

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2017

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SENATE BILL 730*

Short Title: Cross-Training DPI Licensure Section Staff. (Public)

Sponsors: Senators Barefoot, Curtis, and Lee (Primary Sponsors).

Referred to: Rules and Operations of the Senate

May 23, 2018

A BILL TO BE ENTITLED

AN ACT TO DIRECT THE SECTION CHIEF OF THE LICENSURE SECTION OF THE DEPARTMENT OF PUBLIC INSTRUCTION TO ESTABLISH A CROSS-TRAINING PROGRAM FOR EMPLOYEES OF THE SECTION TO IMPROVE TIMELY PROCESSING OF EDUCATOR LICENSURE APPLICATIONS, AS RECOMMENDED BY THE JOINT LEGISLATIVE EDUCATION OVERSIGHT COMMITTEE.

The General Assembly of North Carolina enacts:

SECTION 1. Article 17E of Chapter 115C of the General Statutes is amended by adding a new section to read:

"§ 115C-270.6. Staff training for the Licensure Section of the Department of Public Instruction; report.

(a) Staff Training. – The Section Chief of the Licensure Section of the Department of Public Instruction shall provide all staff of the Licensure Section who are responsible for any component of the administration and processing of professional educator license applications with a cross-training program between Section service areas. The cross-training program shall be designed to ensure seamless and timely service to licensure applicants and include at least the following goals for the processing of educator licensure applications:

- (1) Licensure applicants shall receive service even when the primary service provider for a licensure service area is unavailable due to unexpected absence or during heavy workload time periods.
- (2) Licensure applicants shall receive consistent information from all Section staff on the licensure process and the status of applications.
- (3) Section staff shall work effectively and efficiently through each stage of the application process and shall support other staff as needed in carrying out work responsibilities.
- (4) Section staff job descriptions shall align with the Section Chief's processing goals and the success profiles established for specialist and processing assistant roles.
- (5) Section staff shall be equipped with the knowledge and assistance from other staff to process the most challenging applications and to answer difficult applicant questions.

(b) Annual Report. – By March 15 of each year, the Section Chief shall report to the Joint Legislative Education Oversight Committee on the implementation of the cross-training program required by subsection (a) of this section and the outcomes of the program, including the processing times of applications, improvements in staff efficiency, and licensure applicant satisfaction levels with the administration of the professional educator licensure system."



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SECTION 2. This act is effective when it becomes law.