



**Utilizing Florida Ready to Work to  
Strengthen Your Talent Pipeline**

**May 2024**

# Agenda

- Introductions - Meet the Florida Ready to Work Team
- Overview of Florida Ready to Work
- Implementing Strategies
- Business Community Outreach
- Questions / Answers



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Why Florida Ready to Work?



# 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.

FLORIDACOMMERCE

  
Ron DeSantis, Governor  
State of Florida

 Endorsed by the National Work Readiness Council

FLORIDA  
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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.

FLORIDACOMMERCE

  
Ron DeSantis, Governor  
State of Florida

 Endorsed by the National Work Readiness Council

# Work Ready Soft Skills

- **Communicating Effectively** – Verbal and nonverbal communication and listening; use of communication tools including email etiquette, cell phone, and social networking; resolving conflict through communication; and acknowledging criticism.
- **Conveying Professionalism** – Dependability, courtesy, attitude, motivation, personal accountability, and time management.
- **Promoting Teamwork and Collaboration** – Teamwork skills and interactions, collaboration with others regardless of personal feelings, benefits of diversity and sensitivity to differences, accepting responsibility, and leadership.
- **Thinking Critically and Solving Problems** – Innovation, creativity, flexibility, overcoming adversity, goal setting, and critical thinking strategies.



# Soft Skills Credential



- Digital – may be downloaded, printed and emailed on demand

- State-sponsored, signed by Governor

## Florida Ready to Work Credential - Soft Skills

The credential is based on a proctored career readiness assessment validating mastery of the foundational work habits and situational judgment skills commonly required for most jobs according to the U.S. Department of Labor O\*NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

### Communicating Effectively

- Understand the elements of effective listening, speaking, and writing
- Consider the purpose, audience, and medium of communication, including email etiquette, texting, and social media
- Understand the role of the customer and develop positive customer relationships
- Adopt a growth mindset and become an active learner
- Demonstrate strategies for conflict resolution

### Promoting Teamwork and Collaboration

- Recognize the characteristics of an effective team member
- Develop leadership skills
- Recognize, celebrate, and incorporate individual diversity and differences in the workplace

### Conveying Professionalism

- Build trust through punctuality, dependability, and accountability
- Demonstrate integrity, initiative, and a strong work ethic
- Represent the organization in the workplace and beyond with pride and professionalism
- Develop organizational skills and effective work habits
- Manage time effectively and prioritize tasks
- Use common technology and choose tools to fit tasks
- Develop basic business acumen

### Thinking Critically and Solving Problems


- Adapt to new information and circumstances
- Make decisions with logic and reason
- Demonstrate awareness of systems and design for improvement
- Use a cycle of inquiry to investigate a problem
- Evaluate and interpret data sources and visual displays

For information about the O\*NET Job Zone Framework, visit <https://onetonline.org/help/online/zones>.

This credential is issued by Florida Ready to Work, a research-based foundational career readiness training, assessment, and credentialing program sponsored by the State of Florida; administered by the Florida Department of Commerce ([floridajobs.org](http://floridajobs.org)); and endorsed by the National Work Readiness Council ([nwrc.org](http://nwrc.org)), an independent national nonprofit workforce development, training, and advocacy organization.

Questions? 1.888.717.9461 Option 3 | [customerservice@floridareadytowork.com](mailto:customerservice@floridareadytowork.com)

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*It may seem surprising that in this day and age some workers have few or no digital skills. It is important to note that many of these workers may have fragmented knowledge: That is, they may be comfortable using a mobile phone to text a photo, but not be familiar with how to operate a mouse or upload a job application.*

**National Skills Coalition,**  
**The New Landscape of Digital Literacy, 2020**



# NEW! Work Ready Digital Skills

- **Computer Operations** – Identify and understand device types, parts of a computer, operating systems, common software applications, basic computer operations, and professional use of devices.
- **Internet Browsing**– Identify and understand the world wide web and internet, how to connect to the internet, browser basics and how to search the web, and professional use of the internet.
- **Digital Communication**– Identify and understand methods of digital communication including email, video conferencing, instant messaging and text messaging, social media etiquette, and professional use of digital communication tools.
- **Digital Documents** – Identify and understand different types of digital workplace documents including word processing spreadsheets, slide presentations, and online forms; document sharing and collaboration tools; and professional use of digital documents.
- **Digital Security**– Identify and understand security policies and procedures, password security, privacy settings, security software, spam and phishing, and virtual private network (VPN).

# NEW! Digital Skills Credential



- State-sponsored, signed by Governor

## Florida Ready to Work Credential - Digital Skills

The credential is based on a proctored career readiness assessment validating mastery of the foundational technology skills commonly required for most jobs according to the U.S. Department of Labor O'NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

### Computer Operations

- Understand basic computer operations
- Identify main parts of a computer
- Recognize popular Operating Systems and how to update them
- Identify and select common software applications
- Understand the parts of the virtual desktop and how to change device settings
- Apply best practices for using a company-issued device in the workplace

### Internet Browsing

- Understand the definition, purpose, and basic infrastructure of the internet
- Understand how to connect to the internet
- Define World Wide Web and related tools and terminology
- Use common internet browsers
- Use search engines and evaluate results
- Apply best practices for using the internet in the workplace

### Digital Communication

- Understand methods of digital communication and define when it is appropriate to use each medium
- Recognize basic email providers and functions and understand the distinction between work vs personal email
- Identify video conferencing providers and functions and understand general etiquette
- Recognize text message and Instant Message providers and functions and understand general etiquette
- Identify popular social media platforms and understand general etiquette
- Apply best practices for using digital communication in the workplace

### Digital Documents

- Recognize common word processing applications and their functions
- Recognize common spreadsheet applications and their functions
- Recognize common slide presentation applications and their functions
- Understand how to complete online documents and forms, such as a fillable PDF or online job application
- Understand sharing documents and functions and understand applications
- Understand how to collaborate on documents using shared applications
- Apply best practices for using documents, spreadsheets, and slide presentations in the workplace

### Digital Security

- Identify security policies and procedures and understand common workplace digital security protocol
- Understand password security and strength, using password management tools, and multi-factor authentication
- Identify spam and phishing attempts, and how to avoid and report them
- Understand basic computer and application privacy settings
- Identify common security software applications, their functions, and how to prevent or minimize effects of malware and viruses
- Recognize Virtual Private Network (VPN) software applications and their functions
- Understand the concept of a Digital Footprint
- Apply best practices for digital security in the workplace

To learn more about the O'NET Job Zone Framework, visit <https://onetonline.org/help/online/zones>.

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# Academic Employability Skills

- **Work Ready Math** – Mathematical reasoning and problem-solving skills to solve real-life workplace problems, such as calculating dimensions, costs, and percentages; reviewing transactions to ensure accuracy.
- **Work Ready Reading** – Reading comprehension and reasoning skills to use documents in the workplace such as memos, letters, directions, signs, notices, policies, and regulations.
- **Work Ready Data** – Analytical skills to interpret sources of data in the workplace, such as charts, graphs, tables, flowcharts, diagrams, and maps.

# US DOL O\*NET Job Zones

- **Level 1 | Job Zone 1 – Little or no preparation needed**  
May require a high school diploma or GED. Ex: Dishwasher, landscaper
- **Achievement Level 2 | Job Zone 2 – Some preparation needed**  
Usually require a high school diploma. Ex: Customer service, bank teller
- **Achievement Level 3 | Job Zone 3 – Medium preparation needed**  
Require training in technical schools, related on-the-job experience, or an associate's degree. Ex: Electrician, medical assistant
- **Achievement Level 4 | Job Zone 4 – Considerable preparation needed**  
Usually require a four-year bachelor's degree. Ex: Graphic designer, manager
- **Achievement Level 5 | Job Zone 5 – Extensive preparation needed**  
Require graduate school. Some may require a master's degree or advanced degree. Ex: Doctor, lawyer

# Academic Employability Skills Credential



State-sponsored, signed by Governor

## Florida Ready to Work Credential - Academic Employability Skills

The credential is based on three proctored career readiness assessments validating mastery of the foundational academic employability skills (math, reading, and data) commonly required for most jobs according to the U.S. Department of Labor O'NET Job Zone Framework. The holder of this **Achievement Level 3** credential has demonstrated **Job Zone 3** work ready skills including:

### Work Ready Math Skills for Level 3

A participant who has earned an **Achievement Level 3** in Work Ready Math has the foundational math skills to succeed in preparatory programs for **O'NET Job Zone 3** career pathways. Participants can solve multi-step, complex mathematical operations using multiple pieces of data, and determine relevant information for how to solve the problem. For example, participants have demonstrated the ability to:

- Understand how to solve multi-step, multi-operation problems, such as determining assembly line production rates.
- Solve problems involving unit conversion, such as units of weight or time.
- Solve multi-step problems to calculate product information, such as unit cost or percent discount.
- Solve single-step division problems with integers.
- Calculate product dimensions, such as circumference of a tire or the number of square feet of tiles needed to cover an area.

### Work Ready Reading Skills for Level 3

A participant who has earned an **Achievement Level 3** in Work Ready Reading has the foundational literacy skills to succeed in preparatory programs for **O'NET Job Zone 3** career pathways. Participants can read and understand moderately complex workplace documents, such as detailed operation manuals or procedures. For example, participants have demonstrated the ability to:

- Use common reading strategies to understand key vocabulary in moderately complex informational text.
- Identify the purpose, main idea, and implicit details provided in moderately complex informational text.
- Generalize knowledge gained from a moderately complex procedural document.
- Draw conclusions based on implicit details in an informational document, such as an article about flexible employment schedules.

### Work Ready Data Skills for Level 5

A participant who has earned an **Achievement Level 5** in Work Ready Data has the foundational data literacy skills to succeed in preparatory programs for **O'NET Job Zone 5** career pathways. Participants can identify trends and make predictions based on data within and across multiple sources such as complex graphs and charts. For example, participants have demonstrated the ability to:

- Interpret sales, marketing, or industry conditions and make predictions based on trends represented in complex graphs.

There are four possible Achievement Levels (2-5). The Achievement Level is a composite work ready indicator based on the lowest passing score across all three assessments required to earn the credential. For information about the correlation between Achievement Level and O'NET Job Zone, visit <https://onetestline.org/help/online/zones>.

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# Earning the Credentials

- Online Training
  - Each module takes 1 hour to 1.5 hours, includes pre-test & post test
  - Online Training is **Optional**
  - Supplement to in-person employability skills training you are doing
- Proctored Assessment
  - 1 hour online assessment / scored in real time
  - Maybe retaken as many times as the candidate needs
  - Virtual options are available



# Implementing Strategies

# 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

# Implementation Highlights

## CareerSource Central Florida



**Two Week Soft Skills Development**

### CAREER + CARE

Participants could earn certification for Florida Ready to Work. Also, learn about resources in our community, including important information presented by the Early Learning Coalition of Osceola.

**WHERE**  
CareerSource Central Florida Osceola  
Career Center at Valencia College Campus  
1800 Denn John Lane CIT Building, Suite 300  
Kissimmee, FL 34744

**WHEN**  
Monday - Thursday 10am - 3pm  
September 18th - 28th  
Parking Available in Lot G

**Who can participate in Career + Care?**

- Single mothers-to-be
- Single mothers with children 5 and under
- Must reside in Lake, Orange, Osceola, Seminole, or Sumter County
- Must be eligible to work in the United States

[CareerSourceCentralFlorida.com/CareerCare](https://www.CareerSourceCentralFlorida.com/CareerCare) **1.800.757.4598**



Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/100 equipment.

A proud partner of the **Amazon Job Center** network.

# Jobseekers Returning to the Workforce

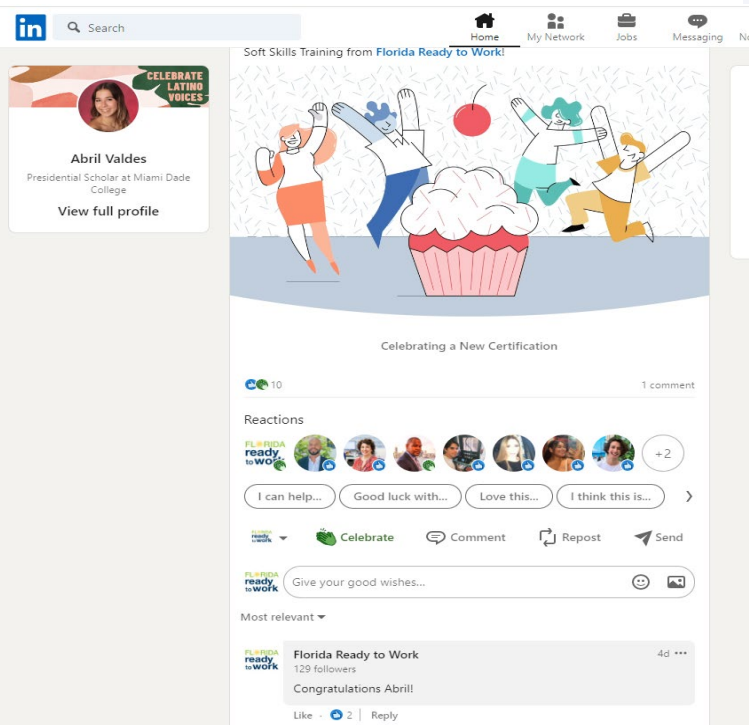
- Returning citizens / Seniors second career / Labor and skilled workers
- Individuals who are uncomfortable with a computer and/or internet browsing
- Individuals who have not had access to the internet beyond their phones
- Digital Communication – Helping individuals become comfortable with Zoom

# Summer Youth Participants

- Earn state-sponsored, nationally endorsed credentials
- Prepared to communicate effectively
  - Face-to-Face & Digitally
- Understanding how to use the internet appropriately in a workplace setting
- Being secure with workplace devices

# Share the Credential

## Verify the Credential



## Florida Ready to Work Credential - Soft Skills

SHARE PDF EMAIL EMBED HELP MORE

Sign in to access more options



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- Understand the role of the customer and develop positive customer relationships
- Adopt a growth mindset and become an active learner
- Demonstrate strategies for conflict resolution

### Conveying Professionalism

- Build trust through punctuality, dependability, and accountability
- Demonstrate integrity, initiative, and a strong work ethic

### Share Credential

Show this credential on your social network



Add to My LinkedIn Profile

### Credential Verification

This credential is from a **verified issuer**

Verify Credential

### More about the Issuer



Visit Issuer Website

# Business Community Outreach

# Apprenticeship Advantage

- **Free** training that can be used for **related technical instruction hours**
- Tool to evaluate jobseeker readiness for apprenticeship
- Foundational skill training / remediation for those who are rusty or not ready for apprenticeship curriculum
- Maximize apprenticeship completion and return on investment
- Underlying skills aligned to U.S. Department of Labor O\*NET Job Zones Framework / career pathways
- **For the Apprentice:** Employer valued credential, giving jobseekers a competitive advantage when applying for work and reducing employer hiring / training costs



# Business Community Outreach Ideas



- Use trainings for RTI hours with apprenticeships and pre-apprenticeships
- Preferred hirings with Florida Ready to Work Credential
- Diagnostic tool to evaluate job seeker readiness for various positions
- New Employee Training

**Ask For The  
Florida Ready to Work  
Credential!**

Questions

# CareerSource Florida Network – Reminders

- THREE Stackable Credentials available for jobseekers
  - Digital Skills, Soft Skills, and Academic Employability Skills
- Digital Badging available for job seekers
- Monthly webinars for new employees
- Customer Service Team – 888-717-9461, Option 3
- Next CareerSource Florida Network Webinar –
  - Promoting Florida Ready to Work to Employers – July 23, 2024
    - [FloridaReadytoWork.com/Resources](https://floridareadytowork.com/Resources)

**Don't miss us at the Workforce Summit in September**



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