SIA
STAFFING INDUSTRY ANALYSTS

Certified Contingent
Workforce Professional

CCWP CERTIFICATION PROGRAM

For more information:
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" It was a great course for expanding knowledge. No matter if you think you know a lot beforehand, or new into the category, I wouldn't be put off attending. You will definitely learn a lot!

—Pete Donaldson, Instant Impact

An amazing course covering the most prevalent and innovative practices in today's contingent workforce area."

—Konner Scherry, CCWP, CXC Global

I am so excited. The training videos and material were fantastic.

— Teresa Muncer-Shimp, Talent By DeZign **"**

CCWP CERTIFICATION PROGRAM DESCRIPTION

Staffing Industry Analysts (SIA) offers one-of-a-kind accreditation programs designed for all professionals managing or supporting corporate contingent staffing. Whether you are in HR or Procurement, an MSP, VMS or Staffing provider or manage contingent workforce programs, SIA provides you with two unique management best practice accreditations that will elevate your career to the next level.

CCWP Contingent Workforce Program Management

Becoming certified provides you with a recognized status as an expert CW program management professional who understands how to design, implement, support and manage a successful workforce strategy.

Upcoming Virtual & In-Person Classes:

May 23-24, 2024 | London, UK (International)
June 12-13, 2024 | Atlanta
June 25-27, 2024 | CT
August 13-15, 2024 | MT
August 27-29, 2024 | IST (International - APAC)
September 19-20, 2024 | Dallas, TX
November 5-7, 2024 | GMT (International)
November 12-14, 2024 | MT
December 10-12, 2024 | CT

CCWP Statement of Work (SOW) Management

The certification provides you with the strategies to control costs and enhance SOW project/services engagement quality, whilst testing your comprehension of managing SOW engagements within your program.

Upcoming Virtual Classes:

October 8-10, 2024 | GMT (International)
October 22-24, 2024 | MT

CCWP Partners

APIDEL	360 Talent Solutions	DZ ConneX
GOLD	SILVER	BRONZE

Please note dates are subject to change at anytime. Visit www.staffingindustry.com/certification for an up to date list of classes and to register for the online class.

Reasons to Be Certified

- Achieving SIA's CCWP and/or SOW Management designation is an unbiased barometer of your professional knowledge skillset.
- It documents your mastery in contingent workforce program management and Statement of Work operational oversight.
- The designation enables you to show your value to your company, your colleagues and your clients in the contingent workforce marketplace.
- The certification validates your expertise and sets you apart from the rest.
- Join an elite brand of professionals that only a select few can call their own.

Class Format

To become certified, participants need to demonstrate knowledge of contingent workforce management best practices by engaging in a series of class modules and passing a certification exam. Both CW Program Management and SOW Management in-person/virtual classes are 2- or 3-day, intensive instructor led classes held across the world. Participants will be led through a series of lectures, training exercises, quizzes and scenarios in preparation for the exams. We keep the class size small to facilitate a high level of collaboration and engagement. Class facilitators are leading contingent workforce professionals who are experts on the class content.

A full self-paced, online version of both accreditation programs is also available. Access the same content and course materials as the in-person/virtual class at the comfort of your desk.

Important Note: Every CCWP Certification Candidate is given six-month, online access to the CCWP Program's study reference guide entitled, CCWP Global Certification Reference Guide (GCRG). The GCRG is use for preparing for the CCWP certification exam and offers additional in-depth insight to the CW program management best practice content covered by each modules in this CCWP Certification Program.

CCWP is fast becoming the industry standard. It unifies a common language, draws a roadmap for your continuous improvement and puts up in front as an industry leader. Join over 4000 global contingent workforce program managers that have successfully completed the class and have joined an elite brand of global certified Contingent Workforce Management professionals and SOW Management professionals.

MODULE 1

Defining an Effective Contingent Workforce Program Management Strategy

During this module session, you will learn how to develop strategies for improving your CW program performance and capability. By the end of this module, you will know how to:

- Determine the best approach to improve your CW program
- Understand best practice elements of designing an effective a CW program management strategy
- Define the core mission and value executed by a CW program
- Understand the key elements of a CW program business case
- Understand management strategy elements required to effectively execute and manage a CW program

MODULE 2

Defining and Managing Quality in a Contingent Workforce Program

This module covers various ways to define, measure and manage quality in your CW program in order to create and deliver targeted required value. By the end of this module, you will know how to:

- Define and prioritize what quality service means for an organization's CW program
- Establish target performance levels for talent, staffing partner and program operation quality in your CW program
- Manage speed, quality and costs in a CW engagement
- Identify purposeful CW quality metrics and processes for data collection and management analytics
- Align quality management strategies with CW solution elements
- Understand CW program quality management best practices

MODULE 3

Contingent Workforce Program Technology Design and Management

During this module session, you will learn how to develop strategies and action plans for engaging management-enabling technologies that can support and enhance a CW program operation. By the end of this module, you will:

- Understand the types of technology platforms within the contingent workforce solutions ecosystem
- Create an inventory of "CW program process management-enabling" technology needs
- Gain a deeper understanding of Vendor Management System (VMS) functionality
- Build the core components of control and assurance within your enabling technology suites, tools and integrations
- Review and understand the emergence of various funding strategies and options for management-enabling technology
- Explore the advances in technology within the contingent workforce solutions ecosystem

MODULE 4

Contingent Workforce Talent Management Strategies

As the staffing industry continues to evolve at a fast pace, it is essential to understand the various opportunities to provide and utilize the various CW talent resource types available in the marketplace. During this module discussion we will cover the following learning objectives:

- Understand and leverage emerging CW workforce trends
- Discuss research trends indicating that future employee engagement type share is constantly changing
- Identify and understand distinct contingent worker talent resource types
- Understanding contingent workers' characteristics by key CW engagement types
- Understand best practices in managing contingent worker talent resource types
- Inventory and understand the Dos and Don'ts for engaging different types of CW talent resources
- Reviewing and understanding CW resource automation

MODULE 5
Identifying and Managing Contingent Workforce Program Risk

Overtime, high-profile CW-related lawsuits have spawned a lot of misinformation and bad advice in the contingent workforce community. The primary goal of this module is to help you identify the real risks you face and develop practical strategies for mitigating and managing those risks. This module covers risks to your CW program and what you can do to mitigate those risks. By the end of this module, you will know how to:

- Identify contingent workforce-related risks and then assess risk exposure, frequency and severity
- Develop effective strategies to mitigate and manage risk
- Recognize and manage risks associated with co-employment and independent contractor misclassification
- Understand non-competition agreements and criminal liability for no-poach agreements
- Assess obligations and risks with PPACA regulations
- Understand background check management best practices
- Recognize other emerging and notable worker legal developments

MODULE 6
Pricing and Cost Management Strategies

This module covers how to manage pricing, costs and quality in your CW program without sacrificing quality. By the end of this module, we will have covered:

- Understanding cost versus quality, managing the right balance
- Establishing buyer/client cost and pricing goals & objectives
- Understanding buyer/client bill & pay rate management strategies
- Understanding MSP/program office & VMS/Technology funding strategies
- Executing marketplace pricing management methods
- Understanding and executing talent channel pricing management
- Understanding productivity assimilation and turnover cost management
- Understanding discount methodology challenges and value management
- Calculating rates & margins — let's do some math...

MODULE 7
Managing Change, Implementations, and CW Program Adoption

This module discusses how you can prepare to transform and enhance your CW program. By the end of this module, you will be able to:

- Establish key benefits of a successful implementation change event
- Understand critical best practices in implementation and program adoption
- Identify and understand key implementation project management stages and required activity steps
- Understand the fundamentals of rollout strategies and launch communications
- Predict primary implementation obstacles and plan to overcome them

MODULE 8
Contingent Workforce Contract Management Best Practices

During this module session we will discuss the elements and components of contingent workforce contracts. By the end of this module, you will be able to:

- Identify the key components of CW contracts
- Discuss some Myth & Realities of CW program contract management
- Evaluate clauses of contract language related to indemnification, and understand the limits of indemnification in CW program contracts, and how to best apply them
- Review insurance management and contract basics
- Understand work product protections and their role in CW contracts
- Differentiate between KPIs and SLAs, and identify good, workable SLAs
- Evaluate a CW program's escalation process
- Understand how to enforce contract pricing and staffing partner rate requirements, as well how to address and negotiate possible price increases
- Review some CW program contract item concerns

MODULE 9
Managing Contingent Workforce Talent Sourcing Channels and Methods

During this module session, you will learn how to develop strategies and action plans for optimizing the leverage of multiple talent sourcing channels and consequently enhance CW program operations and performance. By the end of this module, you will:

- Identify and recognize emerging talent sourcing channels
- Assess a CW engagement need appropriately, which will then inform the proper choice of a talent sourcing channel option
- Understand what talent sourcing channels are available to a contingent workforce program
- Introduce various partner relationships across each talent sourcing channel operation
- Learn ways to optimize your leverage of talent sourcing channels
- Compare competitive talent sourcing channel models and RFx methodologies
- Review best practices for managing multiple talent sourcing channels

MODULE 10
Staffing & Supply Chain Partner Performance Management

It is important to understand how to prepare for, conduct and evaluate the results of a staffing partner scorecard and performance review in order to manage and enhance staffing partner performance. In this module, you will learn how to:

- Define supply chain versus staffing partners
- Review the core components of a partner performance review
- Identify KPIs, SLAs and other items in a contract for program governance and compliance
  - By engagement managers, supply chain vendors and staffing partners
- Explore the importance and effectiveness of "rules of engagement" (ROE) partner communication/management tools
- Recognize appropriate components to incorporate in a staffing partner & engagement manager performance scorecard
- Rank staffing partner performance
- Execute supplier optimization & rationalization strategies

* The above modules relate to the US version of the CCWP program. Some modules may differ in the International version of the CCWP program.

MODULE 1

Designing an Effective SOW Management Strategy & Operation Business Model

Review and discuss key best practices in designing strategies and the establishing an operation business model for executing SOW management in an established CW program.

- Determine the best approach to create an SOW program management strategy and operation business model
- Perform a discovery initiative to define the As-Is State of the organization's SOW management activity and practices
- Establish the Desired State of a CW Program's SOW Management practices
- Determine the main options and implications of SOW management operation business model elements
- Understand the key elements of an SOW Management Program business case

MODULE 2

Defining an SOW Quality Management Framework & Measurement Process

This module session covers the CW program quality management of statement-of-work (SOW) engagement activity in an organization by creating a basic SOW Program Quality Management Framework. The module focuses on what key metrics can be deployed to support the SOW quality management mission and stated goals.

- Understand the different definition perspectives of "Quality"
- Define an SOW Program's Quality Management Framework
- Identify useful quality metrics that align with an SOW Quality Management Framework
- Delineate an SOW Program's Quality Management Framework components: the deliverables; the SOW Solution Partner; and, the SOW program operation quality in your CW program
- Understand Best Practices in SOW Program Quality Management

MODULE 3

Implementing an SOW Management Program

Gain key best practices for implementing an SOW management practice in an established CW program.

- Understand critical best practices for an SOW management program deployment and adoption
- Identify and target key SOW management return-on investment perspectives
- Understand what SOW management operation business model is optimal for a specific implementation initiative
- Identify key roles for implementation and ongoing responsibilities for an SOW management process
- Understand the fundamentals of SOW management program rollout strategies and change management methods

MODULE 4

Engaging SOW Process Management Enabling Technologies

Learn best practices in the engagement of technologies to enable the management of a SOW program initiative. The subjects covered will range from inventorying SOW program management requirements to designing and aligning the technology to the program's management framework and process structure.

- Inventorying "SOW Process Management" technology needs
- SOW management technology solution design basics and management best practices
- Aligning technology with a defined SOW management framework & process
- Managing multiple SOW engagement types
- Review technology costs and funding model options
- Establishing data process capture map to support reporting/management visibility requirements

MODULE 5
SOW Solution Partner Management

Discuss key best practices in designing an SOW partner management strategy and integrating partners into a management delivery model to monitor, measure and manage SOW engagements governed by a Contingent Workforce (CW) program.

- Understand the fundamentals for creating an SOW partner management strategy
- Understand the operational model options of SOW Solution Partner management
- Recognize the characteristics and differences between the key types of SOW Solution Partners
- Develop an SOW partner management structure that suits your business requirements
- Develop a metrics plan that focuses and optimizes your overall SOW partner management program performance

MODULE 6
SOW Engagement Execution & Management

Discover and establish best practices in executing and managing SOW project and service engagements in a contingent workforce (CW) program.

- Establish core objectives for SOW engagement execution management
- Understand the key different characteristics for SOW project and service engagements
- Determine management value focus by leveraging the "Project Management Triangle" tool
- Define core execution management requirements for projects versus services
- Understand core best practices for SOW engagement execution and management

MODULE 7
Identifying and Managing SOW-Related Risks

This module session offers certification candidates an overview of the risks associated with SOW program and engagement management.

- Identify SOW engagement-related risks
- Assess risk exposure, frequency and severity, and develop effective strategies to control and manage SOW risks
- Identify SOW risk pain points and mitigation management strategies
- Recognize and manage risks associated with SOW and independent contractor classification
- IP protection and insurance requirements
- Rules to live by for engaging SOW workers

MODULE 8
SOW Pricing & Financial Engagement Management

Gain strategies in SOW pricing, costs & engagement financial management. Specifically, this module offers certification candidates an overview of cost management and pricing strategies that can effectively impact the value of SOW engagement spend.

- Pricing management standards & best practices
- Financial SOW engagement control and management
- Pricing and billing models
- Milestone incentives and penalties
- Strategic pricing considerations

MODULE 9

SOW Contractual Best Practice Engagement Management

Explore the elements of the Master Service Agreements (MSA) and the role MSAs play in SOW relationships, the role and purpose of specific contract clauses germane to SOW agreements and how to create contract language from agreed-upon deliverables.

- Creating the Statement of Work that delivers!
- Identify the key components of SOW engagement contracts
- Evaluate clauses of SOW contract language
- Understand SOW engagement work product protections clauses
- Evaluate a SOW contract escalation process, clause and action steps

MODULE 10

SOW Program Management Visibility

Learn how to design and execute an SOW program management reporting/visibility strategy. The module addresses best practices to drive improvement across quality, efficiency, cost and risk performance management dimensions.

- Understand key elements of SOW engagement management visibility reporting
- Define a CW program's services procurement reporting strategy to support an SOW management initiative's requirements and the organization's missions, objectives and goals
- Understand where to leverage SOW engagement management activity spend insight to drive improvement across quality, efficiency, cost and risk performance management dimensions

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Two Ways to Register

Volume Packs

Take advantage of our CCWP Volume Packs. Save on the registration price when you buy a group of in-person/virtual or self-paced, online class passes. You can then use these for your team or clients throughout the year, ensuring any new staff are trained and ready when they join, or any current team members are expanding their level of expertise to promote your brand within the industry.

In-person/Virtual/Self-paced, Online

Become an SIA member and get a host of benefits including discounted rates for our in-person, virtual and self-paced, online certification classes. The CCWP class pricing includes all study materials, access to the Global Certification Reference Guide, and the certification exam fee.

CERTIFICATION (Training + Exam) *Includes all study materials and certification exam fee*				
	IN-PERSON/VIRTUAL		**SELF-PACED, ONLINE**	
	Member	Non-Member	Member	Non-Member
US	$1,940 / $1,725	$2,725 / $2,485	$1,340	$1,940
EUR (+VAT)	€1,830 / €1,625	€2,575 / €2,345	€1,265	€1,830
GBP (+VAT)	£1,600 / £1,420	£2,245 / £2,045	£1,105	£1,600
TRAINING *Includes all study materials*				
US	$1,565 / $1,350	$2,155 / $1,940	$1,160	$1,685
EUR (+VAT)	€1,480 / €1,275	€2,035 / €1,830	€1,095	€1,590
GBP (+VAT)	£1,290 / £1,110	£1,775 / £1,600	£960	£1,390

Take the class.

The CW Program Management and SOW Management certification class offers in-depth curriculum to help you pass the CW Program Management and SOW Management exam and reflects the current skills, knowledge and best practices in contingent workforce program management. Choose between in-person/virtual or self-paced, online classes.

Pass the test.

Passing the test elevates your level of professionalism and gives you a level of prestige amongst your peers, business partners and customers.

Get Certified.

Reap the professional and personal benefits by investing in yourself. Take the time to continue your education, improve your skills and knowledge, and give yourself an edge to take your career to the next level.

Register Today!
www.staffingindustry.com/certification

To take advantage of our volume pack pricing, private class offerings, or if you have any further questions, please contact ccwp@staffingindustry.com or call 800-950-9496 (US) / +44 (0)203 823 9900 (Int'l).

About Staffing Industry Analysts (SIA)

SIA is the global reserach and advisory firm focused on staffing and workforce solutions. Our proprietary research covers all categories of employed and non-employed work including temporary staffing, independent contracting and other types of contingent labor. SIA's independent and objective analysis provides insights into the services and suppliers operating in the workforce solutions ecosystem, including staffing firms, managed service providers, recruitment process outsourcers, payrolling/compliance firms and talent acquisition technology specialists such as vendor management systems, online staffing platforms, crowdsourcing and online work services. We also provide training and accreditation with our unique Certified Contingent Workforce Professional (CCWP) program.

SHRM
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RECERTIFICATION
PROVIDER
2020

SIA has been approved by the Society of Human Resource Managers (SHRM) to offer recertification credit hours to SHRM credential holders in 2024. Participants of the CCWP and/or SOW Expert Management class are eligible for up to 14 SHRM Personal Development Credits.