

TIPS: Top Integrity Practices & Solutions



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

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