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## **North Central One-Stop Operator Consortium PA CareerLink® Professional Development Policy**

**Purpose:** The purpose of this policy is to provide guidance to PA CareerLink® staff to ensure staff are developing and maintaining the skills required to offer high quality services to the evolving needs of job seekers and local employers.

**Policy:** The Site Administrators will communicate with the all partner staff providing services in the North Central PA CareerLink® sites required for professional development training. Site Administrators will ensure that time is made available to staff to complete these requirements. Site Administrators will also be responsible for maintaining evidence of completion.

Required Training for all partner staff in the PA CareerLink® are listed below:

- Virtual CareerLink 101 (within 3 months of hire)
- PA Workforce Staff Training Modules (within 3 months of hire):  
<https://www.workforcestafftraining.com/>
  - *Introduction to the PA CareerLink® System*: 2 modules
  - *Collaborating for Success: A Shared Customer-Centered Approach to Service Delivery*: 4 modules
- Orientation: PA CareerLink® North Central Pennsylvania (within 3 months of hire)
  - Complete the Orientation PowerPoint to become familiar with the content to support career advisement
- Locally established required training
  - Appropriate *SkillUp™* PA trainings for professional growth (three per year)
- Equal Opportunity Complaints – Introduction to EO Liaison and review of complaint process.

Inquiries about this policy shall be directed to KayLynn Hamilton, North Central One Stop Operator Consortium Director via email: [klh1122@outlook.com](mailto:klh1122@outlook.com)

This policy is reviewed annually (at a minimum), typically during the first week of July, by the Operator Consortium and Workforce Solutions staff to assess and implement any necessary changes, edits, updates and revisions.

Policy History:

<b>Name of Reviewer</b>	<b>Date of Review</b>	<b>Description of change</b>	<b>Effective Date</b>
KayLynn Hamilton, Operator Consortium	February 1, 2026	Policy Implementation	February 6, 2026

PA CareerLink® is an Equal Opportunity Employer/Program  
Auxiliary Aids and Services are available to individuals with disabilities

For more information on the Stevens Amendment and Funding, visit  
<https://www.workforcesolutionspa.com/categories/resources/pages/stevens-amendment>