



# **The Role of the Proctor – Using Florida Ready to Work to Connect Job Seekers with Careers**

**April 23, 2024**

# Agenda

- Introductions - Meet the Florida Ready to Work Team
- Overview of Florida Ready to Work
- Role of the Proctor
- Proctoring Best Practices from CareerSource Northeast Florida and CareerSource Capital Region
- Questions / Answers with Panelists & Customer Success Team

# Overview

- State-sponsored **career readiness training and credentialing solution**
- Research-based **soft skills, digital skills, and academic employability skills** that underpin all career pathways
- Delivered in partnership with high schools, adult education programs, technical schools, state colleges, apprenticeship programs, **workforce boards**, juvenile justice, corrections, employers, and other workforce education partners
- State funded – **FREE** for all implementation partners and students
- Administered by the Florida Department of Commerce
- Managed by WIN Learning, national career readiness solution company

# THREE Stackable Credentials – Customizable Program

FLORIDA  
**ready to work**  
credential

## SOFT SKILLS

The State of Florida recognizes

### Sample Student

for demonstrating foundational soft skills including  
Communicating Effectively, Conveying Professionalism,  
Promoting Teamwork and Collaboration, and Thinking Critically and Solving Problems.

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Ron DeSantis, Governor  
State of Florida

 Endorsed by the National Work Readiness Council

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## DIGITAL SKILLS

The State of Florida recognizes

### Sample Student

for demonstrating mastery of foundational career skills in  
Computer Operations, Internet Browsing, Digital Communication,  
Digital Documents, and Digital Security.

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## ACADEMIC EMPLOYABILITY SKILLS

### ACHIEVEMENT LEVEL 3

The State of Florida recognizes

### Sample Student

for demonstrating foundational employability skills including  
Work Ready Math, Work Ready Reading, and Work Ready Data.

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# Role of the Proctor - Explaining

- Explain to job seeker what Florida Ready to Work is
  - Job seeker orientation
- Help them understand how they can earn state-sponsored, nationally endorsed credentials
- Florida Ready to Work Champion

# Role of the Proctor – Enrolling

- Enrolling job seekers in Florida Ready to Work
- Providing login information and step-by-step instructions for accessing the program



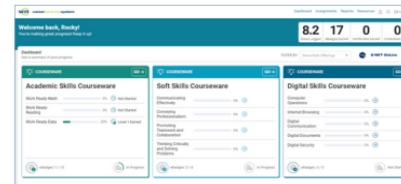
## 1. Login to WIN Career Readiness System

Navigate to [www.wincrsystem.com](http://www.wincrsystem.com) from any browser and login with your username and password.



## 2. Enter the Courseware

Locate the Soft Skills Courseware tile on your dashboard and click **Go** in the top right corner.



## Soft Skills Courseware Quick Reference Learner

### 3. Start a Module

Soft Skills Courseware contains four subject areas:

- Communicating Effectively
- Conveying Professionalism
- Promoting Teamwork and Collaboration
- Thinking Critically and Solving Problems

Click on **Pretest** to measure your current skill level in the subject area.

Module	Progress	Bridge	Learn More
Communicating Effectively	Pretest Lesson 1 Lesson 2 Lesson 3 Lesson 4 Lesson 5 Pretest		
Conveying Professionalism	Pretest Lesson 1 Lesson 2 Lesson 3 Lesson 4 Lesson 5 Lesson 6 Lesson 7 Pretest		
Promoting Teamwork and Collaboration	Pretest Lesson 1 Lesson 2 Lesson 3 Pretest		
Thinking Critically and Solving Problems	Pretest Lesson 1 Lesson 2 Lesson 3 Lesson 4 Lesson 5 Pretest		

Select your answer and click the **Submit** button to see if you answered correctly.

Click the **Next** icon to proceed.

**Communicating Effectively**

**Pretest**

You are having a conversation with a coworker about a new policy at work, and you strongly disagree with most of the opinions she is offering.

Read the following possible actions and decide which is the **BEST** way to handle the situation and which is the **WORST** way to handle the situation.

1. Interrupt her often, and forcefully present your own point of view.
2. Listen quietly and decide you don't want to start an argument.
3. Pay careful attention to her and then offer your input respectfully.
4. Make mental notes of how you will disagree when she finishes talking.

Which is the **BEST** way to handle the situation?      Which is the **WORST** way to handle the situation?

# Role of the Proctor – Reporting

- Monitoring job seeker progress in program
- Checking in on when job seekers plan to complete training

Learner Listing Report

Filter(s) Exportable Version: on

Name Product

Date Completed	Session Time	Module	Content Type	Level	Level Score	Scale Score	eBadge	Credential	Certificate
Name: Warner, Melissa							eBadges: 3	Credentials: 0	Certificates: 0
Product: Soft Skills – Training							eBadges: 3	Credentials: 0	Certificates: 0
2023-10-08 11:16:45 AM	00:28:32	Communicating Effectively	Module Pretest	0		90			
2023-10-08 12:01:28 PM	00:33:58	Communicating Effectively	Course	1		89			
2023-10-08 01:50:17 PM	00:38:20	Communicating Effectively	Course	2		100			
2023-10-08 02:13:57 PM	00:23:21	Communicating Effectively	Course	3		100			
2023-10-08 02:54:41 PM	00:39:50	Communicating Effectively	Course	4		80			
2023-10-08 03:24:31 PM	00:29:47	Communicating Effectively	Course	5		83			
2023-10-08 03:58:59 PM	00:24:29	Communicating Effectively	Module Posttest	0		90			
2023-10-08 03:58:59 PM		Communicating Effectively					Earned		
2023-10-20 02:26:23 PM	00:23:00	Conveying Professionalism	Module Pretest	0		98			
2023-10-20 02:46:05 PM	00:19:00	Conveying Professionalism	Course	1		100			
2023-10-20 03:13:13 PM	00:28:40	Conveying Professionalism	Course	2		100			
2023-10-20 03:34:37 PM	00:21:20	Conveying Professionalism	Course	3		100			
2023-10-20 03:45:10 PM	00:10:20	Conveying Professionalism	Course	4		67			
2023-10-20 04:18:21 PM	00:33:00	Conveying Professionalism	Course	5		67			
2023-10-20 04:30:53 PM	00:12:20	Conveying Professionalism	Course	6		100			
Students: 134	5 days, 16:07:21						eBadges: 165	Credentials: 5	Certificates: 4

# Role of the Proctor – Administering the Assessment

- Scheduling the job seekers to take the assessment
- Reviewing results with job seekers
- Printing Florida Ready to Work Credentials
- Helping job seekers share Florida Ready to Work Achievements online



# Meet Our Panel

**Steven Hottenstein**, Training & Development  
Manager, CareerSource Northeast Florida

**Darlene Phillips**, Career Solutions Representative,  
CareerSource Capital Region

# Questions for the Panel

# How do you identify job seekers for Florida Ready to Work?

How do you introduce Florida Ready to Work to job seekers? When / How do you provide login information?

How often do you check-in with job seekers? How long do you give job seekers to complete the training?  
Do you set a deadline date?

# What is your process for scheduling assessments?

- Do you dictate the test date?
- Do you allow the job seekers to say when they want to test?

# Final Tips / Best Practices for Administering Florida Ready to Work



# Questions

# CareerSource Florida Network – Implementation Ideas

- Make Soft Skills & Digital Skills Credentials a prerequisite for Work Based Learning / Applying for Apprenticeships
- Incorporate solution into Adult Education Programs – IET, ESOL, GED
- Use Academic Employability Skills as a part of preparation for apprenticeships
- Career-contextualized instructional relevance for jobseekers requiring foundational math or reading refresher
- Require youth participants to earn Soft Skills & Digital Skills Credentials as a part of Summer Youth Program
- Tell YOUR Business Community

# CareerSource Florida Network – Reminders

- Digital Badging available for job seekers
- New Learner Dashboard went live January 2024 – Visit [FloridaReadytoWork.com/Resources](https://FloridaReadytoWork.com/Resources) for more information
- Customer Service Team – 888-717-9461, Option 3
- CareerSource Florida Monthly Introduction / Training Webinar
  - Last Wednesday of the Month beginning in May
- Next CareerSource Florida Network Webinar –
  - Reporting – May 21, 2024 at 1 p.m.
  - Visit [www.FloridaReadytoWork.com/Events](https://www.FloridaReadytoWork.com/Events)

**FL****RIDA**  
**ready to work**  
powered by **win**

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