



## Become a Certified Illinois workNet™ Business Services Advisor

### Are you providing your local businesses the tools and resources needed to succeed?

The Illinois workNet Businesses and Key Sector Pathways are designed to connect businesses to resources for: recruiting, training and upgrading the skills of the current workforce, and providing business development tools and information.

The **Certified Illinois workNet Business Services Advisor Online Course (CIBA)** ensures consistency in and delivery of business services to employers.

Once business services representatives complete the course, they will have the core knowledge to use Illinois workNet as they meet the needs of businesses, such as:

- Becoming familiar with the tools available on Illinois workNet.
- Developing an awareness and application of *local, state, and federal* business resources.
- Expanding knowledge of business needs and expectations.
- Creating solutions for common business needs.



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### Course Facts

The Illinois workNet Business Services Advisor Online Course consists of an introduction plus three units. The lessons are designed to help business services representatives learn the location of resources in relation to key components of business services and how these resources can be used effectively in assisting business customers.

The four units in the course are:

- **Unit 1:** Introduction to Illinois workNet Key Sectors Pathway
- **Unit 2:** Using Illinois workNet Recruiting Resources
- **Unit 3:** Training Programs
- **Unit 4:** Business Development

A passing score of 80%, based on unit quizzes, is required to pass the course. The average time of completion is about 2.5 hours.

Upon completing the course, the individual earns one **Continuing Education Unit (CEU)** from Southern Illinois University, as well as a certificate that identifies them as a **Certified Illinois workNet Business Services Advisor**. The individual may access the course for up to one year and renewed annually.

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## Illinois workNet™ Business Services Advisors

Use the Illinois workNet Businesses and Key Sector Pathways in assisting customers and local partners to:

- Recruit, Train, and Develop.
- Hire diverse populations.
- Utilize the Regional Economic Snapshot to make strategic decisions about local programs and trainings.
- Connect customers to basic labor market and career information.
- Post Key Sector Jobs for *FREE* on CareerBuilder
- Create Business Branding Pages.
- Locate Education/Training Programs and providers
- Connect businesses and customers to Laid-Off Worker Assistance.
- Demonstrate the ability to use technology, including providing basic technology training and assistance.
- Connect businesses to state and local work support services.



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## Enrollment is Through Local Workforce Investment Areas

1. Local Workforce Investment Act Coordinators or Business Services Managers log on to the Workforce Professionals Pathway to pre-register course participants.
2. Individuals identified must have already taken the Certified Illinois workNet Advisor Online Course (CIWA).
3. Once enrolled, an e-mail is automatically sent to the course participant and provides:
  - a) URL to access the course through the Illinois workNet Workforce Professionals Pathway.
  - b) Individual's username and password.
  - c) Instructions for accessing and completing the course.

## Contact Information

For more information about the course, contact the Illinois workNet Team at:

Phone: 312-814-4046

Fax: 312-814-0999

Email: [business@illinoisworknet.com](mailto:business@illinoisworknet.com)

TTY users may reach us by using the Illinois Relay Center by dialing 711 or 1-800-526-0844.

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Illinois workNet™ Centers are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.