

**DEED**  
**WorkForce Center**  
**Reception and Resource Area**  
**Certification Program**  
**(RRACP)**

**RRACP**



**Guide**

*"Improving lives, building communities"*



The RRACP Guide is a resource for participants and managers to navigate the certification process, such as information on the program, reference materials, and steps required to obtain certification.

This RRACP Guide is a product of the Minnesota Department of Employment and Economic Development, Workforce Development Division, St. Paul, MN.

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# Program Information

- ❖ **RRACP Administrator Information**
- ❖ **RRACP Web Site Information**
- ❖ **RRACP Summary**
- ❖ **Program Outline**

## ❖ **RRACP Administrator Information**

The Department of Employment and Economic Development (DEED) sponsors, maintains and administers this program.

The RRACP administrator oversees the program: maintains RRACP Web site, guides staff through the process, schedules and facilitates training, issues Workforce Customer Representative (WCR) Manuals and RRACP Site Binders, evaluates competency records (CR), updates participant lists and issues WCR I, II and III certificates.

Contact administrator below for questions or to request information about the program:

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## ❖ **RRACP Web Site Information**

### **Online information is easily accessible**

- Program overview: policy, brochure, guide
- Documents: registration, training validation and training equivalency forms
- Module 1, 2 and 3 Participant progress and certified WCR I, II and III lists
- Training and registration information: schedules and webinar instructions
- Online training recordings

- Competency Records

## ❖ RRACP Summary

RRACP is a staff development training program designed for staffs working in Reception and Resource Areas at WorkForce Centers and open to state, partners and non-profits at no charge. Training focuses on seven key areas: 1) Staff mentorship 2) WorkForce Center System functions 3) Customer service 4) Population awareness 5) Resource Area functions 6) Self-service options and 7) Job searching and career planning activities through which standards are established and practiced across the state.

ELearning is the primary delivery method through online recordings to accommodate busy schedules and reduced traveling expenses; however, classroom and live webinars are also offered when possible. Registration is required for scheduled classroom or webinar training, but not to view online recordings.

To obtain certification in one of the Workforce Customer Representative I, II or III designations, participants are required to register for the program, complete required training modules and successfully demonstrate learned competencies at a minimum of 80 percent mastery.

## ❖ Program Outline

### Designations/roles/modules

- WCR I – Reception staff:
  - Provides assistance with initial inquiries, WFC information and direction to resources
  - Module 2
- WCR II – Resource staff:
  - Provides assistance with resource area functions, self-service options, and job searching and career planning activities
  - Modules 2 and 3
- WCR III – Guidance staff:
  - Provides WCR 1 & 2 staffs assistance with the certification process, monitors and tracks their progress and facilitates training on core competencies
  - Modules 1, 2 and 3

Certification in one of the above designations requires completion of the referenced

module(s) in addition to demonstration of learned competencies by successfully completing the corresponding competency record for each training unit within a module at a minimum of eighty percent mastery. Continuing education hours are required every 3 years to maintain certifications.

## **Modules and Training Units**

- Module 1:    Unit 1: Train-the-trainer I  
                  Unit 2: Train-the-trainer II  
                  Unit 3: Customer Registration System  
                  Unit 4: Assistive Technology Equipment  
                  Unit 5 a: Job Searching Web Sites I – MinnesotaWorks.net  
                  Unit 5 b: Job Searching Web Sites II
- Module 2:    Unit 1 a: WFC System I  
                  Unit 1 b: WFC System II  
                  Unit 2: Customer Service  
                  Unit 3a: Population Awareness I  
                  Unit 3b: Population Awareness II  
                  Unit 4: Business Services  
                  Unit 5: Unemployment Insurance Part A & B
- Module 3:    Unit 1: Customer Support  
                  Unit 2: Staff Support  
                  Unit 3: Labor Market Information  
                  Unit 4 a: Career Planning Process I  
                  Unit 4 b: Career Planning Process II  
                  Unit 5 a: Job Searching Toolbox I  
                  Unit 5 b: Job Searching Toolbox II

Updates to training units in addition to ongoing training needs will be offered by DEED to meet the continuing education hours required to maintain certifications.

# Getting Started

- ❖ **Registration and Enrollment**
- ❖ **Accessing Online Training Modules and Live Webinars Instructions**
- ❖ **WCR Manuals and RRACP Site Binders**
- ❖ **Role of WCR III**

## ❖ **Registration and Enrollment**

### **Registration**

- Registration is required to attend a classroom or live webinar sessions, but not required to view online recordings.
- To obtain certification in one of the WCR I, II or III designations, enrollment is required and must be approved by a supervisor.

Persons interested in attending a training unit can participate without enrolling in the program.

### **Enrollment**

- Download and complete RRACP Registration Form from RRACP Website
- Fax form to RRACP administrator at 651-215-3842

## ❖ **Accessing Online Training Modules and Live Webinar Instructions**

RRACP's elearning environment allows for easy access to recorded training units anywhere at anytime - all that is needed is a computer and Windows Media Player. Each module contains recordings, PowerPoints and related handouts for each training unit.

### **Steps to accessing a recording and receiving credit for completing a training unit:**

1. Verify that Windows Media Player is installed on your computer.
2. Download applicable Module Training Validation Form.
3. Access online training Module 1, 2 or 3 of interest.
4. Download and insert applicable PowerPoint and handouts into your WCR Manual

for future reference and to follow along during training.

5. Begin training by clicking on applicable training unit recording.
6. After training, mark off training unit on the Module Training Validation Form. When all training units are complete, obtain a signature from an authorized representative verifying training.
7. Download and complete the corresponding competency record.
8. Submit completed competency record to the RRACP administrator via email, fax or mail. Note: grouped competency records can be submitted together.

### Live webinar instructions

1. From the Training Schedule on RRACP Web site, register for the webinar of interest.
2. Locate information needed to access and hear the webinar:
  - Date and time of webinar
  - WebEx link
  - Password
  - Teleconference information: Toll-free number and conference code

Note: For easy access, retain webinar information by copying and pasting it into a document.

3. To access the webinar, click on WebEx link up to 15 minutes before start time.
4. Enter your email address and name.
5. If required, enter password.
6. A rich media player is required to view the webinar. If a pop-up message asking to run a add-on, click and select run add-on.
7. To hear the webinar, go to the Meeting Info tab located in the upper left screen. Call the toll-free number, enter in the conference code and, immediately after you are connected, enter #the identity code listed#.

Note: When calling in, the automated phone message **does not prompt you to enter in your unique “identity code,”** so you will need to enter it after the message. When logged onto the webinar, look for your name and check if a “phone icon” appears on the left side of it, if not, you will be asked hang up and follow these steps again as identification is required to participant in the webinar.

## ❖ WCR Manuals and RRACP Site Binders

### WCR Manuals

- Participants will receive a WCR Manual upon enrolling.
- WCR Manual contents include: Content page, Instruction page, Training Tracking Record, Training Validation Forms, dividers and blank notes.
- Training materials, i.e. PowerPoints and handouts, are not included in the WCR Manual. These materials are located in the Online Training Modules section of the RRACP Website from which participants download and insert into their personal WCR Manuals.

### RRACP Site Binders

- A RRACP Site Binder is located at each WFC
- Tracks participants' progress according to WCR level
- Copies of Training Validation Forms are retained
- Both WCR III staff and site contacts maintain RRACP Site Binder, which depends upon the arrangement set up

## ❖ Role of WCR III

WCR III staffs are designated to specific WFCs to provide guidance to WCR I and III staffs throughout the certification process:

- Assist participants with the RRACP process, website and training information
- Sign Training Validation Forms as needed
- Facilitate training on core competencies
- Disseminate information as needed
- Track progress and status of WCR I and III staffs in the applicable RRACP Site Binders
- Notify RRACP administrator of terminated staff

# Evaluation, Standards and Completed Records

- ❖ **Competency Records**
- ❖ **Evaluation Process**
- ❖ **Facilitator Training Guides**
- ❖ **Testing Out**
- ❖ **Online Lists of Completed Competency Records**

## ❖ **Competency Records (CR)**

Demonstration of competencies is a key component of the certification process as it validates credentials required to deliver high-level customer service efficiently and effectively.

- ❑ Each training unit has an corresponding CR, which is downloadable from the Competency Records section of the RRACP website – complete each one accordingly.
- ❑ CRs, in general, follow the PowerPoints, particularly the Key Points sections.
- ❑ Participants are allowed to reference training material while completing CRs.
- ❑ There is no time limit to complete CRs.
- ❑ Send completed individual or grouped CRs to the RRACP administrator via fax, email or mail.

## ❖ **Evaluation Process**

Participants are required to demonstrate 80 percent mastery in each competency.

- ❑ The RRACP Administrator evaluates CRs as follows:
  - Completed “satisfactory” CRs are posted online under applicable Module Participant list
  - Participants with unsatisfactory CRs will be contacted by the RRACP administrator via email with the following:
    - Instructing participant to acknowledge and make correction(s) on applicable CR record followed by a confirmation to the email or
    - Instructing participant to retake applicable CR(s)

- Unsatisfactory CRs may be resubmitted as needed.

### ❖ **Facilitator Training Guides (FTG)**

FTGs are designed to assist WCR III or site contacts when training staffs core competencies, validate competencies and ensure staffs are trained uniformly throughout the state.

- Upon completion of training, both participant and facilitator – WCR III or site contacts – acknowledges training by signing last page. One copy is sent to RRACP administrator, one copy inserted in the RRACP Site Binder and one copy given to participant.
- Module 1 FTGS: core competencies
  - Unit 3: Customer Registration System
  - Unit 4: Assistive Technology Equipment
  - Unit 5a: Job Searching Web Sites I: MinnesotaWorks.net
  - Other Units may also be available

### ❖ **Testing Out**

Participants possessing experience or training in a specific area or are Global Career Development Facilitator certified may petition to waive equivalent training units. Participants are still required to complete a competency record for each training unit. To file a petition:

- Download and complete a Training Equivalency Form and submit to RRACP Administrator for evaluation.

### ❖ **Participants and Certified WCR Designation Lists**

Progress of registered participants is located by individual module. Module 1, 2 or 3 Participant lists names participants and completed competencies and is updated the first of every month.

Certified staffs are listed in the Certified Workforce Center Representative I, II and III Designation list.

# Certification

- ❖ **Certification**
- ❖ **Recertification**

## ❖ **Certification**

After successfully completing the program requirements, participants will receive a Workforce Customer Representative Certificate according to their applicable designation level from the Minnesota Department of Employment and Economic Development.

- WCR certificates are valid 3 years from the issue date.

## ❖ **Recertification**

To obtain recertification, RRACP participants are required to submit continuing education hours (CEH) according to their WCR designation levels:

- WCR designation levels:
  - WCR I: 12 CEHs
  - WCR II: 24 CEHs
  - WCR III: 24 CEHs
- Qualifying CEHs can be any training related to workforce/career development or counseling
- Submit required CEHs to the RRACP administrator before or during the 3 year validation period

