



LWIB Policy
WSI Policy

Number: 11.0.0.73000.0
New Revision

Date: 4-15-05

Topic: Credentials

Affected Programs: Adult, Dislocated Worker, Older Youth

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Purpose

This policy establishes "Other" training credentials as required by the Workforce Investment Act (USDOL Training and Employment Guidance Letter (TEGL) No. 7-99, dated March 3, 2000) and the Oregon Department of Community Colleges and Workforce Development (Policy Number 589-30.8, dated October 1, 2002). This policy applies to all participants who earned an "Other" credential July 1, 2004 or later.

Background

One of the performance measures for WIA Title 1B is the Credential Rate, which applies to adults, dislocated workers and older youth. The following are the definitions for the Credential Rate measure (as stated in USDOL TEGL 7-99):

Of adults who received training services: Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit.

Of dislocated workers who received training services: Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit.

Of all older youth: Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit.

Policy

The Region 2 Workforce System defines Credential as a nationally recognized degree or certificate, or state/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. All credentials recognized by the Oregon Department of Education are included. State-recognized or regulated licenses or certifications are also included, covering positions such as nursing, cosmetology, social work, teaching, police or corrections, as well as a wide variety of other positions and skill sets.

Furthermore, the Region 2 Local Workforce Investment Board recognizes certificates issued by the One Stop or Youth Program, with appropriate documentation (the "credential"), for the successful completion of the following training services that are designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment.

Region 2 Locally Recognized Credentials

The Region 2 Local Workforce Investment Board (LWIB) recognizes successful completion of these other training services as a credential:

On-the-Job/Customized Training: The Region 2 LWIB recognizes that many businesses and industries require a specific set of skills for their employees. These training needs can be met through an On-the-Job or Customized Training contract that includes a training outline, the duration of training, and a job description. The training outline includes skills, tasks, and activities to be mastered by the participant and procedures to evaluate the mastery of these skills, tasks, and activities. If the employer provides a certificate for mastery of the skill area to each individual who succeeds, then a credential will be earned.

1. Customer Service Certification: Given that businesses and industries throughout the local area want workers who can deliver excellent customer service by exhibiting good work habits and attitudes, the Region 2 LWIB recognizes a credential for Customer Service Certification. To qualify for this credential, the participant must successfully pass a Regionally established and sanctioned test of work habits and attitudes.
2. Cluster Training: Many businesses and industries are looking for individuals who have a cluster of skills that do not necessarily lead to a specific degree, diploma, certification or license. Therefore, the Region 2 LWIB recognizes a credential for completion with a passing score or grade a minimum of 15 clock hours of training, with the award of a certificate(s) of skill mastery for the following areas:
 - Office/Business Cluster: Training supports employment in a professional environment in positions such as office manager or supervisor, accounting clerk, bookkeeper, medical transcription, project management, customer service supervision.
 - Computer Cluster: Training supports employment in a position that requires software proficiency in data processing, spreadsheet, basic database management, or basic accounting (i.e., QuickBooks)
 - Clerical Cluster: Training supports employment in customer service or administrative support positions.

(Other Skill Clusters may be presented to the Board for consideration and if approved will be modified into this policy.)

Training plans developed for program participants must include the following information in order to take any of these regionally recognized "Other" credentials:

- The training plan must include occupational and labor market research, which could include informational interviews with potential employers, that substantiate there is a market for the position and the identified training will lead to employment in the industry.
- All OJT/Customized Training documentation is completed with the employer.
- All training activities must be shown in the plan as required for completion.

All additional requirements of appropriate WSI training policies apply.

Related Documents

Operational Communication – Credentials, #11.0.1.73000.0