



DEED



RECEPTION RESOURCE AREA **CERTIFICATION PROGRAM**

*H*elping customers achieve their employment objectives is the goal of WorkForce Center System.

Minnesota
Department
of
Employment
and
Economic
Development

To support this effort, DEED is sponsoring a statewide certification program that trains staff working in reception and resource areas at WorkForce Centers in a baseline workforce development competencies.

*Improving
lives, building
communities.*



WorkForce Customer Representatives I, II, III



Purpose

As a DEED sponsored program, the purpose of the Reception and Resource Area Certification Program (RRACP) is to train reception and resource area (RRA) staff at WorkForce Centers in a baseline of workforce development competencies aligned with knowledge, skills and abilities required to effectively serve WFC customers.

The RRACP is a competency-based training program through which participants receive a designation-level certificate upon satisfactorily completing training units and demonstrating competencies.

The goal of the RRACP is to ensure services delivered are standardized and consistent across the state.

Program Overview

Designation Levels:

1. WorkForce Customer Representative II (WCR I): Reception staff.
2. WorkForce Customer Representative II (WCR II): Resource staff.
3. WorkForce Customer Representative III (WCR III): Guidance staff.

Cost: No Charge

Delivery Method: Webinar based with exceptions of Assistive Technology Equipment and occasional optional training.

Validation: 3 Years. Recertification requires continuing education units (CEU) as follows.

- WCR I level 16 CEUs
- WCR II & III levels 36 CEUs

Modules: The RRACP consists of 3 modules. Each WCR Level is required to take the following corresponding module(s):

Module 1: WCR III

- Unit 1: Train-the-trainer I—Processes
- Unit 2: Train-the-trainer II—Guidance
- Unit 3: Customer Registration System
- Unit 4: Assistive Technology Equipment
- Unit 5a: Job Searching I
- Unit 5b: Job Searching II

Module 2: WCR I, II & III

- Unit 1a: Workforce Center System I
- Unit 1b: Workforce Center System II
- Unit 2: Customer Service
- Unit 3: Population Awareness
- Unit 4: Business Services
- Unit 5: Unemployment Insurance Part A & B

Module 3: WCR II & III

- Unit 1: Customer Support
- Unit 2: Staff Support
- Unit 3: Labor Market Information
- Unit 4a: Career Planning I
- Unit 4b: Career Planning II
- Unit 5a: Job Searching Toolbox I
- Unit 5b: Job Searching Toolbox II

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