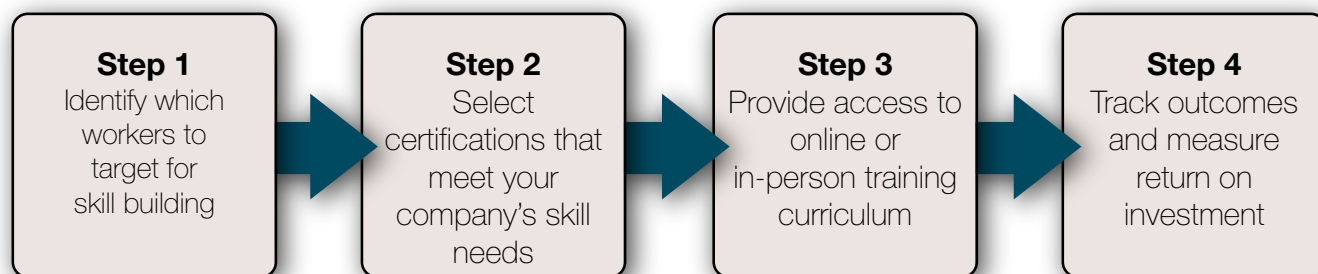


For Current Workers



Interested in upgrading and certifying the skills of your current workforce? It's a good idea! A growing number of employers find that nationally-portable, industry-recognized certifications help standardize and improve employee performance.

Certifications can also positively affect the overall work environment and contribute to individual job satisfaction. Attaining selected certifications can become a goal for the employee seeking advancement within the company. Both the individual and the company benefit from a workforce that is continuously improving skills. Take these steps to implement the Skills Certification System with your current workforce.



1. Decide which workers/ jobs you will target and how the certifications will be used

The first step is to decide which group of workers in which positions you want to target for skill building. Which position is causing you the most “pain”? Which skills are you lacking on the production line? Are you introducing a new process or new equipment that requires additional knowledge and skills? Are you combining positions to create multi-skill positions? Then decide how you will use the certifications. Will it be to document skill building or as a requirement for internal job advancement or both? You might also decide to offer certifications as an option for workers in a position that now requires certification for new hires.

2. Select the certifications that meets your company's skill needs

The next step is to select the certifications that meet your needs. Consider the various certifications included in the Skills Certification System and locate the standards on their websites. Compare the skills you need with the standards measured by various certifications to find the best match. Some community colleges have specialists who can conduct a “job analysis” to identify specific job tasks and knowledge, skills, and abilities needed to perform them. Seek input from department supervisors to match certifications with required skills.

If you want to be sure that your current workers have the applied academic skills to perform new, more complex skills needed for job advancement or new positions, you may decide to use the National Career Readiness Certification (NCRC). Set a minimum performance level based on the minimum skills required for the position. It may be helpful to benchmark against high-performing current workers to determine a minimum score.



3. Provide access to online or in-person training curriculum

Some current workers may be able to attain selected certifications without additional training. Other workers, particularly those who have never had formal training in the content, may need additional support. Some certification partners offer online curriculum that you can make available at the workplace in a computer lab/learning center or through an individual account on a home computer. Many community colleges offer preparation courses, workshops, and labs, either on-site or on campus. Providing access to in-person or online training prior to testing offers workers the opportunity to improve their knowledge and skills.

4. Monitor performance, track outcomes, and measure return on investment

Monitor work performance based on your company's performance management system. Track and document the employee's work skills, related to the certifications and the expected performance. Identify, track, and document overall company performance measures. These could include productivity, overtime, efficiency, and sales.

Compare performance of previous placements to certified workers and determine if there were any changes or different outcomes. Did the use of the certification result in any changes in performance? If yes, consider embedding other certifications into incumbent worker training programs as appropriate. Determine return on investment using costs related to implementing the certifications such as purchase of instructional materials, released time for training, training personnel, etc., compared to savings or increased revenues.

Companies that embed skills certification requirements into training have reported significant measurable outcomes: reduced turnover, increased equipment effectiveness, improved teamwork, enhanced quality control, increased productivity, improved morale, and overall company performance. The Return on Investment (ROI) is computed using these factors compared to company investment in the system, as well as individual performance improvement between non-certified and certified workers.

**Certifying your current workers
is an investment in the overall
performance of your company.**

