

STAFFING INDUSTRY ANALYSTS



**Certified  
Contingent  
Workforce  
Professional**

# CERTIFICATION PROGRAM

*For more information* [www.staffingindustry.com/certification](http://www.staffingindustry.com/certification) | [memberservices@staffingindustry.com](mailto:memberservices@staffingindustry.com)

# PROGRAM DESCRIPTION



**Staffing Industry Analysts Certified Contingent Workforce Professional (CCWP)** is an accreditation program designed for HR, procurement, workforce solution providers and others who manage corporate contingent workforce staffing. CCWP assesses and expands the level of expertise of program participants. To become certified, participants need to demonstrate knowledge of contingent workforce management best practices by engaging a series of class modules and passing a rigorous certification exam. Successfully completing the program creates an elite brand of industry professionals that only a select few can call their own.

## PROGRAM FORMAT

The CCWP program includes both certification and training. CCWP training uses the same materials as the CCWP Certification Program. Training does not require you to take the CCWP Certification exam.

The in-person class is a 2-day, intensive instructor led class held in various cities around the world. Participants will be led through a series of lectures, training exercises, quizzes and scenarios in preparation for the CCWP certification exam. Class facilitators are leading contingent workforce professionals who are experts on the class content.

A full online version of the CCWP program is also available. Access the same content and course materials as the in-person class. The exam must be taken within 180 days of completion of the in-person class or 180 days after registering for the online class.

## WHO SHOULD ENROLL

The Certified Contingent Workforce Professional program is designed for HR managers, procurement managers, workforce solution provider staff and anyone involved in managing corporate contingent staffing.

## REASONS TO GET CERTIFIED

Achieving Staffing Industry Analysts' Certified Contingent Workforce Professional (CCWP) designation is an unbiased barometer of your professional knowledge and skillset. It documents your mastery in contingent workforce program management. The CCWP 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.

## DATE AND LOCATION

Check our website at [www.staffingindustry.com/certification](http://www.staffingindustry.com/certification) for the class and location nearest you or to register for the online class.

## FEES

<b>CERTIFICATION (Training + Exam)</b> <i>Includes all study materials and certification exam fee</i>		
	<b>Member Rate</b>	<b>Non-Member Rate</b>
<b>In-Person (US)</b>	\$1,440.00	\$2,055.00
<b>In-Person (Europe)</b>	£1,238/€1,393 +VAT	£1,769/€1,990 +VAT
<b>Online (US)</b>	\$1,120	\$1,600
<b>Online (Europe)</b>	£964/€1,085 +VAT	£1,377/€1,549 +VAT
<b>TRAINING</b> <i>Includes all study materials</i>		
<b>In-Person (US)</b>	\$1,120	\$1,600
<b>In-Person (Europe)</b>	£964/€1,085 +VAT	£1,377/€1,549 +VAT
<b>Online (US)</b>	\$970	\$1,385
<b>Online (Europe)</b>	£834/€938 +VAT	£1,193/€1,342 +VAT

CCWP  
PARTNERS



CHARTER

**HAYS**  
Talent Solutions  
Intelligent Resourcing



 **PRIDE GLOBAL**



A top-down view of a study desk. In the upper left, there is a white coffee cup with a lid. In the lower left, a portion of a smartphone is visible. In the lower right, a silver and black pen lies on a sheet of light blue lined paper. The background is a dark wooden surface.

# Take the class.

The CCWP certification class offers in-depth curriculum to help you pass the CCWP exam and reflects the current skills, knowledge and best practices in contingent workforce program management. Choose between in-person or online classes.



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**MODULE 1: *Defining an Effective Contingent Workforce Program Strategy***

Assess your contingent workforce (CW) program to determine a strategy that aligns with the business needs and requirements of your organisation. Determining the best approach for improving your CW program will include the use of the CW Optimisation Roadmap; CW Program Business Case Template and the CW Program Maturity Model Methodology.

**WHAT YOU'LL LEARN:**

- Define the As-Is State and develop the Desired State for your program
- Understand the key elements of a CW business case
- Know the main options and implications of CW sourcing models

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**MODULE 2: *Designing and Measuring Quality and Contingent Workforce Program Value***

Learn how to define and measure quality in order to enhance the value of your CW program. The module introduces three quality pillars on which you can strategically focus in order to measure and improve quality.

**WHAT YOU'LL LEARN:**

- Define talent, supplier service, and program operation quality in your CW program
- Understand the connection between ROI drivers, quality, and value
- Identify useful CW quality metrics and processes for data collection

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**MODULE 3: *Analysing and Acting Upon Program Management Data***

Review how to identify appropriate program management metrics for a CW program; how to collect, clean, and analyse impactful data; and how to use data to identify improvement opportunities.

**WHAT YOU'LL LEARN:**

- Identify appropriate program management metrics for a CW program
- Follow best practices for collecting, cleaning, and analysing data to identify performance and service gaps in a CW program
- Determine root causes of those gaps
- Identify stakeholders and gain their cooperation to solve root causes

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**MODULE 4: *Managing Staffing Partner Performance***

Learn how to prepare for, conduct, and evaluate the results of a staffing partner performance review as part of a larger strategy to manage and enhance your effectiveness and sourcing of quality talent.

**WHAT YOU'LL LEARN:**

- Identify key performance indicators (KPIs), service level agreements (SLAs), and other items in a staffing partner contract that may be audited for compliance
- Recognise appropriate components to incorporate and evaluate in a meaningful supplier scorecard
- Use impactful metrics to rank staffing partner performance
- Properly prepare for and conduct a staffing partner performance review

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**MODULE 5: *Identifying and Managing Risks***

You will learn strategies for identifying and managing risk in your CW program. The module provides an overview of the risks associated with a CW program and explores key issues such as co-employment and independent contractor (IC) misclassification. The module will introduce you to best practices that will help you mitigate and manage risk in order to protect your organisation (including yourself), your customers, and your contingent workers.

**WHAT YOU'LL LEARN:**

- Identify CW-related risks
- Assess risk exposure, frequency, and severity in your program
- Develop effective strategies to manage and mitigate risk
- Recognise and manage the unique legal risks associated with co-employment and independent contractor (IC) worker misclassification

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**MODULE 6: *Understanding Cost and Quality***

Learn strategies for balancing cost and quality in your CW program. The main focus is on using discounts, incentives, and other pricing strategies to achieve a fair and effective bill rate as well as develop an understanding of how changes in statutory expense affect your program.

**WHAT YOU'LL LEARN:**

- Understand the components of a bill rate and how to calculate them
- Understand how to apply incentives and discounts
- Calculate how a discount affects a supplier's markup
- Respond appropriately to a proposed rate increase
- Calculate how a change in expenses results in a bill rate increase



# 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.



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**MODULE 7: *Managing Change, Implementation and Program Adoption***

Discuss implementing a new CW management program and/or executing changes to your current CW program, adopting new policies and business rules, and communicating the value of these changes to key stakeholders.

**WHAT YOU'LL LEARN:**

- Identify and understand implementation and execution steps outlined in the CW Optimisation Roadmap
- Predict/identify primary implementation obstacles and plan to overcome them
- Capture key stakeholder buy-in to successfully implement a CW program or current program transformation
- Identify that adoption is the key governing principle that defines overall success

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**MODULE 8: *Contingent Workforce Program Maturity Model***

Examine the interdependent dimensions of the CW Program Maturity Model methodology to determine a continuous improvement strategy for your CW program.

**WHAT YOU'LL LEARN:**

- Identify popular process improvement disciplines
- Differentiate between program performance and program maturity/capability
- Understand the five dimensions of the maturity model
- Formulate tactics for improving each of the five dimensions in multiple marketplace case scenarios
- Set maturity goals for your CW program

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**MODULE 9: *Elements and Components of Contingent Workforce Contracts***

Review several key components of CW contracts. You will then evaluate several contract clauses to better understand how contractual language can affect your CW program.

**WHAT YOU'LL LEARN:**

- Identify the key components of CW contracts
- Evaluate clauses of contract language related to indemnification, understand the limits of indemnification in CW contracts, and how to best apply them
- Understand work product protections and their role in CW contracts
- Differentiate between KPIs and SLAs, and identify good SLAs
- Evaluate a CW program's escalation process
- Understand how to enforce contract pricing and supplier rate requirements, as well as how to address possible price increases



# Get Certified.

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



# REGISTER TODAY!

[www.staffingindustry.com/certification](http://www.staffingindustry.com/certification)  
[memberservices@staffingindustry.com](mailto:memberservices@staffingindustry.com)

## ABOUT STAFFING INDUSTRY ANALYSTS (SIA)

Founded in 1989, SIA is the global advisor 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.

### Payment Policy

Submit registration through Staffing Industry Analysts' website. Payment is by credit card. Enter any applicable codes on the registration page.

All purchases of the CCWP class are non-refundable. Class enrollment substitutions are acceptable, however any substitution must be approved by Staffing Industry Analysts and the Customer must notify Staffing Industry Analysts within 5 business days prior to the class start date in order to receive all necessary communications.

### Cancellation Policy

1. Cancellation notices must be submitted in writing to Staffing Industry Analysts no less than 14 business days in advance of the class start date. Cancellation notices can be emailed to [memberservices@staffingindustry.com](mailto:memberservices@staffingindustry.com), faxed to 650-390-6210 or mailed to Staffing Industry Analysts, 1975 W. El Camino Real, Suite 304, Mountain View, CA 94040. Staffing Industry Analysts is not responsible for any error in delivery of the cancellation notice.

2. If a certification class is cancelled by the customer, a credit will be issued and may be applied toward a future CCWP in-person class (if available), online class or a future Staffing Industry Analysts event. Staffing Industry Analysts cannot issue refunds. Customer may reschedule up to 14 calendar days prior

to the start date of the class currently registered. If customer cancels less than 14 days in advance, customer will have the option of attending an online only class or forfeit the registration fee.

3. Staffing Industry Analysts reserves the right to reschedule or cancel the date, time and location of a CCWP class at any time, including replacing personnel who may be scheduled to deliver the class. In the event a certification class is cancelled, the Customer is entitled to a full refund. If a class is postponed, the Customer will be able to transfer the registration to the rescheduled class. Staffing Industry Analysts shall not be responsible for any other loss incurred by the Customer as a result of a cancellation or reschedule.

4. If a CCWP class is cancelled by Staffing Industry Analysts due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full class credit which may be used for another course offered by Staffing Industry Analysts or to a future Staffing Industry Analysts event. Staffing Industry Analysts is at no time and in no way responsible for expenses incurred by course participants including, but not limited to, travel, hotel accommodations, meals (other than stated), transportation and other incidental charges. Prices are subject to change without notice. Staffing Industry Analysts reserves the right to accept or reject any customer registration at Staffing Industry Analysts' sole discretion.