

## Certified Illinois workNet Advisors Course Module Plan

### Background:

- A Certified Illinois workNet Advisor is an individual who is knowledgeable and able to effectively use the Illinois workNet portal in their daily activities to assist Individuals and Businesses. They are able to demonstrate the ability to use technology.

### Customer Driven Recommendations:

Current	New
Lock-step Approach	Modular Approach
All participants receive same set of Units (5.5 hrs)	Required Foundation Modules allocation based on self-identified role (3.5 hrs) Optional Modules provided based on self-identified role within their organization
Standard Unit has 3 or more Lessons	Standard Module Components
Lesson Quizzes and Required Unit Quiz	End of Module Quiz (One Required)
Recertification Course (2 hrs)	Recertification Quiz (20 questions)
Primarily focuses on the Individuals Pathway	Holistic Approach focuses on Individuals, Businesses, and Workforce Professionals
Requires Staff to Pre-register	Workforce Professionals self-register for CIWA Modules
Information is stored with Angel	Information is stored on Illinois workNet server

### Definitions:

- **Series** - Modules will be identified by a Series number:
  - **Foundation modules** - 100 Series
  - **Business Services modules** - 200 Series
  - **Content Management modules** - 300 Series
  - **Case Management modules (Developing)** - 400 Series
  
- **Module** - Standard Module Components:
  - Each module contains the following Standard Components:
    - Learning objective
    - Exercises/activities

- Offer scenario based examples of how Individuals, Workforce Professionals (WP) and Business Service Teams can use the tools and resources of the Module
- Reference to resources on the WP Resources page
- Link to Video(s)
- Quick Tips
- Screenshots
- 25 - 30 minutes in length
- Lesson Summary Review
- End of module quiz (10 questions, need passing score of 80% with unlimited attempts)
  
- **Certification Requirements:**
  - Modules 1 through 7 are the mandatory CIWA Foundation modules.
  - All 7 modules must be completed to earn the certificate.
  - Modules 8 through 11 (plus Business Services and Content Management Series modules) are extras that may be taken as well.
  
- **CEU Credits:**
  - CIWA Foundation modules 1 through 7 must be completed to earn 1 CEU.
  - Business Services and Content Management modules are mandatory for those marked as Business Services Teams or Content Manager and are 1 CEU each.
  - Any additional, non-required modules taken do not receive CEU credit.
  - The annual Foundation Re-certification earns 1 CEU when completed.
  
- **Re-certification Process:**
  - One year after completing the CIWA Foundation modules, access to the Re-certification quiz is granted.
  - WP's have 90 days to complete the 20 question quiz with a score of at least 80%.
  - WP's can access CIWA modules to review for the quiz.
  
- **Breakdown of User Roles/Course Sets:**
  - adult case managers - (**100 Series** Course Set)
  - dislocated worker case managers - (**100 Series** Course Set)
  - youth case managers - (**100 Series** Course Set)
  - resource room staff - (**100 Series** Course Set)
  - Illinois workNet coordinators - (**100 Series** Course Set)
  - LWIA/LWIB directors - (**100 Series** Course Set)
  - other WIA staff - (**100 Series** Course Set)
  - non-WIA community partner staff - (**100 Series** Course Set)

- business services teams - (100 and 200 Series Course Set)
- content managers - (100 and 300 Series Course Set)

### Learning Method Outline:

Using module lessons, the following CIWA module topics are recommended:

- About the CIWA Foundation Online Course (5 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
About the CIWA Foundation Online Course	To get the workforce professional (WP) informed and ready to complete the CIWA course.	Define what a Certified Illinois workNet Advisor is.  Explain the course format and certification process.	All taking CIWA (100 Series)

- Module 1: Introduction to Illinois workNet (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 1.1 - Illinois workNet Portal Overview  Lesson 1.2 - Getting Started in Illinois workNet	To get the workforce professional informed about the purpose, goals and benefits of using Illinois workNet.	Describe the Purpose, Goals and Benefits of using Illinois workNet.  Walk through of the 5 Pathways.	All taking CIWA (100 Series)

- Module 2: Helping Individuals get started in Illinois workNet (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 1.3 - Getting Other Individuals Started in Illinois workNet  Lesson 1.4 - Navigating the Personalized Home Page	To get the workforce professional informed about the resources and tools on the Individuals pathway	WP learns how to use the tools and resources to assist Individuals	All taking CIWA (100 Series)

- Module 3: Prepare for a job search (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 3.2 - Helping Individuals Prepare to Find Jobs	To teach workforce professionals how to use the tools and resources on Illinois workNet to assist their customers in preparing for a job search.	WP learns how Individuals and WP's can use the tools and resources on Illinois workNet to prepare for a job search.	All taking CIWA (100 Series)

- Module 4: Finding Education Programs & Training Resources (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 4.1 - Locating Education and Training	To teach workforce professionals how to use the tools and resources on Illinois workNet to assist their customers in finding training/education programs.	Walk through of the tools and resources to find training/education programs using Illinois workNet	All taking CIWA (100 Series)

- Module 5: Using Illinois workNet to Find a job (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 3.3 - Helping Individuals Find New Jobs or Start Businesses	To teach workforce professionals how to use the tools and resources on Illinois workNet to assist their customers in finding a job.	WP has understanding of the tools and resources to find a job using Illinois workNet.	All taking CIWA (100 Series)

- Module 6: Find Support Services (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 4.2 - Locating Job-Related Support Services	To teach workforce professionals how to use the tools and resources on Illinois workNet to assist their customers in finding support services.	Walk through of the tools and resources to find support services using Illinois workNet	All taking CIWA (100 Series)

- Module 7: Incorporate Illinois workNet into daily work activities (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 1.2 - Getting Started in Illinois workNet	To get the workforce professional informed about incorporating Illinois workNet into their daily tasks.	Walk through of the resources on the WPP and LWIA Wide Integration pages.	All taking CIWA (100 Series)

- Module 8: Key Sectors Pathway Overview (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 2.1 - Key Sectors Pathway Overview Lesson 2.2 - Use of the Key Sectors Pathway by Individuals Lesson 2.3 - Use of the Key Sectors Pathway by Businesses	To inform and educate workforce professionals on using the key tools and resources on the Key Sectors pathway.	Explain the benefits of using the Key Sectors pathway for Individuals, Workforce Professionals and Businesses.  Examine the tools and resources on the pathway.	<ul style="list-style-type: none"> <li>○ adult case managers</li> <li>○ dislocated worker case managers</li> <li>○ youth case managers</li> <li>○ resource room staff</li> <li>○ workNet coordinators</li> <li>○ non-WIA community partner staff</li> <li>○ business teams</li> </ul>

- Module 9: Disability Resources Pathway Overview (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 4.2 - Locating Job-Related Support Services	To inform and educate workforce professionals on using the resources on the Disability Resources Pathway.	Explain the benefits of using the Disability Resources.  Examine the resources on the pathway.	<ul style="list-style-type: none"> <li>adult case managers</li> <li>dislocated worker case managers</li> <li>youth case managers</li> <li>resource room staff</li> <li>non-WIA community partner staff</li> </ul>

- Module 10: Laid Off Worker Page Overview (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Lesson 1.2 - Getting Started in Illinois workNet	To inform and educate workforce professionals on using the resources on the Laid Off Worker Pages.	WP knows the benefits of using the Laid Off Worker Page.  Examine the tools and resources on the page.	<ul style="list-style-type: none"> <li>adult case managers</li> <li>dislocated worker case managers</li> <li>youth case managers</li> <li>resource room staff</li> <li>non-WIA community partner staff</li> <li>business teams</li> </ul>

- Module 11: Illinois workNet Communications Tools (25 - 30 min)

Lesson Unit in Current CIWA	Goal	Desired Results	Recommended Audience
Not in CIWA	To inform and educate workforce professionals on the extra features on Illinois workNet and offer ways to improve usage.	WP is aware of each tool (i.e. Twitter, RSS feed, FAQ...) and how to integrate into daily tasks.	<ul style="list-style-type: none"> <li>adult case managers</li> <li>dislocated worker case managers</li> <li>youth case managers</li> <li>resource room staff</li> <li>workNet coordinators</li> <li>LWIA/LWIB directors</li> <li>non-WIA community partner staff</li> <li>business teams</li> <li>content managers</li> </ul>