NASWA has been in the “Learning Business” for more than a decade. Today, NASWA’s learning capability and content cover both workforce and unemployment insurance (UI) programs with topics including program integrity, IT modernization, successful practices, program integration, and more. NASWA continues to add learning content and seeks input on new topics to deliver learning opportunities for our members.

Below on the left are the NASWA Services program areas and on the right are their learning opportunities.
UI Integrity Center

NATIONAL INTEGRITY ACADEMY (NIA): Consistent, customized training solutions for states working to reduce their improper payment rates, with four certificate programs and over 120 different lessons.

UI IT Support Center (UI ITSC)

UI LEARNING CENTER: UI IT modernization and UI program learning for all federal and state employees within the UI program, covering a wide range of program and technical topics.

UI State Information Data Exchange System (UI SIDES)
UI SIDES TRAINING: Online learning for states and employers/third party administrators implementing the SIDES exchanges.

Workforce IT Support Center (Workforce ITSC)

WORKFORCE ITSC ACADEMY: (Coming Soon!) Training pathways for program, data, and tech professionals, agency leaders, and managers to upgrade skills for the digital age while advancing the vision of the Workforce Innovation and Opportunity Act.

For additional information, please contact learning@naswa.org and provide your feedback as we continue improving NASWA Learning.

Feedback