**ABE Support Professionals Certificate Checklist**

To earn the ATLAS ABE Support Professionals Certificate, staff must provide evidence of attending and participating in training for each competency in the four critical domains: *ABE Program & Policy Knowledge; Technology; Customer Service; and Effective Work Culture*. This checklist is a way for you to keep track of what you need to earn the Certificate. Keep your records together. When you have evidence of meeting the requirements, submit this form, along with your required evidence, to the ATLAS Director for approval.

| **DOMAIN 1: ABE Program & Policy Knowledge** | | |
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| **To meet this requirement, you must:**<br>1. Attend and complete a Support Staff Orientation training (face-to-face or online)<br>2. Complete the *ABE Local Program Profile: Support Staff* and have it signed by your supervisor | | |
| **Competencies** | **Evidence attached (both required for this domain)** | **Date Completed** |
| A. Overview of ABE: Programs, History, & Policy<br>B. Local ABE Knowledge: Specific to Consortium, District, Program<br>C. NRS Accountability & Rules<br>D. Assessment: New User, Annual, Certification | ☐ CEUs<br>○ Face-to-Face Orientation Training<br>**OR**<br>○ Online Orientation Training<br>**AND**<br>☐ Completed *ABE Local Program Profile: Support Services Staff* | |

| **DOMAIN 2: Technology** | | |
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| **To meet this requirement, you must:**<br>1. Attend a relevant training at the ABE Support Staff Conference; ABE Summer Institute; Regional , District or Program training; community education or other training<br>2. Submit evidence of attendance:<br>a. Support Professional CEUs from ABE trainings such as the Support Staff Conference, Summer Institute or a Regional Training, or<br>b. Completed *Technology Competency Worksheet* for district or program training, or for training through community education, college, or other organization | | |
| **Competencies** | **Evidence attached** | **Date Completed** |
| A. MARCS/MABE Database Management | ☐ CEUs | |
| B. Email Communication | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |
| C. Technology Tools: Software and/or Equipment | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |

| DOMAIN 3: Customer Service | | |
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| **To meet this requirement, you must:**<br>1. Attend a relevant training at the ABE Support Staff Conference; ABE Summer Institute; Regional , District or Program training; community education or other training<br>2. Submit evidence of attendance:<br>a. Support Professional CEUs from ABE trainings such as the Support Staff Conference, Summer Institute or a Regional Training, or<br>b. Completed *Customer Competency Worksheet* for district or program training, or for training through community education, college, or other organization | | |
| **Competencies** | **Evidence attached** | **Date Completed** |
| A. Cultural Awareness & Understanding ABE Populations | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |
| B. Effective Client Communication | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |
| C. Conflict Resolution | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |

| DOMAIN 4: Effective Work Culture | | |
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| **To meet this requirement, you must:**<br>1. Attend a relevant training at the ABE Support Staff Conference; ABE Summer Institute; Regional , District or Program training; community education or other training<br>2. Submit evidence of attendance:<br>a. Support Professional CEUs from ABE trainings such as the Support Staff Conference, Summer Institute or a Regional Training, or<br>b. Completed *Effective Work Culture Competency Worksheet* for district or program training, or for training through community education, college, or other organization | | |
| **Competencies** | **Evidence attached** | **Date Completed** |
| A. Time & Task Management | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |
| B. Professionalism & Communication | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |
| C. Understanding Self & Others | ☐ CEUs<br>**OR**<br>☐ Competency Worksheet | |