Online registration is required at: www.ncworkforcetraining.com.

This course is for staff and partners of the NC Workforce Development System. Contact the Training Center at ncwtc@nccommerce.com for details on pricing and attendance requirements.

The NCWorks Training Center has been a leading provider of the Facilitating Career Development course for over 20 years!

Student Information Booklet

INCLUDES:
- Detailed description of course ............... Page 2
- Course format details.......................... Page 2
- Competencies covered ......................... Page 3
- Introduction of Instructors ................. Page 4
- Frequently asked questions ............... Page 5
- Payment information ......................... Page 5
- Certification & licensure info .............. Page 6
- Face-to-face agenda ......................... Page 7
- How to register ............................... Page 8
- Unlock your potential ....................... Page 9

Please review this booklet prior to registering for this course!
Facilitating Career Development

Course Description
Facilitating Career Development (FCD), formerly titled Career Development Facilitator (CDF) is comprised of 120 hours of course work and provides individuals with the relevant skills and knowledge needed to assist others in planning careers and obtaining meaningful work. The FCD course uses the National Career Development Association’s (NCDA) curriculum, designed to standardize the knowledge and experience of individuals who work in a career development setting. This course has value for both front-line personnel and program administrators who provide or manage career development services.

Revisions to the Curriculum
The newest edition of the student manual, published in Fall 2017, has enhanced and updated the content and added five new chapters. The new chapters expand understanding and career practitioner competencies for diverse purposes and audiences. The underlying purpose of past and recent revisions, as well as new chapter development, is to provide a career development curriculum that equips career development professionals to meet the needs of a continually changing and diverse client base.

Explanation of Course Format & Delivery
This course is provided in an e-learning hybrid format, including a combination of face-to-face classroom instruction, distance learning and other web-based instruction. The FCD training includes hands-on and interactive teaching methods and opportunities to interact with colleagues from a variety of work settings.

The FCD course requires a total of 24 hours of classroom instruction, 16 hours at the beginning of the course and 8 hours at the end of the course; 66 hours of distance learning and other web-based instruction; and 30 hours of independent study and project completion. This independent study project provides students with the opportunity to select activities of special interest that support the FCD curriculum and offer value to your work environment and professional development.

Since the course content covers 12 important competencies, there is plenty of opportunity to build skills and knowledge in areas that are new to you, as well as enhance and develop those that you use every day in your work.
The FCD training can enhance the skills and knowledge of individuals who work in any type of career development setting. As a participant, you will receive training in each of the 12 career development competencies.

1) **Helping Skills**: Be proficient in the basic career facilitating process while including productive interpersonal relationships.

2) **Labor Market Information & Resources**: Understand labor market and occupational information and trends. Be able to use current resources.

3) **Assessment**: Comprehend and use (under supervision) both formal and informal career development assessments with emphasis on relating appropriate ones to the population served.

4) **Diverse Populations**: Recognize special needs of various groups and adapt services to meet their needs.

5) **Ethical & Legal Issues**: Follow the NCDA Code of Ethics and the GCDF Code of Ethics and know current legislative regulations.

6) **Career Development Models**: Understand career development theories, models, and techniques as they apply to lifelong development, gender, age, and ethnic background.

7) **Employability Skills**: Know job search strategies and placement techniques, especially in working with specific groups.

8) **Training Clients & Peers**: Prepare and develop materials for training programs and presentations.

9) **Program Management & Implementation**: Understand career development programs and their implementation, and work as a liaison in collaborative relationships.

10) **Promotion and Public Relations**: Market and promote career development programs with staff and supervisors.

11) **Technology**: Comprehend and use career development computer applications.

12) **Consultation**: Accept suggestions for performance improvement from consultants or supervisors.

In addition to the 12 competencies listed above, the NCDA curriculum also provides additional chapters that focus on these populations:

- Business Services and Employer Relations
- Clients who are Justice-Involved
- Workforce and Career Development History
- Clients with Disabilities
- K-12 Students

Learn more about these competencies [HERE](#).
Since 1989, Lengel Vocational Services (LVS), Inc. has provided career and workforce development training and consultation to local areas around the country. The LVS team has more than forty years combined experience in workforce development and has provided the FCD course to more than 2,000 students in North Carolina since 2006.

LVS’s talented team of certified trainers have extensive experience delivering eLearning curriculums. This dynamic team continues to provide the FCD course both in the US as well as internationally. Their goal is to expand lifelong learning opportunities through online and distance learning courses to workforce development professionals.

**Beth Lengel, M.Ed., GCDF, CCSP, CWDP**  
*Lengel Vocational Services*

Beth has more than 40 years of experience in career and workforce development. She began her career in the vocational rehabilitation field working in NC, AL, and SC before starting Lengel Vocational Services, Inc. in 1989. Beth’s goal is to expand lifelong learning opportunities through online and distance learning courses. She is committed to expanding the knowledge and empowering career practitioners. Beth has been instructing the Facilitating Career Development course for more than 13 years.

**Patrick Lengel, GCDF, CCSP, CWDP**  
*Lengel Vocational Services*

Patrick’s focus is on helping career development professionals live up to their full potential personally and professionally. He is an instructor for the Facilitating Career Development classes and a national speaker/trainer. In all his work, he seeks to combine theory and practicality in order to provide a real-world, transformational experience to those he trains. Patrick is known for his humor and energy in the classroom. Patrick grew up in workforce development having two parents who spent their life committed to the profession. He’s passionate and innately in tune with workforce practitioners and program participants.
**Frequently Asked Questions**

**What is an e-learning hybrid class?** It’s a mixture of online and face-to-face instruction and course work. This course requires 24 hours of face-to-face classroom instruction, 16 hours at the beginning of the course and 8 hours at the end of the course; 66 hours of distance learning and other web-based instruction; and 30 hours of independent study and project completion.

**What is the Independent Study project?** All students will have the opportunity to select activities of special interest that support the FCD curriculum and offer value to their work. Students must submit their idea to the instructor, for approval. Some examples of acceptable projects are planning and implementing a job fair, job seeker workshop, or other event; speaking to a community group; attending conferences and trainings; or producing an instructional video.

**What do I need to prepare for this class?** The FCD manual will be provided to you on the first day of class along with a 2” binder. Highlighters and two packages of 8-tab, pocketed dividers are recommended but are not provided. Students are responsible for their own lodging, meals and travel expenses.

**Why should I attend?** The benefits of the FCD training include: nationally recognized and portable training, marketable skill development and enhancement, professional recognition, eligibility for GCDF, CCSP and CWDP (see page 5 for more on credentials).

**How long is the course?** Each course is completed in approximately 4 months/16 weeks. The only exception is the Fast-track Session (offered in the summer), which is an accelerated format covered in 8 weeks.

**How much time on average is spent each week on the course?** Most students spend about 7-10 hours a week doing classwork/homework. The exception to this is the Fast-track class, with an average commitment of 15-20 hours of work each week.

**Where does this class take place?** The first two days and the final day of training are held at the NCWorks Training Center in Raleigh. *The in-person days are mandatory.* The remaining work is conducted individually and online.

**Who should attend?** Course is open to staff and partners of the NC Workforce Development System involved in career development services. The course is especially beneficial for system staff, including NCWorks Career Center staff and partners; WIOA Program Practitioners; Employment Services; Community Colleges; Public Schools; US Military Transition Teams; Community Based Organizations; Vocational Rehabilitation; Social Services; University Student Services; and other related Career Development Organizations.

**Can I pay the registration fee online?** Full payment is due three weeks prior to the first day of class. We are unable to accept credit cards payments. Payment must be made by check or money order. Payable to: NC Dept. of Commerce/Workforce (FEID# 45-5336839) and Mail to: MSC 4351, Raleigh, NC 27699-4351.

**Who should I contact with questions?** Nona Stell is the FCD Coordinator and is happy to answer your questions and assist you with getting registered. Please contact her at nona.stell@nccommerce.com or (919) 814-0399.
GLOBAL CAREER DEVELOPMENT FACILITATOR (GCDF)

GCDF is a globally recognized credential that acknowledges the education and experience of those working in career development occupations. Candidates must have successfully completed an approved FCD training program and meet specific educational and experience requirements.

For more information on the GCDF credential, the required documentation or current fees please visit the Center for Credentialing and Education website.

CONTACT INFORMATION:
Center for Credentialing and Education, Inc (CCE)
3 Terrace Way, Suite B; Greensboro, NC 27403
Phone: (877) 773-7462
Email: cce@cce-global.org

NC DEPARTMENT OF PUBLIC INSTRUCTION (K-12) LICENSURE

The NCWorks Training Center is a proud partner of the NC Department of Public Instruction (NCDPI). Representatives of NCDPI are invited to visit at the beginning and end of the course to share eligibility and licensure requirements and information about the 10-Hour Induction including the upcoming schedule.

CONTACT INFORMATION:
For additional information, please contact Amy Schroeder, CDC Education Consultant, at (919) 807-3937 or amy.schroeder@dpi.nc.gov.

You may also contact Shannon Baker, Special Populations Education Consultant, at (919) 807-3872 or shannon.baker@dpi.nc.gov.

CERTIFIED CAREER SERVICES PROVIDER (CCSP)

A Certified Career Services Provider (CCSP) is a person who has completed the Facilitating Career Development (FCD) course and works in any career development setting.

The credential is intended for providers offering career services in an array of roles and settings. Instructions for completing the application can be found HERE.

CONTACT INFORMATION:
National Career Development Association
305 N. Beech Circle; Broken Arrow, OK 74012
Phone: 918-663-7060
Toll-Free: 1-866-FOR-NCDA or (866) 367-6232
**central time zone**

CERTIFIED WORKFORCE DEVELOPMENT PROFESSIONAL (CWDP)

The CWDP evaluates your knowledge in 9 competency areas. These competencies were identified through sound research of identifying the work requirements and validated by professionals across the nation in a variety of workforce settings. Review the nine competencies HERE. You may submit your application at any time. However, applications are reviewed and credentials are granted on a quarterly basis.

CONTACT INFORMATION:
National Association of Workforce Development Professionals (NAWDP)
1155 15th Street NW, Suite 350
Washington, DC 20005
Phone (202) 589-1790 | Fax (202) 589-1799
## 3-DAY AGENDA

*For Required Face-to-Face Days Only*

### First Day of Class

<table>
<thead>
<tr>
<th>TIME</th>
<th>TOPIC</th>
</tr>
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<tbody>
<tr>
<td>8:30 a.m.</td>
<td>Check-in</td>
</tr>
<tr>
<td></td>
<td>Introduction &amp; Orientation</td>
</tr>
<tr>
<td></td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td></td>
<td><em>Developing Helping Relationships</em></td>
</tr>
<tr>
<td></td>
<td>Special Presentations by: Nona Stell, FCD Coordinator</td>
</tr>
<tr>
<td></td>
<td>Independent Study Planning</td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td>Dismiss for the Day</td>
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</tbody>
</table>

### Second Day of Class

<table>
<thead>
<tr>
<th>TIME</th>
<th>TOPIC</th>
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<tbody>
<tr>
<td>8:30 a.m.</td>
<td>Check-in</td>
</tr>
<tr>
<td></td>
<td><em>Developing Helping Relationships</em></td>
</tr>
<tr>
<td></td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td></td>
<td>Evaluating Helping Skills Activity</td>
</tr>
<tr>
<td></td>
<td><em>Training Clients and Peers</em></td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td>Dismiss</td>
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</tbody>
</table>

### Final Day of Class

<table>
<thead>
<tr>
<th>TIME</th>
<th>TOPIC</th>
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<tbody>
<tr>
<td>8:30 a.m.</td>
<td>Check-in</td>
</tr>
<tr>
<td></td>
<td>The GCDF, CCSP, CWDP Application Process</td>
</tr>
<tr>
<td></td>
<td>Independent Study Project Presentations</td>
</tr>
<tr>
<td></td>
<td>Special Presentations by: North Carolina Department of Public Instruction</td>
</tr>
<tr>
<td></td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td></td>
<td>Independent Study Project Presentations</td>
</tr>
<tr>
<td></td>
<td>Graduation: Awarding of Certificates</td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td><em>Go Forth and Serve!!</em></td>
</tr>
</tbody>
</table>
REGISTRATION INSTRUCTIONS

NEW USER ACCOUNT
2. Click on New Users Click Here.
3. Complete ALL profile information.
4. Enter Security Image Code, click Submit.
5. A confirmation email with your User ID and password will be sent upon approval.
6. See below to enroll in a course.

RETURNING USER
2. Enter your User ID and Password, click Login.
3. First time users will be prompted to set up a security question and answer.
4. Click Enroll in Courses/Events.
5. Select your course, click Enroll, request special needs if applicable, and click Submit.
6. You will receive an enrollment confirmation via email.

REGISTRATION:
You must register online prior to a workshop, training class, or other special event. Confirmation of registration, with details, dates, times and location will be emailed one week prior to the session.

NCWorks Training Center course offerings are open to all in the NC workforce system unless specified as a closed training for a targeted group.

PAYMENT: Full registration payment is due three weeks prior to the first day of class. The NCWorks Training Center does not offer payment plans or scholarships. Please make checks payable to the NC Department of Commerce / Workforce. Name(s) of participants must be included on the check.

TRAINING SESSION CANCELLATION: We reserve the right to cancel or postpone sessions based on insufficient registrations or other unforeseen circumstances. You can transfer to an alternate session or registration fees will be refunded. Please allow six weeks for refunds to be processed.

CANCELLATIONS AND SUBSTITUTIONS: To cancel a registration or make a substitution, email ncwtc@nccommerce.com. Submit cancellations and substitutions in writing at least 48 hours prior to the session (unless otherwise specified) to avoid paying the full registration fee.

SPECIAL NEEDS: Please include special needs requests when you register online. We can only guarantee provisions for special needs when notified at least two weeks in advance of training.

LODGING: A list of convenient hotels is available at www.ncworkforcetraining.com/Lodging.aspx.

Have questions or need assistance?
Contact us at: (919) 814-0399 or email ncwtc@nccommerce.com.

Equal Opportunity Employer Program
Auxiliary aids and services available upon request to individuals with disabilities.
Soar to New Heights in Your Career!

Online registration is required at: www.ncworkforcetraining.com.

This course is for staff and partners of the NC Workforce Development System. Contact the Training Center at ncwtc@nccommerce.com for details on pricing and attendance requirements.

For questions please contact:
Nona Stell, FCD Coordinator
(919) 814-0331
nona.stell@nccommerce.com

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Raleigh, NC 27603
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