

PDP Communiqué

The Why and How of IACET Certification: A PDP Success Story

Eugene J. Monaco, Executive Director and Public Service Professor
Professional Development Program

The Professional Development Program (PDP) has learned through its experience training professionals in government and not-for-profit work environments that today's workplaces require employees who have up-to-date skills and are current with new technologies. Many careers now require continuing education (CE) as a condition of employment, and CE has become the standard for professionals to keep abreast of developments in their fields. CE prevents professionals from becoming irrelevant as their knowledge and job skills become outdated.

CE has proven its value in advancing employee productivity and preparing professionals for career changes. Employers who promote CE benefit not only their employees but also themselves because offering CE is an incentive that helps maintain a competitive workforce.

One of the most common means of measuring an individual's or an employer's CE status is by using Continuing Education Units (CEUs). Certified CEUs ensure that programs meet or exceed minimum standards of quality. CEUs also help prospective learners determine which courses will be accepted for professional development and meet certification requirements for their profession. Any organization or educational institution can offer CEUs, but not all adhere to the standards set by accrediting agencies. When an institution is certified to bestow CEUs, it is the equivalent of an academic institution being accredited by the Middle States Association of Colleges and Schools (MSA).

As PDP emerged as a leading learning organization, the value of being certified to provide CEUs to trainees who complete programs and achieve identified outcomes could not be ignored. Therefore, PDP explored organizations that grant professional certification, met high academic standards, and sought advice from the Council on Adult and Experiential Learning to identify the most reputable provider of CEU certification.

Continued on page 6

PDP: Accredited Training Provider.....	Pg. 2
News & Views	Pg. 3
Delegation from Bangladesh Visits PDP.....	Pg. 4

A Newsletter from the
**Professional
Development Program,
Rockefeller College**



**UNIVERSITY
AT ALBANY**

State University of New York



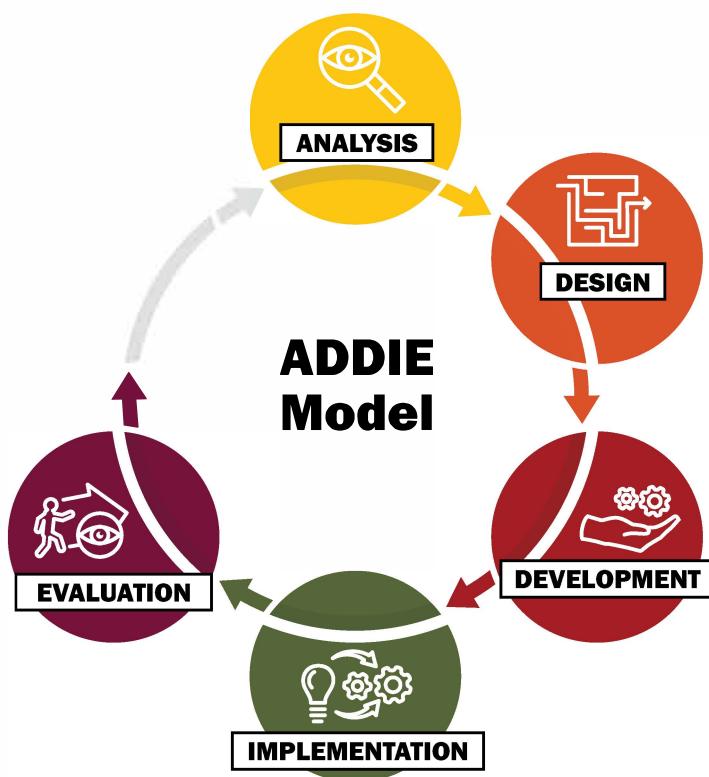
In May 2019, PDP was certified by International Association of Continuing Education and Training (IACET) as an accredited provider of continuing education and training.

PDP: International Association for Continuing Education and Training (IACET) Accredited Training Provider

**Jim Bonville, Manager
Public Service Workshops Program, PDP**

In May 2019, PDP was approved as an International Association for Continuing Education and Training (IACET) Accredited Provider. IACET is the premier standards-setting organization for continuing education and training. This approval was the culmination of a process that began internally in February 2017 and led to application for certification in early 2018.

IACET accreditation requirements included PDP illustrating the systems and processes PDP has in place for performing tasks related to instructional, curriculum development, and training delivery. We have been following the ADDIE model for instructional design for years, and various departments had different methods and systems for handling the tasks involved.



June Mastan, Eugene Monaco, Jennifer Saleta (IACET), and Deborah McGuire during the IACET site visit

The accreditation process led PDP to formalize a standard curriculum design and development process for our organization based largely on the ADDIE model and existing procedures within PDP.

The last step of the accreditation process was a site visit to PDP's Albany offices on May 8, 2019. Jennifer Saleta, from IACET, conducted the final review and was quite impressed with what she saw. After her visit, she wrote, "It was truly a pleasure to visit your organization yesterday and learn about the work that you are doing. The amount of time and effort that you and your team devoted to preparing for the site visit was evident."

IACET accreditation provides PDP with the opportunity to:

- Award Continuing Education Units (CEUs) for targeted courses.
- Standardize the development and delivery process across programs and departments.
- Create more possibilities and advantages for additional funding opportunities.
- More efficiently onboard new employees into PDP's way of developing and delivering training.

PDP joins an elite group of educators dedicated to quality in continuing education and training. Consumers trust the IACET CEU because they know that the accredited providers must follow the American National Standards Institute (ANSI)/IACET standard and have been thoroughly assessed by an independent third party reviewer.

PDP is proud to be an approved IACET provider and to be able to award IACET CEUs for select training programs moving forward. **PDP**

News & Views

PDP Annual Awards



Deborah McGuire, Eugene Monaco,
Julie Aversa, June Mastan

reporting, recruitment and hiring, purchasing, and financial reporting.

Julie quickly mastered our budgeting and financial processes and established herself as a key resource for staff. Managers frequently count on Julie for her expertise developing budgets during proposal development. Julie is known not only for her budgeting expertise, but her teamwork, patience, and grace under pressure. Her contributions are essential to allowing PDP to meet its mission.



Jessica Bashaw, Eugene Monaco

Outstanding Professional Award: Jessica Bashaw

During 2018, Jessica made many outstanding contributions to the work of PDP. She oversaw the implementation of multiple training initiatives, including

three new training modules for the Supplemental Nutrition Assistance Program and Temporary Assistance Regional Training Meetings, four custom workshops for the Home Energy Assistance Program Statewide Training Conference, and fourteen deliveries of the new Program Development and Implementation Considerations for People Affected by Poverty and Trauma course for OTDA staff. Each of these programs was an elevated priority for OTDA, and work was performed under short timeframes with limited resources. Jessica met each milestone and ensured high quality programs were delivered.



Jennifer Teabout, Eugene Monaco

Executive Director's Award: Julie Aversa

Julie Aversa joined PDP in 2006 and serves as the Manager of Finance and Project Support. Her responsibilities include finance, proposal submission, evaluation processing, quarterly

plans. The responses she received on her participant reaction surveys tout the environment she created in her trainings, allowing open conversations about what often is a difficult subject. Jennifer was also a vital partner in developing the Culturally Responsive Child Welfare Practice module of the Child Welfare Foundations Program. Throughout this process, she has remained a reliable, informed, and effective resource to OCFS and represented PDP well.



Deborah McGuire, Virinia Hickman,
Eugene Monaco

Outstanding Trainer Award: Jennifer Teabout

Jennifer has become the go-to person on race equity and cultural competency training. Over the last two years, she developed curricula that has become a mainstay in OCFS training

Outstanding Administrative Support Staff Award: Virinia Hickman

In her 26 years at PDP, Virinia has been an essential member of the Regional Office Project Associate program (ROPA). She manages

tasks for ROPA staff in six regional offices and ensures their extensive travel is efficiently processed. She also assists staff with meeting their deadlines by keeping track of projects. She is authentic, empathetic, and logical. Virinia develops trusting relationships with all of her colleagues, which contributes to her being an essential part of the ROPA team.



Deborah McGuire and Eugene Monaco
with EIP Team members

Outstanding Team Award: Educational Incentive Program Team

Team Members (also pictured left to right): Bridget Schmidt, Katie LeClair, Ally Buonanno, Colleen O'Grady, Jill Haskell, Michele Reedy, and Kristina Decker

During 2018, the EIP staff experienced significant personnel changes that pushed them to work above and beyond expectations to successfully receive, process, and issue awards while they maintained compliance with the Educational



Delegation from Bangladesh Visits PDP

June Mastan, Director, PDP

Six representatives from the Bangladesh National Academy for Planning and Development (NAPD) met with PDP on August 7, 2019, to gain insight into PDP's curriculum design and development processes, delivery modalities, and training program evaluation methodologies. NAPD is the leading training, research, and consultancy academy in Bangladesh and is responsible for training Bangladesh's public servants. Training and Technology Transfer, located in Wellington, New Zealand, arranged for the meeting as part of a larger trip for the group that included visits to several U.S. academic institutions.

Attendees from NAPD included Mr. Mohammad Hasan Tarik, NAPD Director of Research and Publication; Engr. Md. Abdur Rashid, Director of Administration and Finance; Ms. Begum Nazma Chowdhury, Chief Instructor; Mrs. Faria Zafreen, Librarian; Mr. Md. Azizul Alam, Secretary/Finance Division; and Mr. Swapna Chandra Paul, Secretary/Planning Division.

PDP Director Deborah McGuire provided introductory remarks while PDP Managers Diane Hodurski-Foley and Edward Skawinski presented on PDP training program development methods and delivery modalities, including



Representatives from the Bangladesh NAPD meeting with PDP and touring the new PDP Media Studio

online initiatives. Following the presentations, Directors June Mastan and Deborah McGuire led the group in a lively discussion and information exchange.

The Bangladesh delegation requested a tour of the main campus to view the new PDP Media Studio located in the sub-basement of the Academic Podium. The group enjoyed the state of the art technological features of the studio while also remarking about the beauty of the campus grounds. They were equally fascinated with the modern architecture of the main campus buildings. The tour concluded with a drive past Casey Stadium and the football field. **PDP**

Did You? Know?



Bangladesh is a country in South Asia that has six seasons: Igrismo (summer), barsha (rainy season), sharat (autumn), hemanto (cool season), sheet (winter), and bashonto (spring). It contains the largest sea beach in the world (Cox Bazaar) as well as the largest contiguous mangrove forest in the world (Sundarbans).

Shisia, Maureen. "Fun Facts about Bangladesh." WorldAtlas, Aug. 1, 2017, worldatlas.com/articles/fun-facts-about-bangladesh.html.

Incentive Program (EIP), Quality Scholars, First Aid/CPR, and Event Approval programs. These multi-million-dollar programs require the team to work with child care providers from every county in New York State, review training curriculum, support training organizations and trainers, and communicate with colleges. The EIP team awarded over \$5 million in scholarships to eligible childcare providers and programs across New York State. **PPD**

PDP Retirements

Peggy Dayer, Administrative Assistant II, retired on June 7, 2019, after nearly 22 years with PDP. Peggy was initially hired as an Administrative Secretary, and over the years, she supported several

projects and work units. Her longest department tenure was within the Department of Temporary Assistance Training. Peggy contributed to the success of a wide variety of conferences, training programs, and other learning products and events. Peggy was recognized many times for her skillful administrative work, strong initiative, attention to detail, determination for getting things done right, and outstanding customer service. PDP thanks Peggy for her many contributions and her years of dedicated service.

Sheila Ryan, Senior Education Specialist, retired on June 28, 2019, after more than 14 years at PDP and a long career in education and public service. Throughout her tenure, Sheila was field-based at the

Harlem Training Center in New York City. Sheila developed and delivered performance-based training in New York City and throughout the state for staff from social services districts, NYC's Human Resources Administration, and New York's Office of Temporary and Disability Assistance. In addition, Sheila trained Fair Hearing Representatives and Administrative Law Judges/Hearing Officers. PDP thanks Sheila for her dedicated service and many contributions to furthering PDP's mission.



Peggy Dayer



Sheila Ryan, Eugene Monaco

Colleen Denning, Senior Administrative Assistant, retired on October 11, 2019, after an outstanding career of over 18 years with PDP. Colleen remained a member of the Department of Temporary Assistance



Colleen Denning

Training from her first day at PDP until her retirement. She served as the department's project support team leader and provided support for numerous Office of Temporary and Disability Assistance contracts. Colleen also contributed to the successful on-boarding of new staff and was an excellent coach to new team members. Her strong work ethic, "that's how we roll" attitude, and great sense of humor will be missed. PDP thanks Colleen for her long tenure, dedicated service, and outstanding customer service to staff and customers. **PPD**

DDI at PDP

In 2014, PDP started offering a new group of internal staff development courses developed by Development Dimensions International, Inc. (DDI). These courses offer participants an opportunity to enhance their interpersonal and leadership skills.

After rolling out *Communicating with Impact* in 2014, PDP began offering *Working as a High Performing Team* in 2015. In 2018, PDP certified additional trainers and choose two new DDI courses to offer staff: *Embracing Change* and *Valuing Differences*. This year, these courses were piloted and PDP staff reacted positively and expressed interest in future deliveries. Learn more about PDP's newest DDI courses below.

Embracing Change focuses on the role of individual performers in implementing change in the workplace. In this course, participants discover their Change IQ, learn about the phases of change that people experience, and review best practices to tackle and overcome the workplace challenges of today and tomorrow. This will allow participants to take ownership of changes in their lives while demonstrating a positive mind-set that will influence others to embrace change.

Valuing Differences provides participants with effective skills and tools for exploring unique perspectives, understanding and leveraging inherent differences between individuals, challenging devaluing behavior, and creating an environment in which individual differences are respected and used. This allows participants to contribute their unique styles, abilities, and motivations as well as leverage those of their coworkers to achieve successful results. **PPD**

PDP *Communiqué* is produced by the Professional Development Program, Nelson A. Rockefeller College of Public Affairs and Policy, University at Albany, State University of New York.

Eugene J. Monaco
*Executive Director and
Public Service Professor*

Jessica Bashaw
Editor

James Bonville
Erica Hunter, Ph.D.
Donna DiBuono
Associate Editors

Ed Kirchgessner
Gary Glinski
Photographers

Catherine Renzullo
Graphic Designer

Elect to receive the **PDP** *Communiqué* via e-mail instead of print by making a request to: newsletter@albany.edu.

No material may be reproduced in whole or in part from this publication without permission.

© 2019



UNIVERSITY AT ALBANY

State University of New York

Professional Development Program
Rockefeller College, University at Albany
4 Tower Place
Albany, New York 12203

p (518) 442-6500; f (518) 442-6653
www.pdp.albany.edu

Non-Profit Org.
U.S. Postage Paid
Albany, NY
Permit No. XXX

The Why and How of IACET Certification: A PDP Success Story

Continued from page 1

After an in-depth search, PDP selected the International Association of Continuing Education and Training (IACET). IACET (originally the Council on the Continuing Education Unit) is the premier organization worldwide providing CEU certification and is accredited by the American National Standards Institute (ANSI). IACET grew out of a national task force on CE commissioned by the U. S. Bureau of Education (now the Department of Education) in 1968. The task force included leaders in CE, such as the American Medical Association and the American Nursing Association. IACET was created to provide a forum for the discussion of education standards and as a reputable organization to promote quality standards. The task force also developed the CEU and established universal guidelines for CE and training. IACET's guidelines are based upon in-depth research on the learning process.

The ANSI/IACET standard shapes the criteria that organizations use to develop and implement high-quality Continuing Education and Training (CE/T) programs.

PDP's certification process with IACET began in early 2017. The process required PDP to demonstrate and document its ability to meet IACET standards of excellence in nine categories:

1. Organizational capacity
2. Learning environment
3. Curriculum planning process
4. Quality of instructional personnel
5. Concrete needs assessments
6. Methodology for proving learning outcomes
7. Capacity for documenting evaluation of learning events

8. Validity of program content and instructional requirements
9. Capacity to establish and maintain learner records

Each category was subject to an exhaustive review process that required detailed clarification and refinement of the formal application and documentation before receiving IACET approval to proceed to the final phase: the on-site review. In May 2019, IACET conducted a site visit. PDP provided a series of outstanding staff presentations and was unconditionally awarded certification by IACET.

In achieving this benchmark, PDP has exemplified why it is a recognized—and now accredited—leader in providing high quality professional continuing education for its varied audiences. PDP remains committed to providing this level of excellence in all its offerings. **PDP**