

# UNEMPLOYMENT INSURANCE LEARNING CENTER

## What is the UI Learning Center?

The Unemployment Insurance Learning Center provides Unemployment Insurance (UI) training for all federal and state employees within the UI Program. This learning center is sponsored by the U.S. Department of Labor's Employment and Training Administration's Office of Unemployment Insurance and supported by NASWA's Information Technology Support Center (ITSC). The learning center provides both program and technical training on a wide range of UI and Information Technology (IT) topics.

The UI Learning Center is composed of training modules that are designed to supplement existing federal and state training. These modules provide a general understanding of UI topics for employee at all levels. The UI Learning Center seeks to provide UI federal and state employees training on UI and IT processes and share available UI resources.

## ITSC EDUCATION & TRAINING

### Why ITSC provides training?

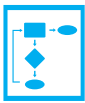
ITSC's mission is to support states with UI IT modernization. As a core service to support this, ITSC develops educational materials and training programs for state UI Agencies focused on UI IT systems and processes, and based on the *UI IT Modernization Guidebook and Wiki*. ITSC's website plays an important role in the education and training of state UI agency staff and in increasing communication and content sharing among states. ITSC provides a mix of instructor led, e-learning, and webinar training.



# ITSC LEARNING CATALOG

AVAILABLE ONLINE AT [WWW.ITSC.ORG](http://WWW.ITSC.ORG) UNDER "UI LEARNING CENTER" TAB

## UI IT Modernization Training



### Business Analyst Boot Camp for UI SMEs

**INSTRUCTOR LED**

A course designed to support states in planning UI IT Modernization projects by giving UI SMEs hands-on experience with techniques for developing and documenting requirements.



### SME UI IT Modernization Survival Guide

**INSTRUCTOR LED**

A course for SMEs in understanding their role in a modernization project from project planning, requirements definition, and throughout the software development life cycle.



### UI 101 Training

**INSTRUCTOR LED**

A three-day course that introduces participants to the basics of UI benefits and tax regulations and processes at both the national and state level.



### UI SIDES Orientation

**E-LEARNING**

An online overview of the State Information Data Exchange System covering business and technical tracks, implementation, testing and operations.



### Intro. to BA Role for UI Managers

**WEBINAR**

A course designed to provide UI Managers with an overview of the role their states' UI SMEs will play as they transition into the position of Business Analysts for UI IT Modernization projects.



### User Acceptance Testing Training

**COMING SOON**

## Unemployment Insurance Training



### Federal-State UC Legislative Seminar

**E-LEARNING | WEBINAR**

An overview of specific Federal law requirements for tax credit and administrative grant certification, as well as other specific Federal law provisions that affect state UC programs.



### UI Program Training

**E-LEARNING**

Several modules focusing on UI program processes. Each of these modules provide basic overview of program processes and an introduction to USDOL reports and handbooks.



### UI Technical Training

**INSTRUCTOR LED | WEBINAR**

Training of the UI SUN system, data validation, BAM, and other technologies. This section contains technical training notes that are used for in person training courses.



### Cultural Awareness and Language Sensitivity

**COMING SOON**



### UI Hearing Officer Fundamentals

**COMING SOON**



### BAM Online Training

**COMING SOON**