

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2017

FILED SENATE  
May 21, 2018  
S.B. 730  
PRINCIPAL CLERK

S

D

SENATE BILL DRS35330-MKz-176A\*

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

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

Referred to:

1 A BILL TO BE ENTITLED  
2 AN ACT TO DIRECT THE SECTION CHIEF OF THE LICENSURE SECTION OF THE  
3 DEPARTMENT OF PUBLIC INSTRUCTION TO ESTABLISH A CROSS-TRAINING  
4 PROGRAM FOR EMPLOYEES OF THE SECTION TO IMPROVE TIMELY  
5 PROCESSING OF EDUCATOR LICENSURE APPLICATIONS, AS RECOMMENDED  
6 BY THE JOINT LEGISLATIVE EDUCATION OVERSIGHT COMMITTEE.

7 The General Assembly of North Carolina enacts:

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

10 "§ 115C-270.6. Staff training for the Licensure Section of the Department of Public  
11 Instruction; report.

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

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

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



\* D R S 3 5 3 3 0 - M K Z - 1 7 6 A \*

1

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