

MassHire Department of Career Services (MDCS) 2025 TRAINING COURSE DESCRIPTIONS

Training Title	Description	Additional Information
Complaint System Training - Module I: Fundamentals of the Unified Complaint System	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered, as well as discussion about conflicts of interest.	
Complaint System Training - Module IIA: Types of Complaints & Jurisdictions Employer-related law, Wagner-Peyser & Apparent Violations	This training will enhance MDCS Complaint Officer and Back-up Complaint Officer confidence by helping them to better understand complaints and jurisdictions relative to employer-related law and apparent violations under the Wagner-Peyser Act (WP). It will cover due process, how to receive and resolve a complaint, and informal resolution as well as best practices.	
Complaint System Training - Module IIB: Types of Complaints & Jurisdictions WIOA Training/Service Complaints and Training Providers	This training will enhance MDCS Complaint Officer and Back-up Complaint Officer confidence by helping them to better understand complaints and jurisdictions relative to Workforce Innovation and Opportunity Act (WIOA) training, service, and training-provider complaints. It will cover due process, how to receive and resolve a complaint, and informal resolution as well as best practices.	
Complaint System Training - Module IIC: Types of Complaints & Jurisdictions Discrimination, EEOC & MCAD	This training will enhance MDCS Complaint Officer and Back-up Complaint Officer confidence by helping them to better understand complaints and jurisdictions relative to discrimination, Equal Employment Opportunity Commission (EEOC), and Massachusetts Commission Against Discrimination (MCAD) complaints. It will cover due process, how to receive and resolve a complaint, and informal resolution as well as best practices.	
Complaint System Training - Module III: The Hearing Process	This training will enhance MDCS Complaint Officer and Back-up Complaint Officer confidence by helping them to better understand the Unified Complaint System Hearing Process. It will cover how to conduct a hearing, providing notice, and issuing a determination.	
Customer Service Training for the Modern Workplace	In today's modern workplace, customer service is crucial to ensuring success for MassHire Career Center staff and their customers. This training will begin with customer service basics and skills and characteristics of customer service. We will then discuss how assumptions and biases effect customer service. Come and learn these practical skills that can be used with customers whether virtually or in person.	
Essentials of Career Planning	This training will provide an overview of the WIOA career planning process using a customer centric approach, beginning with informational intake, initial and comprehensive assessments, identifying barriers to employment and customer triage. Evaluation, labor market information, and goal setting will also be covered in the context of developing an Individual Employment Plan (IEP), as well as discussion about the importance of documentation in MOSES, an integral element to all aspects of career planning with a customer.	
JobQuest: Viewing the Jobseeker's Journey	With a focus on getting Massachusetts back to work, MassHire JobQuest has undergone many enhancements to make the customers' job search easier and better than ever. As part of these enhancements, jobseekers will experience improvements through JobQuest to guide in their career planning. Updates to the MOSES staff view will also be showcased.	
Labor Market Information (LMI) & Assessment Tools	Labor Market Information (LMI) and related tools form the foundation of an effective job search. LMI supports all aspects of the job search by providing a wealth of information to help formulate an actionable plan. This training will cover LMI data, assessments, and additional resources for those seeking employment or career changes.	
Language Access Training	Providing complete access to our Agency programs, services, and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance ensures that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected. This training will review Language Access services relative to MassHire Career Centers, Language Access Laws and Executive Orders, translation vs. interpretation, and best practices. The Multilingual Services Unit will also be discussed in detail.	
Lightcast Fundamentals	Lightcast (formerly Emsi Burning Glass) is a leading market analytics firm committed to providing businesses, learning providers, and governments with comprehensive, real time labor market data, clear analysis, and expert insight into the complexities of today's global workforce. This webinar will introduce MassHire Career Center staff to Lightcast through demonstration of its products and services.	This training is hosted by Lightcases on its external video conferencing platform (VCP). Login instructions will be included in your registration confirmation.
MassHire BizWorks: Essentials of Job Referrals	This training is designed to provide staff with knowledge and skills to improve their ability to effectively identify qualified candidates (vetting process) make appropriate job referrals, document all services, and conduct follow-up for hires. Training will cover the vetting process, outreach to job seekers, MOSES data entry of the vetting process, outreach, referral services, and generating reports to track productivity and follow-up.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
MassHire BizWorks: Introduction & Back to Basics	This MassHire BizWorks Business Services training will cover the business cycle, business services work processes, business assessments, performance reports, and how pandemics change the way we do business.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
MassHire BizWorks: Reconnecting with Partner Programs	This training is designed to provide staff with the purpose of each the program, up to date benefits and how we can collaborate to provide referrals for our business customers. The training is for staff from all partner agencies working directly with businesses/employers and those who supervise Business Services staff should attend this training. This includes Business Services Representatives, Market Makers, Operations Managers, Career Center Directors, Workforce Board staff.	This training is hosted by MassHire BizWorks. Login instructions will be included in your registration confirmation.
MassHire BizWorks: Use of the Business Cycle	The business services and programs that are part of MassHire BizWorks can be provided throughout the business cycle. It is vital to understand the business cycle as well as businesses' current situations to recommend state and federal resources to meet their needs. This training will introduce you to the business cycle and identify BizWorks programs and services relevant to each part of the cycle. The latest BizWorks Resource Guide is available at https://www.mass.gov/doc/masshire-bizworks-resource-guide/download .	
MassHire Career Centers and the Migrant Seasonal Farm Worker (MSFW)	This training will provide an overview of the Wagner-Peyser Act relative to Migrant Seasonal Farm Workers (MSFWs) and the regulations implemented to ensure they have access to and receive services "qualitatively equivalent and quantitatively proportional" to the services provided to non-MSFWs in compliance with Federal and State laws, policies, rules, and guidelines. Attendees will also learn about recent system changes to MOSES and MassHire JobQuest that ensure proper identification of MSFWs and compliance with Equity Ratio Indicators (ERIs).	

MassHire Career Centers and the State Monitor Advocate: Working Together to Ensure Equitable Services for Massachusetts Agricultural Workers and Employers	MassHire Career Centers (MCCs) and the State Monitor Advocate (SMA) provide important support to agricultural workers and employers throughout the Commonwealth of Massachusetts. This training will introduce you to the Monitor Advocate System (MAS), a federal and state monitoring system that ensures Migrant and Seasonal Farm Workers (MSFWs) have equitable access to MassHire career services, skill development, and workforce protections. You will also learn about the role of the State Monitor Advocate and MassHire Career Centers, as well as the updated MassHire SMA Monitoring Policy.	
MDCS & DTA: Work Participant Program (WPP) and WPP Expansion Programs	Come learn about or get a refresher on the WPP and WPP Expansion Programs! Each DTA Transitional Assistance Office (TAO) and each MassHire Career Center has staff who work together on behalf of DTA clients. Come learn about the collaborative work being done to ensure that Transitional Aid to Families with Dependent Children (TAFDC) and Supplemental Nutrition Assistance Program (SNAP) clients receive tailored and appropriate job readiness, job matching, coaching and employment supports.	
MOSES 101: Jobseeker Basics (Session 1 of 3, Day 1)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.	This optional training is conducted over three days from 9:00 am to 1:00 pm. Certification is awarded upon satisfactory completion of mandatory homework assignments and tests.
MOSES 101: Jobseeker Basics (Session 2 of 3, Day 2)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.	This optional training is conducted over three days from 9:00 am to 1:00 pm. Certification is awarded upon satisfactory completion of mandatory homework assignments and tests.
MOSES 101: Jobseeker Basics (Session 3 of 3, Day 3)	A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion. This is a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.	This optional training is conducted over three days from 9:00 am to 1:00 pm. Certification is awarded upon satisfactory completion of mandatory homework assignments and tests.
MOSES 102: MOSES Business Services Data Entry (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will provide an introduction to the MOSES database for Employer Services. Attendees will learn the Searching for Employers, adding and editing Employer records, Job Order data entry (e.g., three Job Order varieties), and Employer Services. Creating Job Fair / Recruitment events is covered, as well as Job Development referrals.	
MOSES 103: MOSES Career Planning Data Entry (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will provide an introduction to the MOSES Career Planning (formerly MOSES Case Management) tab in the Job Seeker record. Attendees will learn the basics of the Goals & Tasks tab, Assessment tab, Training Justification tab, and the Barriers tab. Notes are discussed and Best Practices are reviewed.	
MOSES 104: MOSES Eligibility , Course Enrollment and Course Registration (1 day)	A basic MOSES course in data entry on the basic Program Eligibility, Program Enrollment and Training registration fields.	
MOSES Mini Clinics	Monthly quick trainings that will provided guidance and best practices on various MOSES topics. These sessions are open training sessions to help clarify a stronger understanding of MOSES areas and issues.	
MOSES Manager's Training	Offered as a Mini Clinics by topic. A walk through of the Managerial functions in MOSES and an open question-and-answer discussion. Topics can include: The Administration tab will be reviewed with Career Center functions highlighted and reviewed; A review of Career Planning / Closing Career Plans / Transferring Career Plan Customers; Event / Workshop maintenance and management discussion. How to unlock MOSES staff accounts and provide a new MOSES password; MOSES access levels and options are reviewed. AWS / AppStream / MOSES application is gone over.	
Presentation Skills for the Modern Workplace	This informative session will prepare MassHire Career Center staff to deliver effective seminars, improve their communication skills, and facilitate job search workshops in virtual environments. Topics of discussion include online etiquette, preparing for your online session, overcoming anxiety and fear, and understanding your role and audience. Effective virtual presentation skills will also be covered.	
RESEA Module I	This session provides an introduction to the REemployment Services & Eligibility Assessment program (RESEA) including the Career Center Seminar (CCS). The topics covered in this module include RESEA: An Overview, RESEA: Enrollment & Notification, & CCS: Overview & Scheduling <i>*It is advised that newly hired staff also take RESEA Module II, and RESEA Module III classes. Staff can sign up for any of the Modules that are most applicable to their needs*</i>	
RESEA Module II	This session provides a detailed look into the REemployment Services & Eligibility Assessment program (RESEA) with a heavy emphasis on MOSES data entry as it relates to the overall RESEA program The topics covered in this module include Conducting an Initial & Subsequent RESEA Review and Weekly Reporting Tool: Rainbow Report <i>*It is advised that newly hired staff also take RESEA Module I, and RESEA Module III classes. Staff can sign up for any of the Modules that are most applicable to their needs*</i>	
RESEA Module III	This session provides a detailed look into the REemployment Services & Eligibility Assessment program (RESEA) with an emphasis on Special Circumstances as it relates to the overall RESEA program. The topics covered in this module include 60 Day Process, RESEA Sanctions, Communicating with DUA, Return to Work, Section 30/TOP Training, RESEA Program Exits, and Left State Process. <i>*It is advised that newly hired staff also take RESEA Module I, and RESEA Module II classes. Staff can sign up for any of the Modules that are most applicable to their needs*</i>	

RESEA Q&A Chat	This chat session will provide a forum for discussion, interaction, and information exchange between staff about current RESEA news, concerns, perspectives, and best practices	
Resume & Career Readiness	Learn how to work with your customers in developing a resume that will transform it into a powerful tool and help get interviews.	
Section 30 Training Opportunities Program (TOP)	This training will introduce participants to the Section 30/Training Opportunities Program (TOP). This is a special program within the Department of Unemployment Assistance (DUA) that allows approved UI claimants to attend school or training without interrupting their Unemployment Insurance (UI) benefits. In addition, approved TOP claims may be eligible for up to an additional 26 weeks of UI benefits beyond their normal UI credit.	
Time-Management Fundamentals	Time-management is an indispensable skill. In this training, you will learn how to manage your time to accomplish more and achieve greater productivity. Beginning with fundamentals for staying organized, we will also cover processing email, managing a full inbox, and developing a time budget as well as discussion about the pros and cons of multitasking.	
UI Level II Chat	This monthly chat session provides a forum for discussion, interaction, and information exchange between Level I and II staff about current UI issues, trends, and perspectives.	This training is designed and intended for designated Level I and II staff only.
Working with Customers: Challenges and Resources	We've all had to deal with difficult customers, in varying degrees, at some point in our professional careers. In this session, you'll learn how to handle difficult customers and challenging situations. Topics of discussion include elements of effective communication, maintaining control of the situation, and techniques for de-escalating an angry customer.	