



Credentialing Plan for Certified Federal Job Search Trainer Program by Kathryn Troutman

Credentialed individuals are career professionals with at least 1 year specialized experience in career planning, training, career counseling, employment readiness and job search advisement services.

The objective of the CFJST and CFCC program is to give career professionals expert knowledge and experience in order to teach and advise jobseekers in successful federal job search. The federal application process is complex and requires knowledge, skills and abilities to encourage and support federal job search by first-time applicants.

The curriculum, powerpoint programs, lessons, activities, examinations, evaluation, course summary has been co-developed by Ligaya Fernandez, Retired Senior Personnel Policy Analyst, Merit Systems Protection Board and author and Government Human Resources Contractor and Trainer, Kathryn Troutman.

ASSESSMENT TOOLS FOR CCE CRITERIA FOR CREDENTIALING FOR CERTIFICATION PROGRAM STATUS

1. **Education** - Educational requirement includes at least 24 hours of specialized training in federal human resources employment programs and federal application processes. Upon completion of the specialized training, participants will be able to demonstrate they possess the knowledge and skill needed to provide effective advice and assistance to Federal jobseekers. The curriculum is designed to teach significant elements of federal hiring practices, programs and applicant advisement services. Additional curriculum developed and designed for federal jobseekers is taught and practiced during this program.

2. **Experience** - Participants must have at least One Year Experience in Career Planning or counseling, or in Human Resources management. Examples can include Human Resources Staffing, Recruitment, Transition Employment Counseling, and Career Counseling.

3. **Assessment** - a pre-course examination and a post-course examination are administered to each participant to examine the level of knowledge and skills they brought to and attained from the training program. The examination scores are compared and shared with attendees. For credentialing purposes, a participant must show significant increase in their post-course examination scores and a significant improvement in writing resumes and accomplishment records. Additionally, participants participate in role playing sessions on how to conduct the training program themselves, in which their performance is critiqued and evaluated. A summary of the learning gained through the program is prepared.

At the end of the training program, participants are asked to rate the effectiveness of program delivery and the usefulness of the program to their jobs. Based on the feedback received and participants' performance on the post-course test, the curriculum and the test itself are updated. The curriculum is continually updated for each course, including the handouts, and powerpoint slides to meet new interests in federal employment and trends based on the employment priority of the current Administration.

4. **Standards of Professional Practice and Conduct.** An Agreement between the credentialed individual and RP is signed to give certified users the rights to use and to hold them liable to appropriately use the professional license and logo at the standards set by RP. WE have a documented process to ensure standards of conduct, accepted practices for federal resume and application writing and established RP curriculum that is available for credentialed CFJST trainers and advisors to utilize with federal jobseekers.

5. **Continuing Education** - Established curriculum for recertification and continuing education through online courses, recommended conferences, speakers, articles, newsletters and information generated from experts in federal employment. Recertification is required to update on new federal hiring information and federal employment programs every two years. Curriculum is updated based on legislation that is pending for updates in federal hiring and Office of Personnel Management's mandates to improve and simplify federal hiring.

Knowledge, Skills and Abilities

1. Knowledge of the Federal hiring process. This includes:

- Federal job sites, specifically USAJOBS and agency career sites, i.e., how to navigate within the site and to effectively use the site to find suitable job announcements
- How to apply, i.e., information and documents to include in the application package and how to file the package
- How to prepare an effective application package, i.e., how to describe duties and accomplishments in a manner that will put applicants' qualifications to the utmost advantage.
- The role of veterans' preference in the Federal hiring process
- The rating and ranking process
- The selection process, including selection interviews

2. Knowledge of Federal hiring programs, including special hiring programs. This includes:

- The competitive examining, which applies to the public
- Special hiring programs for veterans
- Special hiring programs for students
- Special hiring programs for military spouses and other dependents

3. Skill in client services.

- How to conduct one-on-one advisement
- How to conduct group training