce Innovation and Opportunity Act (WIOA), Local Workforce Development Boards are charged with strengthening the professional development of providers and workforce professionals as part of system alignment. As a local workforce development area, focusing on professional development of workforce practitioners, we are ensuring the three Hallmarks of Excellence in WIOA will be met. They are:


1. The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located.
2. One-Stop Centers (or American Job Centers) provide excellent customer service to jobseekers and employers and focus on continuous improvement.
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

IV. DEFINITIONS

Center for Credentialing and Education (CCE): The Center for Credentialing & Education (CCE) is a not-for-profit organization that provides practitioners and organizations with assessments, business support services and credentialing. Created in 1995 as an affiliate of the National Board for Certified Counselors (NBCC), CCE credentials nearly 25,000 practitioners globally in a variety of fields.

Certified Workforce Development Professional (CWDP): The CWDP credential provides objective proof that the holder meets certain minimum national standards for education, experience, competency, and ethical behavior as defined by the National Association of Workforce Development Professionals. Competency areas are: Business and Economic Intelligence; Diversity in Workforce Development; Labor Market Information and Intelligence; Career Development Principles; Collaboration and Problem Solving; Customer Service Methodology; Principles of Communication; Program Implementation Principles and Strategies; and Workforce Development Structure, Policies and Programs. The Certified Workforce Development Professional (CWDP) credential is awarded by The National Association of Workforce Development Professionals (NAWDP).

Global Career Development Facilitator (GCDF): GCDF credential holders are trained to help people, both individually and in a group setting, make informed decisions when considering their own career development. Through the use of best practices, various assessment tools, and career development models GCDFs equip each individual with the

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knowledge and skills to embark on their professional journey. The GCDF credential is awarded by CCE. The competencies for GCDF are: Helping Skills; Labor Market Information and Resources; Assessment; Diverse Populations; Ethics and Legal issues; Career Development Models; Employability Skills; Training Clients and Peers; Program Management/Implementation; Promotion and Public Relations; Technology and Consultation.

National Association of Workforce Development Professionals (NAWDP): NAWDP is a national professional association serving the workforce development community. NAWDP members work in job training and placement centers, One-Stop Centers, federal, state and local organizations, employment services centers, public and private educational institutions, for-profit and not-for-profit businesses, community-based organizations, welfare agencies, workforce development boards and research organizations.

National Career Development Association (NCDA): The National Career Development Association (NCDA) provides professional development, publications, standards, and advocacy to practitioners and educators who inspire and empower individuals to achieve their career and life goals.

Workforce Development Professional: have as their primary responsibility the facilitation of processes by which individuals identify, prepare for, obtain and maintain employment, careers and self-sufficiency; and by which businesses, other employing organizations and communities develop access and retain a workforce that enables them to maintain and improve their economic competitiveness.

V. POLICY


This policy defines credential requirements for workforce development related certification, the amount of professional development hours required for all staff and subcontractors, the training catalog requirements and the types of recognized training.

A. TRAINING REQUIREMENTS FOR CREDENTIAL HOLDERS

1. GCDF: All NCDA Instructors and those individuals who hold a GCDF credential are required to obtain 75 hours of Continuing Education during each 5-year certification period. All Continuing Educations Units (CEUs) must relate to one of the 12 GCDF Competencies.
2. CWDP: All CWDP credential holders are required to obtain 60 hours of documented professional development every three years.

B. TRAINING HOURS REQUIRED FOR STAFF

1. The Phoenix Business and Workforce Development Board (PBWDB) will ensure staff are provided professional development opportunities to increase staff knowledge and capacity.
2. Staff who possess a workforce or other related professional credential will be responsible for maintaining the credential by completing the required continuing education units.
3. All staff will be required to complete four professional development classes per year, which translates to once per quarter.

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4. Supervisors may increase the amount of training hours based on Staff Development Plans or to increase performance and productivity.

C. PROFESSIONAL DEVELOPMENT TRAINING CATALOG

1. The Quality Assurance Section is responsible for the creation and maintenance of the training catalog.
2. The catalog will be published no later than the 1st day of the month of each new quarter. If the 1st lands on a weekend or holiday, it will be published the next business day.
3. The catalog will:
 - a. State the title, course description, date, time and location of each course;
 - b. Align all courses with the ARIZONA@WORK Branding Pillars:
 - i. Innovative Workforce Solutions
 - ii. Customized and Professional
 - iii. Personable and Dedicated;
 - c. Cite the appropriate competency for the CWDP and GCDF credential holders for each course and;
 - d. Be distributed to internal and external workforce development system partners.
4. Courses offered through the catalog are mandatory for staff and subcontractors unless indicated otherwise.

D. TYPES OF TRAINING


1. Training may consist of:
 - a. In-person training facilitated by the City of Phoenix staff, workforce partners or otherwise;
 - b. Online training through distant learning options based on budget availability;
 - c. Online webinars facilitated by the US Department of Labor and/or State of Arizona Department of Economic Security for policy updates, best practices in case management, etc.
 - d. City of Phoenix classes offered through the Human Resources Organizational Development Division.

VI. **POLICY MANAGEMENT REQUIREMENTS**

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board's Executive Leadership Committee. All other substantive revisions will go to the PBWD Board's Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. **ATTACHMENTS**

- A. Sample Training Catalog
- B. Certificate of Attendance

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Certificate of Attendance

This certificate is presented to:

Michael Flanders

“Enneagram Personality System”

In recognition of your attendance and participation and in fulfillment of the following applicable 2.5 hours of CEUs:

GCDF: #3 Assessment – 2.5 hours

CWDP: #2 Career Development Principles – 2.5 hours

April 21, 2016

Kerri Barnes

Workforce Development Supervisor

City of Phoenix