

Why Consider Accreditation?

Career and Workforce Development Programs face increased competition and heightened expectations from customers and funding sources. Quality accreditation processes provide the competitive edge necessary to identify strong programs that have high standards.

Built on the High Performance Career Development Programming (HPCD) Standards and System, CoE accreditation provides:

- A rigorous framework for evaluating programs and services. This framework is based on best practices in the field and designed to improve organizational performance.
- Verification that the highest possible level of career and workforce development services are being provided to customers.
- An opportunity to identify and address key performance improvement issues within the organization and its programs, and across a system of providers.
- Access to expert technical assistance and training that specifically address key performance issues faced by workforce development provider staff.
- Peer-to-peer networking, benchmarking, and relationship building opportunities.
- Systematic performance evidence for use in communicating about and marketing your services to funders and customers.

Using the effective practices and models of a 5-year pilot program initiated by the Workforce Development Professionals Network (WDPN), CCE, NCDA, and WDPN are jointly administering the CoE accreditation process. A network of NCDA and WDPN certified facilitators and auditors provides training and consulting support during the self-assessment and application process.

Benefits of Participation in the CoE Process

Participation in the CoE process with HPCD-based self-assessments has important benefits for staff including:

- Learning best practices and developing a framework and background that facilitates performance improvement efforts, resulting in better service provision.
- Learning a “common language” of workforce development and better understanding how service components fit together to better serve career transition clients and their potential employers.
- Increased systems knowledge which facilitates an understanding of how their organization and services fit into the larger workforce and economic development picture.
- Stronger team, collaboration, networking and continuous quality improvement skills.
- Stronger support for your organization’s mission, vision, and values through services delivery processes that are customer-focused and based on best practices.

Ready to Get Started?

Overview materials and details on the CoE program accreditation levels and approaches are available at www.wdpn.net or by calling the Workforce Development Professionals Network (WDPN) at (412) 269-9376, extension 2.

CoE application and information on accreditation levels are available at www.cce-global.org or by calling (336) 482-2856.



Does Your Career/ Workforce Development Program Meet High Performance Standards?



**Center of Career
Development
Excellence
(CoE™)**

CoE accreditation identifies programs and systems with proven quality standards and outstanding organizational performance.



CoE accreditation is provided by the Center for Credentialing and Education, Inc. (CCE®)
www.cce-global.org

The CoE Program Accreditation Process

The Malcolm Baldrige National Quality Award (MBNQA) core values are the foundation of the High Performance Career Development Programming (HPCD®) model. It is made up of 222 individual activities in 22 categories across five programming domains. The domains are:

- **Vision, Mission, Values, and Leadership** Starting at core questions/standards, such as: Why do we exist? How is the delivery of career and workforce services related to our vision, mission, and values? What are our values and our strategic planning processes? Are staff and board leadership roles defined and well executed?
- **Pre-Program Service Areas** Marketing, recruitment, intake, assessment, and suitability for career and workforce development services. Customer service and ease of use are stressed, and collaboration referrals are in place.
- **In-Program Career Development Interventions, Education and Training** Career development workshops or employability, basic skill remediation, career resource center best practices and services, social supports, training and/or training referrals, and business services.
- **Post Programming** Job search, transitions into employment, job development, retention and advancement, industry & employer services.
- **Across Programming Areas** Finance and administration, Continuous Quality Improvement (CQI), human resource focus, collaboration, results focus.

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Vision
Mission
Values
Leadership

PRE-PROGRAM

Marketing & Recruitment
Orientation
Intake & Assessment

IN-PROGRAM

Career Development
Resource Room
Support Services
Training Referral
Training
Employer Services
Job Search Assistance

POST-PROGRAM

Transition/Exit
Job Development
Job Retention & Advancement
Business Services

ACROSS - PROGRAM

HR Focus Financial Systems IT Management Management & Administration CQI Results Focus

Accreditation Guidelines and Standards & Definitions

Status	Benchmark	Timeline
Fully Accredited	Scored above 80% on all 22 categories in all domains	Annual Report* due concurrent with 5 year re-accreditation
Accredited with Conditions	Any scored category between 70%-80%	Annual Report* due concurrent with 3 year re-accreditation
Provisionally Accredited	Any scored category between 40% - 70% (no more than 2 below 70% and none below 40%)	Annual Report* due concurrent with 2 year re-accreditation

* All accredited programs submit an annual report after completing a mini self-assessment. CCE reviews the report and responds accordingly.

Fully Accredited programs complete the re-accreditation process every 5 years. Programs must maintain 80% or higher in all WDPN areas for full accreditation.

Programs that score at least 70% in all categories but who do not score 80% or higher in every area will be **Accredited with Conditions**. These programs must become Fully Accredited within 3 years.

Provisional Accreditation is awarded to programs that score between 40% and 70% on two or fewer categories and above 70% on all others. These programs must achieve the status of Accredited with Conditions or Fully Accredited within 2 years

Programs with scores below 70% on more than 2 categories are not eligible for accreditation but may re-enter Self-Assessment Trainings, Learning Labs, etc., and re-apply when ready.

At the time of re-accreditation, each program submits a complete self-assessment, followed by a one-day site visit conducted by a NCDA/WDPN auditor.