



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Indiana's Workforce Investment System

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**Technical Assistance Bulletin
TAB 2010-03
MindLeaders E-Learning Licenses**

Purpose

To provide the Workforce Investment System with information and guidance on the distribution of MindLeaders e-learning licenses which reflect the current MindLeaders subscription, and to provide guidance on properly reporting in the state case management system when a customer is issued a MindLeaders E-learning License.

Rescission

TAB 2008-08, MindLeaders E-Learning Licenses, issued September 2, 2008

Content

Indiana's Workforce Investment System is designed to provide skill development and improvement for all Hoosiers across the state. Following program integration, WorkOne offices have shifted their focus toward skill development in order to meet the needs of a new economy that demands "qualified" workers with specific skill sets to match to specific jobs.

In our customer driven model, our promise is to give every customer an opportunity to develop their skills. In an effort to meet this commitment, the State has procured several products to support the additional training needs of Hoosiers. MindLeaders was the first of these products to be introduced to Indiana's Workforce Investment System.

MindLeaders is an individual performance improvement, self-paced e-learning tool that covers topics ranging from basic computer use to business skills.

The MindLeaders e-learning courses are accessed through the issuance of a “combined business and technical skills license.” Each skills license provides access to several hundred courses in professional development, personal development and computer applications. This includes video courses, pre- and post-skill assessment, an index for quick reference and technical support. Licenses are issued to individual customers through the WorkOne offices. MindLeaders course training can also be used in a traditional classroom setting if all participants have been issued a license.

Regions are allocated licenses to serve workers. User IDs and passwords have been established for each Regional Operator and Workforce Investment Board and a URL has been created for each region. Regional Operators and the Workforce Investment Boards have identified a site administrator for their region. The Regional Site Administrators will provide technical support to their regions regarding the MindLeaders program.

Customers who indicate that they would like to improve their skills and who have adequate computer literacy should be provided a license to MindLeaders. Once issued, a license is considered used after a worker logs on and begins course work.

PLEASE NOTE: MindLeaders licenses should be recorded as a core service in the state case management system. MindLeaders is considered a self-service/informational Core.

MindLeaders provides a tracking system based on individual workers, locations and regions. This tracking system will assist the state in managing usage and license supply. Future license determination and distribution will be based on license usage. These reports will be published and reviewed to monitor usage and completion rates within regions and shall become the basis for regional license allocations.

Questions regarding this Technical Assistance Bulletin may be directed to:

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