

**THE CALIFORNIA COURT
ASSOCIATION, INC.**

CERTIFICATION PROGRAM



OVERVIEW AND INSTRUCTIONS

2009

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THE CALIFORNIA COURT ASSOCIATION, INC.

CERTIFICATION PROGRAM

MISSION STATEMENT

We believe that the future viability of the California justice system depends, to a great extent, on providing excellent service that is both efficient and effective. In order to provide that service, it is essential that we continually develop our human resources and strive to improve performance. Furthermore, we recognize that people are the court's most valuable resource.

Therefore, the California Court Association, Inc. is committed to offering a certification program that provides all Association members the opportunity to increase their knowledge and capabilities by sponsoring educational programs, encouraging members to utilize other educational resources, and recognizing achievement by granting certification upon successful completion of the program.

PURPOSE OF THE PROGRAM:

To provide Association members the opportunity to increase their knowledge and capabilities by sponsoring educational programs, encouraging members to utilize other educational resources, and granting certification upon the successful completion of a structured program.

OBJECTIVES OF THE PROGRAM

As a result of participating in this program, members will:

1. Identify the specific skills and knowledge they need to enhance their performance in their current position.
2. Develop a course of study which will provide education in these areas.
3. Improve performance in their current position, thereby becoming a more valued court employee.
4. Utilize the program as an important component of their career development plan for advancement to higher level positions.
5. Receive formal recognition from the Association for their achievements.

As a result of utilizing this program managers will:

1. Demonstrate support and interest in the professional development of members by helping them assess their current level of performance, set career goals, and determine a course of study for improvement.
2. Prepare members for more responsible duties and advancement to higher level positions.
3. Build organizational morale and commitment to excellence.
4. Maintain and improve the professional competency of their staff, thereby enhancing the court's ability to provide more efficient, effective service.

CERTIFICATION PROGRAM OVERVIEW & POLICIES

There are three levels of certification. Completion of Level I curriculum is a prerequisite for enrollment in Level II and completion of Levels I and II curriculum are prerequisites for enrollment in Level III. Certification will be granted after completion of the curriculum at each level.

Credit is based upon **contact** hours, i.e. the normal hours spent in classroom instruction. For example, a one-day course starting at 8:30 AM and ending at 4:30 PM, with two 15 minute breaks and an hour for lunch, would qualify for 6.5 contact hours. A college class meeting for one hour twice a week for a semester (15 weeks) would qualify for 30 contact hours. **Desk training is not accepted for this program.** Correspondence and Internet courses through an accredited college/university will be accepted. Instructors will need to document contact hours completed and credited.

When a requirement is listed as "12 hours in a minimum of 2 course titles", the intent is that at least 2 classes in a specific area be taken. Therefore, although a single college class could provide the contact hours, in order to fulfill the requirement, an additional class (in the same area) would have to be taken.

An individual applying for certification must be a member in good standing of The California Court Association, Inc. and must agree to abide by the Association's Code of Ethics. Each member who wishes to pursue certification should work with their manager, supervisor, training coordinator or designee in your court to develop a program of study that will enhance their current level of performance. Classes comprising the program must be selected from the approved list of topics. A suggested level I curriculum is provided on page 5 for those members who need assistance in developing their own program.

Certification will be awarded upon application to the Training and Certification Committee after completion of the prescribed courses.

Educational Sources: In designing their course of study, members may select classes from the following sources or providers:

- The California Court Association, Inc. and other professional court organization sponsored training
- Local court or county training
- Administrative Office of the Courts sponsored or Web-based training (excluding the computer application software training)
- Accredited college or community college classes
- Local adult education classes conducted under the authority of local school boards
- Web-based training with approved verification
- Other sources or providers may be used if the training was sponsored by the court (e.g., the court paid the fees and/or allowed the employee to attend on "work time") and a letter from your manager is attached as verification of the sponsorship.

Video Training: Video Training will be an approved education source if applied interaction is required, and verification is submitted.

Credit For Previous Course Work For Level I: Credit for contact hours of Level I requirements may be awarded for classes completed prior to participation in the certification program if the classes were (1) from an approved education source and (2) completed within one year prior to the date of application to participate in the CCA Certification Program. Members who wish to petition for this credit, must complete the "Request for Credit for Previous Course Work" form and submit it with the "Application for Certification Program".

Credit For Previous Course Work For Levels II and III: Credit for Level II and III requirements may be awarded for any classes completed since the date of acceptance to the program, if the classes were from an approved educational source, and were not used for credit in Level I.

Timelines For Submission Of Applications and Petitions: The Training and Certification Committee reviews applications and petitions as submitted. Applicants will be notified and assigned a contact person from the Training & Certification Committee. Petitions for graduation must be submitted 3 weeks prior to the annual convention unless other arrangements have been made with the committee contact.

Timeframes for Completion of Certification Levels: Each Level has a timeframe in which the requirements for that level must be completed. They are as follows:

- Level I Within 2 years of the start date of the application for Level I
- Level II Within 3 years of the start date of the application for Level II
- Level III Within 3 years of the start date of the application for Level III

Timeframe Extension Policy: If courses cannot be completed within the appropriate timeframes listed above, participants may request a one-year extension. The extension rolls the start date forward by one year and thereby grants one additional year to complete the appropriate level. This may have the effect of a loss of some previous coursework credit. Participants should contact one of the Committee Co-Chairs when considering an extension. Extensions must be requested and approved in writing.

Fees: An application fee of \$10.00 must be submitted with the Application for Certification Program for each level. A fee of \$20.00 must be submitted with the Petition for Award of Certificate at the conclusion of the program of study for each level. These nominal fees are charged to offset the expenses incurred by CCA to review and process these applications and petitions.

Training and Certification Committee Responsibilities: The Training and Certification Committee shall consist of members of the Association chosen by the Executive Board. The Committee shall meet each training day and convention. The Committee shall review each application to participate in the Certification Program and/or Petitions for Award of Certificate as received. The Committee shall notify the candidate of its decision to grant/decline the application or petition within two weeks. The Committee shall submit to the Business Manager a list of members to receive certificates. A listing of all certificates awarded shall be published in the Minute Book. A graduation ceremony shall be conducted each year at the annual convention. The Executive Board shall designate the format of the ceremony. The Committee shall forward recommendations to the Executive Board regarding any additional rules, procedures, etc. the committee feels are appropriate to administer the program.

Development and Maintenance Of Curriculum: The Executive Board shall approve the final curriculum. Any changes in the curriculum or certification program rules and requirements shall be approved by the Executive Board.

Disputes: Any disputes arising out of the certification program shall be addressed in writing to the Training and Certification Committee. The Committee will then review the dispute and, within 30 days of their review, notify the member. In the event the member does not agree with the Committee's ruling, the dispute shall be transferred to the Executive Board which shall have the final authority.

REQUIREMENTS

Level I

The goals of Level 1 are to:

- Enhance basic communication skills.
- To introduce the participant to basic computer and/or technical skills needed in the court.
- To explore new areas of personnel management.
- To assist you in identifying personal needs in relationship to the court.

Member must complete all Level 1 requirements within 2 years of the start date of the application for Level I. Member must complete a total of 42 contact hours of education in the following areas.

- 12 hours in a minimum of 2 course titles in Communication Skills
- 12 hours in a minimum of 2 course titles in Computer or Technical Skills
- 9 hours in Personnel Management or Organizational Management
- 6 hours in Personal Development
- 3 hours in any area (elective)

SUGGESTED LEVEL I CURRICULUM

If you are unsure of the courses to take as part of Level I, the following has been developed for those members who wish to pursue certification. Courses in these topics are only a suggestion and members are encouraged to work with their manager, supervisor, training coordinator or designee in your court to develop a program of study specific to their needs.

Organizational Management or Personnel Management – 9 hours

- Interviewing
- Managing Conflict
- Ethics
- Leadership Skills
- Diversity

Communication Skills – 12 hours – a minimum of 2 course titles

- Writing Skills
- Listening Skills
- Oral Communication
- Dealing with Difficult/Angry People

Computer Skills or Technical Skills – 12 hours – a minimum of 2 course titles

- Any application software class related to the job
- Technical class appropriate to tasks and duties

Personal Development – 6 hours

- Stress Management
- Safety
- Dress for success

Level II

The goals of Level 2 are to:

- Identify personal development goals.
- Enhance and add new communication skills.
- Broaden your technical skills
- Provide an introduction to personnel and organizational management

Member must complete the 84 hours of Level 2 requirements within 3 years of the start date of the application for Level II. Member must complete all requirements of the Level 1 plus complete a total of 84 contact hours of education including 1 community college, college, or university course resulting in unit credit with a “pass”, “C”, or better grade in the following areas:

30 hours in a minimum of 5 course titles in Personnel Management or Organizational Management

24 hours in a minimum of 3 course titles in Technical skills

12 hours in a minimum of 2 course titles in Communication Skills

9 hours in a minimum of 2 course titles in Personal Development

9 hours in a minimum of 2 course titles in Computer Skills

Level III

The goals of level 3 are to:

- Continue to add new communication skills.
- To explore specific areas of learning that includes case flow management, and detecting financial abuse media.
- To assist you in developing skills that will assist you in your future career goals in the court.
- To prepare for leadership roles in the court.

Member must complete the 124 hours of Level III requirements within 3 years of the start date of the application for Level III. Member must complete all requirements of Level 1 and 2 plus complete a total of 124 contact hours of education including 3 community college, college or university courses resulting in unit credit with a “Pass”, “C” or better grade in the following areas:

70 hours in a minimum of 5 course titles in Personnel Management or Organizational Management to include 9 hours in any of the following areas: Interaction Management, Decision-Making, Conflict Management & Facilitation, Strategic Planning, Operational Planning, Cost-Benefit Analysis, Auditing, Case Flow Management, Project Management, Budgeting, Statistics, Preventing & Detecting Financial Abuse

30 hours in a minimum of 4 course titles in Communication or Technical Skills

12 hours in a minimum of 2 course titles in Computer Skills

12 hours in Personal Development

CLASSES BY CERTIFICATION CATEGORY (Not Exhaustive)

Personnel Management

- Conducting Interviews
- Prevention of Sexual Harassment
- Motivating Employees
- Fundamentals of coaching
- Identifying performance issues
- Interaction Management
- Decision-Making
- Delegation
- Performance Planning
- Training Skills
- Behavioral Based Interviewing
- Appreciating and valuing differences
- Language and the courts
- (Dis)Ability Awareness
- Conflict Management and Facilitation
- Effective Meeting Skills
- Ergonomics - Preventing Repetitive Motion Injuries
- Ethics for Court Employees
- Fundamentals of Supervision
- Handling Customers With Mental Illness
- Leadership Skills
- Managing Change
- Managing Conflict
- Managing Tasks and People
- Managing Negativity in the Court
- Motivating Employees
- On-the-Job Training
- Performance Appraisals
- Preventing Violence in the Workplace
- Sexual Harassment Prevention

Organizational Management

- Strategic planning
- Operational Planning
- Cost-Benefit Analysis
- Planning
- Managing change
- Organizational change and development
- Auditing
- Case Flow Management
- Court Security
- Introduction to the CA court system
- Project management
- Budgeting
- Bias/Fairness in the Courts
- Managing information systems
- Records management

Computer Skills

- Word Processing Programs
- E-mail systems
- Building Macros VB
- Computer security
- Creating Forms and Templates
- Telecommunications
- Using spreadsheets
- Report design
- Other software applications
- Data access/privacy issues
- Electronic filing

Communication Skills

- Cross Cultural Communication and Service
- Effective Communication
- Communication with co-workers and bosses
- Presentation Skills
- Legal Advice Regulations
- Training Skills
- Appreciating and valuing differences
- Language and the courts
- Conflict Management and Facilitation
- Feedback
- Handling Customers With Mental Illness
- On-the-Job Training
- One-on-One Training
- Writing Skills
- Effective presentations
- Listening skills
- Report writing
- Customer service
- Negotiation/persuasion skills

Technical Skills

- Domestic Violence
- Court Forms
- Abstracts of Judgment
- General civil proceedings
- Case flow for different case types
- Definitions of terms used in criminal law and procedures
- Trial preparation, trial procedures, and trial minute writing
- DMV abstracting and reporting
- DOJ disposition reporting
- Collections
- Statistics
- Grant writing
- Preventing and detecting financial abuse
- Legislative processes
- Audio/video recording
- Exhibit control
- Felony sentencing
- Appeals
- Family Law
- Family Support
- Juvenile
- Traffic
- Probate
- Adoption
- Criminal

Personal Development

- Promotional Interviewing
- Dress for Success
- Personal Safety
- Ergonomics - Preventing Repetitive Motion Injuries
- Managing Your Assertive Style
- Preparing for Promotion
- Career Development
- Resume Preparation
- Stress Management

INSTRUCTIONS FOR APPLYING TO THE PROGRAM

1. Read all of the program materials and review all forms in the Appendix.
2. Note that a Level II and III Study Plan Worksheet has been provided for future use. However, all members begin the program by completing the Level I requirements.
3. Make an appointment with your manager, supervisor, training coordinator or the designee in your court to discuss and develop a study plan for completion of the certification requirements for Level I. Note: A suggested Level I curriculum has been provided (see page 5) for those members who will not be developing their curriculum with their manager, supervisor, training coordinator or designee.
4. Prior to the meeting, complete a proposed Level I Study Plan Worksheet (page vi of the Appendix). Complete the worksheet by selecting classes from the list of topics on pages 7-8. Give a copy of the completed forms to your manager, supervisor, training coordinator or the designee in your court.

Following your meeting, complete the following forms:

- Application For Certification Program (page i)
- Request For Credit For Previous Course Work, if applicable (page iii)
- A final Level I Study Plan Worksheet (page vi).

You must include your Association Membership number on each completed form.

Send all of the materials with a check for the \$10.00 application fee made payable to CCA to:

**California Court Association
Attn: Training and Certification Committee
P.O. Box 38
San Leandro, CA 94577-0138**

5. See "Timelines for Submission of Applications and Petitions" on page 3. You will be notified following the review of your application or petition whether your application and program of study, or petition, has been approved or denied.

INSTRUCTIONS FOR APPLYING FOR GRADUATION

1. When all courses are completed you must petition to have the certificate awarded. During the course of your program, if you have made any changes to your study plan, please submit an amended Study Plan Worksheet with your petition. Submit the following (note: a Graduation Checklist is included on page v to aid you in completing your petition package):
 - A completed copy of your approved Study Plan Worksheet.
 - A Request for Credit for Program Course form for EACH course completed (page ii).
 - The Petition for Award of Certificate form, signed by you and your manager, supervisor, training coordinator or designee in your court (page iv).
 - Submit a copy of your completion documentation for each course title.
 - Send all materials with a check for the \$20.00 petition fee made payable to CCA at the address below.

**California Court Association
Attn: Training and Certification Committee
P.O. Box 38
San Leandro, CA 94577-0138**

3. See "Timelines for Submission of Applications and Petitions" on page 3. You will be notified following the review of your petition whether your petition has been approved or denied.

APPENDIX

FORMS:

- **Application for Certification Program**
- **Request for Credit for Program Course**
- **Request for Credit for Previous Course Work**
- **Petition for Award of Certificate**
- **Graduation Checklist**
- **Level I – Study Plan Worksheet**
- **Level II – Study Plan Worksheet**
- **Level III – Study Plan Worksheet**

APPLICATION FOR CERTIFICATION PROGRAM

Name: _____

Member #: _____

Court Name: _____

Court Address: _____

Phone #: () _____

FAX #: () _____

E-mail Address: _____

County: _____

Court Administrator: _____

Prior education; circle highest grade completed:

11 12 Years of college 1 2 3 4

Other:

I hereby apply to participate in the CCA Certification Program. I will complete the course of study indicated on the attached worksheet in order to receive a Level _____ certificate.

Signature

Date

Submit with fee of \$10.00 to:

California Court Association
Attn: Training and Certification Committee
P.O. Box 38
San Leandro, CA 94577-0138

REQUEST FOR CREDIT FOR PROGRAM COURSE

Name: _____
Member #: _____
Court Name: _____
Court Address: _____

Phone #: () _____
FAX #: () _____
E-mail Address: _____

Course Title _____

The above course applies to the following skill area. CHECK ONLY ONE:

- Personnel Management
- Organizational Management
- Communication Skills
- Computer Skills
- Technical Skills
- Personal Development
- Elective

Contact Hour Credit Earned _____ Date Completed _____

Important: Attach proof of completion, such as grade reports or other document signed by the instructor.

Briefly describe course content.

Describe how you were able to use this information to improve your job performance.
Attach additional sheets if necessary.

I hereby certify that this statement is correct to the best of my knowledge.

Signature Date

***One form must be submitted for each completed program course.**

REQUEST FOR CREDIT FOR PREVIOUS COURSE WORK

Use this form for classes completed prior to acceptance in the Certification Program

Name: _____
Member #: _____
Court Name: _____
Court Address: _____
E-mail Address: _____
Phone #: () _____
FAX #: () _____

Course Title _____

The above course applies to the following skill area. CHECK ONLY ONE:

- _____ Personnel Management
- _____ Organizational Management
- _____ Communication Skills
- _____ Computer Skills
- _____ Technical Skills
- _____ Personal Development
- _____ Elective

Contact hour credit earned _____ Date completed _____

Important: Attach proof of completion, such as grade reports or other document signed by instructor.

This class was provided by the following organization/college:

Briefly describe course content: _____

Describe how you were able to use this information to improve your job performance. Attach additional sheets if necessary.

I understand that I may only petition for credit for classes taken 1 year prior to my application to participate in the Level I CCA Certification Program.

I hereby certify that this statement is correct to the best of my knowledge.

Signature

Date

*One form must be submitted for each completed program course

PETITION FOR AWARD OF CERTIFICATE

Name: _____
Member #: _____
Court Name: _____
Court Address: _____

Phone #: () _____
FAX #: () _____
E-mail Address: _____
County: _____

I have successfully completed all the requirements of Level _____ of the CCA Certification Program by completing the course of study indicated on the attached worksheet. All required completion documents are also attached.

Signature Date

Certification of Manager, Supervisor, Training Coordinator or Designee:

I _____, _____(title) of the _____ Court hereby certify that the above named member has completed all requirements of Level ____ of the CCA Certification Program. **I further certify that I have viewed the original completion certificates for each class he/she has attended.**

Signature Date

Submit with fee of **\$20.00** to:

California Court Association
Attn: Training and Certification Committee
P.O. Box 38
San Leandro, CA 94577-0138

GRADUATION CHECKLIST

When submitting your graduation packet, please use this checklist to make sure you have included all the necessary paperwork.

- _____ Amended Study Plan Worksheet if you attended different classes from those on your original approved Study Plan.

- _____ A “Request for Credit for Program Course” form for each course completed.

- _____ The “Petition for Award of Certificate” form.

- _____ A copy of the certificate of completion for each course completed.

- _____ A letter from your manager, supervisor, training coordinator or the designee in your court regarding sponsorship of any courses attended through other sources or providers that were court sponsored (e.g., the court paid the fees and/or allowed you to attend on “work time”).

- _____ \$20.00 petition fee.

- _____ All courses have been completed within two years (Level I) or three years (Levels II and III) of the start date of the first class taken in that Level.

- _____ The required number of classes and hours have been completed (as outlined on your Study Plan Worksheet).

- _____ I have included a “Request for Credit for Previous Course Work” form for previous course work within the last year, for which I am allowed to receive credit.

LEVEL I – STUDY PLAN WORKSHEET

Member must complete a total of 42 contact hours of education as below in the first column.

Certification Program Requirements	<i>Proposed</i> Course Title or Subject Matter	<i>Anticipated</i> Contact Hours	<i>Proposed</i> Educational Source	<i>Proposed</i> Date of Completion
Communication Skills (12 hours in min. 2 course titles)				
Computer Skills or Technical Skills (12 hours in min. 2 course titles)				
Personnel Mgmt or Organizational Mgmt (9 hours)				
Personal Development (6 hours)				
Elective (3 hours)				

Participant: _____

Member #: _____ Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)

LEVEL I – STUDY PLAN WORKSHEET – SAMPLE

Member must complete a total of 42 contact hours of education as below in the first column.

Certification Program Requirements	<i>Proposed</i> Course Title or Subject Matter	<i>Anticipated</i> Contact Hours	<i>Proposed</i> Educational Source	<i>Proposed</i> Date of Completion
Communication Skills (12 hours in min. 2 course titles)	Effective Public Speaking	3 hours	CCA	10-08-04
	Oral Communication	6 hours	Ventura Court Human Resources	06-23-04
	Teambuilding	6 hours	Mid-Level Conference	02-03-05
Computer Skills or Technical Skills (12 hours in min. 2 course titles)	DMV Abstracting	3 hours	CCA	10-08-04
	WP 6.1 for Windows	9 hours	Ventura College	09-06-04
	Unlawful Detainer Actions	3 hours	CCA	09-11-04
Personnel Mgmt or Organizational Mgmt (9 hours)	Time Management	3 hours	CCA	05-03-04
	Sexual Harassment	5 hours	Ventura Court Human Resources	08-15-04
	Ethics	3 hours	Ventura Court Human Resources	01-17-05
Personal Development (6 hours)	Dress for Success	3 hours	CCA	05-21-05
	Tai Chi	3 hours	CCA	05-21-05
Elective (3 hours)	Verbal Judo	3 hours	Ventura College	01-16-05

Participant: _____

Member #: _____ Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)

LEVEL II – STUDY PLAN WORKSHEET

Member must complete a total of 84 contact hours of education as below in the first column in addition to completing Level I requirements.

Certification Program Requirements	<i>Proposed</i> Course Title or Subject Matter	<i>Anticipated</i> Contact Hours	<i>Proposed</i> Educational Source	<i>Proposed</i> Date of Completion
Personnel Mgmt or Organizational Mgmt (30 hours in min. 5 course titles)				
Technical Skills (24 hours in min. 3 course titles)				
Communication Skills (12 hours in min. 2 course titles)				
Personal Development (9 hours in min. 2 course titles)				
Computer Skills (9 hours in min. 2 course titles)				

Participant: _____

Member #: _____ Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)

LEVEL II – STUDY PLAN WORKSHEET – SAMPLE

Member must complete a total of 84 contact hours of education as below in the first column in addition to completing Level I requirements.

Certification Program Requirements	<i>Proposed</i> Course Title or Subject Matter	<i>Anticipated</i> Contact Hours	<i>Proposed</i> Educational Source	<i>Proposed</i> Date of Completion
Personnel Mgmt or Organizational Mgmt (30 hours in min. 5 course titles)	Leadership Skills	3 hours	CCA	09-20-03
	Get Motivated	8 hours	Get Motivated Seminars, Inc.	05-18-04
	Performance Appraisals	8 hours	State Training Center	05-15-05
	Dealing with Conflict	4 hours	Ventura Human Resources	04-19-04
	Fundamentals of Supervision	7 hours	Ventura Superior Court	05-31-04
Technical Skills (24 hours in min. 3 course titles)	DOJ-JUS 8715 Disposition Reporting	3 hours	CCA	08-16-03
	Introduction to Courtroom Clerking	6 hours	CCA	03-01-03
	Introduction to Civil & Small Claims	3 hours	Ventura Superior Court	05-03-03
	Family Law	6 hours	CCA	10-24-05
	Domestic Violence	3 hours	Ventura Superior Court	11-14-03
Exhibits Control	3 hours	CCA	10-16-04	
Communication Skills (12 hours in min. 2 course titles)	Business English	9 hours	Ventura College	05-18-05
	Focused Writing - Procedures	3 hours	CCA	02-03-03
Personal Development (9 hours in min. 2 course titles)	Personal Style & Imaging	3 hours	CCA	09-20-03
	Nutrition	3 hours	CCA	05-20-03
	Don't Sweat the Small Stuff	3.5 hours	Ventura Human Resources	03-17-05
Computer Skills (9 hours in min. 2 course titles)	Access & Powerpoint	3 hours	Ventura College	12-18-04
	CLETS	3 hours	Ventura Human Resources	04-02-04
	Microsoft Excel – Level I	3 hours	Ventura Court Information Systems	02-25-04

Participant: _____

Member #: _____ Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)

LEVEL III – STUDY PLAN WORKSHEET

Member must complete a total of 124 contact hours of education as below in the first column in addition to completing Level I and II requirements.

Certification Program Requirements	<i>Proposed Course Title or Subject Matter</i>	<i>Anticipated Contact Hours</i>	<i>Proposed Educational Source</i>	<i>Proposed Date of Completion</i>
Personnel Mgmt or Organizational Mgmt (70 hours in min. 5 course titles to include 9 hours in any 3 of the following areas: Interaction Management, Decision-Making, Conflict Management & Facilitation, Strategic Planning, Operations Planning, Cost-Benefit Analysis, Auditing, Case Flow Management, Project Management, Budgeting, Statistics, Preventing & Detecting Financial Abuse)				
Communication Skills or Technical Skills (30 hours in min. 4 course titles)				
Computer Skills (12 hours in min. 2 course titles)				
Personal Development (12 hours)				

Participant: _____

Member #: _____

Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)

LEVEL III – STUDY PLAN WORKSHEET – SAMPLE

Member must complete a total of 124 contact hours of education as below in the first column in addition to completing Level I and II requirements.

Certification Program Requirements	<i>Proposed</i> Course Title or Subject Matter	<i>Anticipated</i> Contact Hours	<i>Proposed</i> Educational Source	<i>Proposed</i> Date of Completion
Personnel Mgmt or Organizational Mgmt (70 hours in min. 5 course titles to include 9 hours in any 3 of the following areas: Interaction Management, Decision-Making, Conflict Management & Facilitation, Strategic Planning, Operations Planning, Cost-Benefit Analysis, Auditing, Case Flow Management, Project Management, Budgeting, Statistics, Preventing & Detecting Financial Abuse)	Statistics	9 hours	Ventura College	08-26-05
	(Dis)ability Awareness	3 hours	Ventura Human Resources	10-05-05
	Delegation and Change	3.5 hours	Ventura Court Trainers	01-28-06
	Have You Changed the Color of your Parachute?	3 hours	CCA	03-05-05
	Ergonomics	2 hours	Ventura Human Resources	06-12-05
	Managing Negativity	3.5 hours	Ventura Court Trainers	07-17-05
	Promotional Interviewing	3.5 hours	Ventura Human Resources	04-26-05
	Budgeting and Savings	9 hours	Ventura College	08-17-04
	Human Resource Management	30 hours	Ventura College	05-17-05
	Supervisor Series Planning	3.5 hours	Ventura Court Trainers	02-26-06
Communication Skills or Technical Skills (30 hours in min. 4 course titles)	Writing for Success	3 hours	CCA	09-18-05
	Jury Services	3 hours	CCA	10-24-05
	Juvenile Delinquency & Drug Court	3 hours	CCA	09-13-05
	One on One Training	3.5 hours	Ventura Personnel Dept/	08-21-05
	Domestic Violence	3 hours	CCA	03-11-06
	DMV Abstract Reporting	3 hours	CCA	03-11-06
	Effective Communication	3 hours	CCA	05-10-06
	Cross Cultural Communication	6 hours	Ventura Human Resources	02-06-06
TBD	2.5 hours	TBD	2006	
Computer Skills (12 hours in min. 2 course titles)	Internet Research	9 hours	Ventura College	12-18-04
	Word 97 Intermediate	3 hours	Ventura Court Information Systems	11-07-04
Personal Development (12 hours)	Safety in the Workplace	3 hours	CCA	09-24-05
	Training Skills	3 hours	Ventura Court Trainers	03-21-05
	Getting the Interview	3 hours	Ventura Human Resources	06-11-05
	TBD	3 hours	TBD	2006

Participant: _____

Member #: _____ Date: _____

Approved By: _____

Date: _____

Manager / Supervisor / Training Coordinator / Designee (circle one)