

Credential Procedures

Overview

The purpose of the Credential Procedure is to provide an explanation of the Credential Attainment as it relates to WIOA Performance Measures as well as programmatic and Career Connect requirements including the procedure of entering credentials into Career Connect. (For additional information on Credential Attainment Performance Measure please see US DOL TEGL 10-16 Change 2, pages 4, 11-17:

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2010-16%20change%202/TEGL%2010-16%20Change%202.pdf>

This Procedures outlines:

1. Who is in the measure
2. Navigation and data entry into Career Connect
3. Updated List of credentials by occupations

Definition

Credential Attainment: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

Updated-Who is in the measure

1. **In-School Youth** enrolled in WIOA program who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent during program participation or enrolled in follow-up services.
2. **In-School Youth and Out-of-School Youth** who attained a credential during enrollment in a training program. The participant was enrolled and attained a credential while in the following training services or while enrolled in follow-up services:
 - 401-PARTNER PROGRAM REQUIRED: Registered Apprenticeship Program (RAP)
 - 406-Intergrated Education and Training (IET)/ICAPS
 - 408-Alternative Secondary School/Dropout Recovery Services
 - 416-Career Pathways Training (non-ITA)
 - 453-Occupational Classroom Training (ITA)
 - 400-Prerequisite Training Courses*
 - 403-Bridge Training (WIOA-funded, non-ITA) *
 - 432-Skills Upgrading/Retraining*
 - 458-Non-Registered Apprenticeship*
3. **Adult and Dislocated Workers** who, during a Program Year (PY) enroll in one of the following training services:
 - 300-Occupational Classroom Training (ITA)
 - 303-Career Pathways Training (non-ITA)
 - 305-Prerequisite Training Courses
 - 307-Bridge Training (WIOA-Funded, non-ITA)

- 310-Entrepreneurial Skills Training
- 315-Registered Apprenticeship Program (RAP)-ITA-funded
- 324-Other Non-Occupational Skills Training
- 326-Skills Upgrading & Retraining
- 332-Non-Registered Apprenticeship Program

*These services were inactivated for Youth on 3/10/2023. However, any Youth who participated in one of these services prior to 3/10/2023 may enter an attained credential up to 12 months after exit.

Updated-Requirements

The service that led to the credential should be closed before adding the credential. For example, if it the credential was earned through an Occupational Classroom Training (ITA) service, the service must be closed in Career Connect before entering a credential. There should also be a case note indicating that the participant has completed training and the approved credential has been attained. In addition, a credential can be earned within one year after exit from the program. It is highly recommended that the credential be entered in Career Connect upon receiving supporting documentation of credential attainment.

Navigation

An approved credential should be entered in the credentials bar of the WIOA application. A credential, or credentials can be added in the WIOA Program screen under Staff Profile>Case Management Profile>Programs>Credentials

Updated-Procedures

1. Under Manage Individuals click on Assist an Individual and search for your customer. Click on the Programs Tab link located on the right-hand side.

Results View: [Summary](#) | [Detailed](#)
 To sort on any column, click a column title.

User Name	First Name	Last Name	SSN	Vet	State ID	Last Login Date	Last Exited	Created	Action	Select
BGARDEN1519	Beatrice	Garden	1519		3913803	09/28/2017		09/28/2017	Summary Tab Case Notes Tab Activities Tab Programs Tab	<input type="checkbox"/>

OR

2. When you are on the Program Tab scroll down to the WIOA application and click on the plus sign to expand the application tabs. Once the application has been expanded scroll down toward the middle of the page and click on the plus sign of the credentials bar.



3. When you are on the Credentials bar click on Create Credential. Under the General Information Tab select the Office Location.

General Information

Program: WIOA
 Application Number: 314992
 Name: Flores, Manny
 Application Date: 7/2/2016
 Program Participation Date: 7/2/2016
 Exit Date: 8/31/2016
 Maximum date to record after exit: 8/31/2017

* LWIA/Region: Chicago Cook Workforce Partnership

* Office Location: **Arlington Heights Workforce Center (8100)**

4. Scroll down to the Credential Information Section. **Complete all the fields as follows:**

- Select the “Credential Received”
- Under “Other Credential” specify what entity issued the credential and the name of the credential. Please see Appendix A List of Credentials by Occupation
- Select the appropriate verification documentation used to verify the credential
- Enter the Date the Credential was attained under “Date Credential Received”

Credential Information

* Credential Received: **Occupational Skills License**

Other Credential: **Class A CDL License**

Credential Verification: [[Verify](#) | [Scan](#) | [Upload](#) | [Link](#)]

* Date Credential Received: **02/16/2017** (mm/dd/yyyy) [Today](#)

Associated to Activity: [[Search Activities](#)]

5. Associate to Activity is a **required** field. Click on “Search Activities” to select the WIOA training service.

Associate to Training/Activity: **Search Activities/Services**
 record:

6. Click "select" on the Service/Course (training) that led to the earned credential.

Activities List

Activity	Provider	Service/Course	Actual Begin Date	Projected End Date	Actual End Date	Completion Status	Action
300 – Occupational Skills Training (ITA)	International Training Academy	Medical Assistant	03/18/2022	09/09/2022	09/09/2022	Successful Completion	Select

- Once the credential information is complete and reflects an associated training click "Save" to save the credential on Career Connect.

Associate to Training/Activity record: 431 – Vocational Exploration (Same Day Service)
 Enrollment – 288958
[\[Search Activities/Services \]](#) [\[Remove Association \]](#)

Staff Information

Create Date: 5/20/2019
Created By: tester, train107
Last Edit Date: 5/20/2019
Last Edited By: tester, train107



- Once you click Save, the system will take you back to the Credentials bar and you will see your credential has been added to the participant’s application.

☐ Credentials 1

[Create Credential](#)

Search:

ID	Program	APPID	Credential	Source/Source ID	Date Received	Staff Entered
51365	WIOA	314992	Occupational Skills License		02/16/2017	Ore, Gabriela

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Rows: 10

Updated-Result

The credential has been recorded properly will be counted towards the Credential Attainment Performance Measure. The link below will take you to the Report Guide. This link provides detailed guidance and navigation to various available reports including Credential reports for viewing.

<https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541-Reports-Updated-3-30-2023->

Updated-Appendix A

APPENDIX A List of Credentials by Occupation*

Occupation	Approved Credential
Accountants and Auditors	Industry Recognized Credential
Administrative Service Managers	Industry Recognized Credential
Aircraft Mechanics and Service Technicians	Industry Recognized Credential

Automotive Body and Related Repairers	The National Institute for Automotive Service Excellence Certification
Automotive Service Technicians and Mechanics	The National Institute for Automotive Service Excellence Certification
Billing and Posting Clerks	Industry Recognized Credential
Bus and Truck Mechanics and Diesel Engine Specialists	Industry Recognized Credential
Bus Drivers, Transit and Intercity	Secretary of State CDL Class A License
Cardiovascular Technicians	Industry Recognized Credential
Carpenters	Industry Recognized Credential
Certified Nursing Assistant	IL Department of Public Health License
Chefs and Head Cooks	Industry Recognized Credential
Community Health Care Workers	Industry Recognized Credential
Computer Network Architects	CompTIA, Cisco, VMware
Computer Network Support Specialists	CompTIA and Microsoft Certifications
Computer Systems Analysts	Oracle and Microsoft Certifications
Computer User Support Specialists	CompTIA and Microsoft Certifications
Computer-Controlled Machine Tool Operators	National Institute for Metalworking Skills (NIMS) Certification
Cutting, Punching, and Press Machine Operators	Industry Recognized Credential
Database Administrators	Oracle and Microsoft Certifications
Dental Assistant	Industry Recognized Credential
Dental Hygienist	IL Department of Financial and Professional Regulation License
Diagnostic Medical Sonographers	Industry Recognized Credential
Electrical Power-Line Installers and Repairers	Industry Recognized Credential
Electricians	City License
Emergency Medical Technician	IL Department of Public Health License
Executive Secretaries and Executive Administrative Assistants	Adobe, Microsoft, or Industry Recognized Credential
Facilities Manager	Industry Recognized Credential
Food Batch makers	Industry Recognized Credential
Forklift Drivers	Occupational Safety & Health Administration (OSHA) Certification
Hairstylists and Hairdressers	IL Department of Financial and Professional Regulation License
Health Technologists and Technicians, All Other	Industry Recognized Credential
Heavy and Tractor-Trailers and Intercity	Secretary of State CDL Class A License
Human Resource Specialists	SHRM-SCP, SHRM-SCP, or Industry Recognized Credential
HVAC & Refrigeration Mechanics and Installers	Industry Recognized Credential
Industrial Machinery Mechanics	Industry Recognized Credential
Information Security Analysts	CompTIA
Inspectors, Testers, Sorters, Samplers, and Weighers	Industry Recognized Credential
Legal Secretaries and Administrative Assistants	Adobe, Microsoft, or Industry Recognized Credential
Licensed Practical Nurse	IL Department of Financial and Professional Regulation License
Machinists	Industry Recognized Credential

Maintenance Workers, Machinery	Industry Recognized Credential
Medical and Clinical Laboratory Technicians	Industry Recognized Credential
Medical and Clinical Laboratory Technologists	Industry Recognized Credential
Medical Assistant	Industry Recognized Credential
Medical Records and Health Information Technician (Billing and Coding)	Industry Recognized Credential
Mental Health and Substance Abuse Social Workers	Industry Recognized Credential
Mixing and Blending Machine Setters, Operators, and Tenders	Industry Recognized Credential
Network and Computer Systems Administrators	CompTIA, Cisco and Microsoft
Occupational Therapy Assistants	IL Department of Financial and Professional Regulation License
Operating Engineers; Construction Equipment Operators	Industry Recognized Credential
Paralegal and Legal Secretaries	Industry Recognized Credential
Paramedics	IL Department of Public Health License
Patient Care Technicians (Phlebotomy, EKG and Certified Nursing Assistant)	See individual certifications
Payroll and Timekeeping Clerks	Industry Recognized Credential
Pharmacy Technician	IL Department of Financial and Professional Regulation License
Phlebotomists	Industry Recognized Credential
Physical Therapist Assistant	IL Department of Financial and Professional Regulation License
Plumbers, Pipefitters, and Steamfitters	IL Department of Public Health License
Preschool Teachers, Except Special Education	Industry Recognized Credential
Production, Planning and Expediting Clerks	Industry Recognized Credential
Radiologic Technologist	IL Emergency Management Department Certification
Registered Nurse	IL Department of Financial and Professional Regulation License
Respiratory Therapist	IL Department of Financial and Professional Regulation License
Sales Representatives, Wholesale and Manufacturing	Industry Recognized Credential
Security Guard	IL Department of Financial and Professional Regulation PERC License
Shipping, Receiving and Traffic Clerks	Industry Recognized Credential
Software Developers, Applications	CompTIA and Microsoft Certifications
Software Developers, Systems Software	Adobe and CompTIA
Stationary Engineers and Boiler Operators	Industry Recognized Credential
Substance Abuse and Behavior Disorder Counselors	Industry Recognized Credential
Surgical Technologist	IL Department of Financial and Professional Regulation License
Surgical Technologists	IL Department of Financial and Professional Regulation License
Team Assemblers	Industry Recognized Credential
Transportation, Storage and Distribution Managers	Industry Recognized Credential

Web Developers	Adobe and Oracle
Welders, Cutters, Solderers, and Brazers	Industry Recognized Credential

*Please note this list is not all inclusive. Other credentials may be allowable which are not listed here.