



Frequently Asked Questions *updated September 20, 2017*

*Q: What about online PAR exams and Academy Phase 1 classes and exams?*

A: PAR exams and Phase 1 pre-academy exams for detention and probation officers will be available online. Please visit the [SkillPro webpage](#) for dates.

*Q: Is there anything I should do now to prepare for SkillPro?*

A: Computers must have Flash Player (current version) and Internet Explorer 10 in order for SkillPro to function correctly. SD&T is working with DJJ training coordinators ensure a smooth transition. Training coordinators have been tasked with making sure computers that need to access SkillPro will have these programs loaded.

*Q: How do I ensure SVS data is accurate?*

A: The DJJ Staff Verification System (SVS) manages personnel data for all state and provider employees. **DJJ**—State employee information comes from People First, so DJJ employee information is already up-to-date. **Providers**—Please have the person in charge of updating your staff in SVS make sure that all past employees' positions are end-dated and all current employees' positions are entered with the correct information. If any additional questions, please contact your local Data Integrity Officer.

*Q: Will historical data from CORE be available?*

A: SD&T at DJJ headquarters will archive all CORE data. CORE will be terminated as of the close of business on December 31, 2013. SD&T will be happy to provide CORE data upon request. Please send requests using the SkillPro system support request function.

*Q: Who do I ask questions about SkillPro, CORE or the transition?*

A: You may contact your DJJ DIO or email [SkillPro.Team@djj.state.fl.us](mailto:SkillPro.Team@djj.state.fl.us). We will respond immediately to any questions.