Volume 4: NASWA Learning

NASWA Learning is dedicated to providing rigorous and relevant training programs to state workforce agencies. To assist NASWA in its mission to "enhance the state workforce agencies’ ability to accomplish their goals, statutory roles, and responsibilities," NASWA Learning offers a series of curriculum programs designed to help state workforce agency staff members enhance their knowledge and skills.

Training Solutions

NASWA Learning offers a multitude of online, self-paced UI training solutions for all program areas and levels of expertise. Here are some of the many trainings available.

- **PUA Training**: Covers Pandemic Unemployment Assistance operating, financial, and reporting instructions.
- **New-Hire Training**: Includes a virtual UI agency tour and lessons on claims intake, customer service, and fact-finding.
- **Adjudication Training**: Covers adjudication fundamentals, interviewing skills, and a walk-through of the fact-finding process.
- **Integrity Training**: Includes certificate programs focusing on UI operations and fraud investigations, with a focus on integrity.

New Learning System

NASWA Learning has launched an all-new, user-friendly learning system. It is now easier than ever to access NASWA training.

- **Ease of Access**: Your NASWA.org login provides instant access to every NASWA training offering, in one convenient location.
- **Searchable Catalog**: Use the catalog to search for specific training offerings, or browse based on your interests and job classification.
- **Customized to Your Needs**: Update your interests and work information to receive content recommendations from the learning system.

Enroll Now!

Click [HERE](#) to enroll in NASWA Learning.

For an introduction to the NASWA Learning System, view the welcome video located at [naswa.org/learning](http://naswa.org/learning)

For tips on getting started with NASWA Learning, see the [Quick Start Tip Sheet](#)

For more detailed instructions on how to use the NASWA Learning System, see the [System User Guide](#)

If you require assistance or have any additional questions, please contact us at [learning@naswa.org](mailto:learning@naswa.org)

NASWA works in partnership with the U.S. Department of Labor