CWDP Recertification Application
Certified Workforce Development Professional (CWDP) Recertification Information

The purpose of recertification is to ensure that you have continued your growth as a workforce development professional and to expand your base of knowledge and expertise. Just like your initial certification, each recertification is valid for a three-year period.

Submit your application for recertification prior to your certification expiration date. A thirty-day extension can be provided for those needing additional time to recertify. 30 days after your expiration date your certification will go inactive until recertification is achieved. If the credential is not recertified within one year of the expiration date, you will have to reapply for initial certification.

After submitting your CWDP recertification package for review, you will be notified within 30 days of the recertification results in writing. If denied, you will be given an opportunity to appeal the decision within 30 days of notification. All appeals must be received in writing.

1. Read the application package carefully and determine if you qualify. Do not apply unless you meet the criteria at the time of application. Remember, the recertification fee is non-refundable.
2. Print the recertification package.
3. Read and sign the Intent to Recertify.
4. Read and sign the Code of Professional Ethics.
5. Complete your Professional Development Log. **You are not required to use the log provided. If you use your own professional development log it must include all of the information found on the NAWDP version.
6. If you are not a current NAWDP member you must print proof of your professional affiliation with another workforce related association.
7. Login to your profile at www.nawdp.org and complete any necessary updates. **You will not receive discounted member pricing on recertification if you are not logged into your profile.
8. Upload all documents (including endorsement information if applicable).
9. Once your application is uploaded, the system will prompt you for payment. You can pay immediately by credit card or choose the “bill me” option. If you do not pay by credit card the system will email you an invoice. **Invoices for endorsements will be sent separately and cannot be paid immediately.
If you have questions, contact NAWDP at: (877) 202-2472 or info@nawdp.org.

Intent to Recertify

I apply to renew my Certified Workforce Development Professional credential by signing this document, I certify that the information provided in this Application is accurate and complete to the best of my knowledge. I agree that NAWDP has the right to contact any person or organization to verify information contained in the Application.

I understand that any certification granted by NAWDP does not specify or imply licensure or registration to practice for a fee or otherwise. I release NAWDP from all liability and claims that may arise from my paid or voluntary career/occupational activities.

I understand that NAWDP recertification depends upon my fulfillment of all criteria including compliance with the NAWDP Code of Professional Ethics. I understand that if recertification is granted, renewal is subject to current recertification requirements. I understand that all materials contained in this application become the property of NAWDP and that neither originals nor photocopies will be returned to me.

_________________________________________  ______________________
Applicant’s Signature                           Date
CODE OF PROFESSIONAL ETHICS

THE NATIONAL ASSOCIATION OF WORKFORCE DEVELOPMENT PROFESSIONALS

Revised 2011

As a Workforce Development Professional, I pledge to:

1. Exhibit and uphold the highest standards of professional and ethical conduct in order to ensure the integrity and advancement of the workforce development profession.
2. Advance programs and services that are consistent with the public trust and responsive to the public interest.
3. Demonstrate commitment to maintaining professional competencies through ongoing professional development.
4. Exercise maximum effort in the workplace to ensure optimal benefit to my customers and to my organization and community.
5. Promote cooperation and collaboration with partner organizations in order to maximize our customers' opportunities for success.
6. Respect the integrity, promote the welfare and maximize the freedom of choice and informed consent of my customers.
7. Respect and protect the privacy of my customers when gathering, recording, storing and sharing confidential information.
8. Recognize and respect the unique challenges faced by culturally or ethnically diverse and individuals with disabilities.
9. Abstain from using my official position to secure personal or political privilege, advantage, gain, or benefit.
10. Adopt innovative practices when appropriate and adapt to changes in the industry to create new opportunities.
11. Offer the most effective services available in my community.

I certify that I have read and understand the NAWDP Code of Professional Ethics and promise to follow its guidelines. I further certify that I have never been disciplined by my employer for a violation or situation that is addressed in this Code of Professional Ethics.

_________________________________________    _______________________
Applicant’s Signature                        Date
One of the requirements for renewing your CWDP status is to document at least 60 hours of professional development related to one or more of the competency areas during the last three years. If your initial certification was awarded prior to January 1st, 2021 you may choose to use the 5 current competencies or the previous 9 competencies. Professional development would include such items as classes, workshops, publications, self-directed study, and in-service training. Attendance at meetings, award events, and staffing of job fairs is not professional development. Be sure to list the specific course title – not simply the conference attended.

**Professional development must be specific to a workforce development competency to qualify for recertification.** For example, courses such as CPR or basic computer software (e.g. Microsoft Office), while important, are not specific to workforce development and cannot be used to meet the 60-hour requirement.

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<th>Date</th>
<th>Professional Development (class, workshop, publication, etc.)</th>
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Current CWDP Competency Areas

Effective January 1, 2021

Competency 1 - CUSTOMER SERVICE METHODOLOGY

- Identifies customer needs and expectations to create positive customer satisfaction.
- Places appropriate emphasis on “excellence” and “speed of response” in work performance.
- Positions workforce development programs as a primary community partner in the service area.
- Understands the essential elements of a helping relationship, including rapport, trust, and mutual respect.
- Understands who the principal customers of the workforce development system are and treats all with respect.

Competency 2 - DIVERSITY IN WORKFORCE DEVELOPMENT

- Adapts materials and services to address diverse needs of customers.
- Creates an environment that enables all individuals to contribute to their fullest potential.
- Identifies and implements innovative methods for delivering services to diverse or special populations.
- Understands the special employment needs of diverse groups.

Competency 3 - LABOR MARKET INFORMATION AND INTELLIGENCE

- Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases.
- Identifies information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found.
- Provides updated LMI to employers, job seekers, and staff to develop opportunities.
- Understands basic computer technology used in workforce development.
- Understands the types of labor market information available and the uses of such information.

Competency 4 - PRINCIPLES OF COMMUNICATION

- Asks questions for clarification.
- Communicates with internal and external customers.
- Demonstrates teamwork skills.
- Demonstrates the skill, ability, and willingness to conduct employment-related workshops.
- Speaks to single individuals or large groups in order to teach, inform, or persuade.
• Seeks input/feedback from employers and job seekers.
• Understands the language used by business and employers.
• Values and demonstrates public relations skills and marketing skills.
• Writes case notes, memos, reports and other correspondence using appropriate grammar, spelling and punctuation.

**Competency 5 - WORKFORCE DEVELOPMENT STRUCTURE, POLICIES AND PROGRAMS**

• Demonstrates knowledge of federal, state, and local workforce development programs, funding guidelines, and workforce development codes.
• Interprets current laws and structure to deliver appropriate services, and understands how their own work impacts the system’s goals.
• Relates public workforce development policy, initiatives, and funding sources with the current system.
• Understands who the principal customers of the workforce development system are.
Prior CWDP Competency Areas

Prior to January 1, 2021

1. BUSINESS AND ECONOMIC DEVELOPMENT INTELLIGENCE
   - Fosters interagency relationships in local/state government.
   - Maintains continuous awareness of the political climate, community planning, and existing business/industry base and how they impact initiatives.
   - Speaks the language of business and the marketplace.
   - Understands recruitment and retention of workers.
   - Understands the role of workforce development in economic development.

2. CAREER DEVELOPMENT PRINCIPLES
   - Administers and interprets a variety of assessment tools.
   - Delivers and applies knowledge of modern job search strategies.
   - Develops training plans that address employer needs and job-seeker capabilities.
   - Identifies the kinds of information individuals need, including assessment, to make realistic career decisions, and where that information can be found.
   - Knows what skills are needed to search for, obtain, retain, and change employment.
   - Listens to customer concerns and protects customer confidentiality.
   - Makes appropriate referrals.
   - Provides customer with career exploration and job development skills.
   - Understands modern recruitment and retention strategies.
   - Understands the process by which individuals build skills, advance, and change employment.
   - Understands the process by which individuals identify goals, as well as prepare for, search for, and retain employment.

3. COLLABORATION AND PROBLEM SOLVING
   - Defines problems clearly and concisely.
   - Engages customers, colleagues, agencies, and partner associates in a positive, professional manner.
   - Is knowledgeable about the range of services in the community, and develops and maintains relationships with partners to deliver a comprehensive array of services to customers.
   - Leverages resources from both internal and external customers.
   - Possesses analytical and observation skills that coupled with knowledge and information can lead to effective problem solving assistance.
   - Seeks additional resources when needed for problem resolution.
   - Understands the basic principles of teamwork and actively participates in team activities.
   - Uses communication skills and teamwork to maximize opportunities.
   - Values the development of professional networks.
4. CUSTOMER SERVICE METHODOLOGY

- Identifies customer needs and expectations to create positive customer satisfaction.
- Places appropriate emphasis on “excellence” and “speed of response” in work performance.
- Positions workforce development programs as a primary community partner in the service area.
- Understands the essential elements of a helping relationship, including rapport, trust, and mutual respect.
- Understands who the principal customers of the workforce development system are and treats all with respect.

5. DIVERSITY IN WORKFORCE DEVELOPMENT

- Adapts materials and services to address diverse needs of customers.
- Creates an environment that enables all individuals to contribute to their fullest potential.
- Identifies and implements innovative methods for delivering services to diverse or special populations.
- Understands the special employment needs of diverse groups.

6. LABOR MARKET INFORMATION AND INTELLIGENCE

- Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases.
- Identifies information individuals need, including assessment, in order to make realistic career decisions, and where that information can be found.
- Provides updated LMI to employers, job seekers, and staff to develop opportunities.
- Understands basic computer technology used in workforce development.
- Understands the types of labor market information available and the uses of such information.

7. PRINCIPLES OF COMMUNICATION

- Asks questions for clarification.
- Communicates with internal and external customers.
- Demonstrates teamwork skills.
- Demonstrates the skill, ability, and willingness to conduct employment-related workshops.
- Speaks to single individuals or large groups in order to teach, inform, or persuade.
- Seeks input/feedback from employers and job seekers.
- Understands the language used by business and employers.
- Values and demonstrates public relations skills and marketing skills.
- Writes case notes, memos, reports, and other correspondence using appropriate grammar, spelling, and punctuation.
8. PROGRAM IMPLEMENTATION PRINCIPLES & STRATEGIES

- Accepts suggestions for performance improvement from consultants and supervisors.
- Anticipates and prepares for organizational change.
- Applies principles of caseload management.
- Demonstrates innovation and creativity in implementing needs assessment, program design, operation, and problem solving.
- Develops, packages, and delivers customer solutions.
- Establishes and communicates a shared vision, values, strategic goals, priorities, parameters, and accountability standards for the organization.
- Plays a variety of task and relationship roles.
- Understands how career programs are designed to use appropriate service strategies to meet program goals.
- Understands the importance of accountability and record maintenance.
- Uses indicators and established instruments to evaluate and document program performance and outcomes.

9. WORKFORCE DEVELOPMENT STRUCTURE, POLICIES AND PROGRAMS

- Demonstrates knowledge of federal, state, and local workforce development programs, funding guidelines, and workforce development codes.
- Interprets current laws and structure to deliver appropriate services, and understands how their own work impacts the system’s goals.
- Relates public workforce development policy, initiatives, and funding sources with the current system.
- Understands who the principal customers of the workforce development system are.
**Use ONLY if you already have successfully applied for and received an Endorsement.**

1. Complete the CWDP Recertification Application, the CWDP must be renewed to renew any endorsements.

2. Read through the document provided to make sure that you qualify for each Endorsement you are renewing. Remember, each Endorsement recertification fee is *non-refundable* and each Endorsement must be renewed individually.

3. Complete the Endorsement Renewal information by completing the *Professional Development Log* documenting 20 hours of continuing education related to the competency areas for the Endorsement(s) that you are renewing. For each Endorsement you are renewing, you are required to complete 20 different hours for that particular Endorsement’s competency areas.

4. Submit your endorsement logs with your CWDP application materials.
Business Services Endorsement Competency Areas

B1. Linkages and Promotion of the Workforce System: Demonstrates knowledge of the language businesses and industries speak, and acts as a communication link between businesses and their needs and the workforce development system and its services. Identifies workforce solutions from a business perspective. Identifies what businesses need and acts in the appropriate way to serve the customer. Demonstrates the ability to market the supply of workforce in the context of existing demand and develop a talent pipeline management approach to business relationships. Demonstrates the ability to interpret and communicate Return on Investment (ROI) for businesses to partner with the workforce system.

B2. Business Engagement and Interaction: Serves businesses of all sizes, builds long-term relationships, and maintains contact with them to meet emerging and changing needs. Makes use of presentations to single businesses or large groups, in order to teach, inform, or persuade. Develops services to businesses based on the resources available. Demonstrates the ability to provide consultation and support to businesses with an emphasis on identifying and understanding business’ current and future workforce needs. Interprets new and existing laws (e.g., ADA, EEO, WIOA) that businesses have to know and connects employers to customized services under those laws.

B3. Engagement with Economic Development: Demonstrates a working knowledge of the three functions of economic development – retaining businesses, growing businesses, and attracting businesses – and relates how workforce development can support these functions. Builds the connection between economic development and workforce development. Relates to businesses using workforce knowledge and expertise to facilitate long-term partnerships. Develops an understanding of the role of economic development in recruiting, retaining, and supporting business growth.

B4. Talent Pipeline Development: Identifies the training needs of business, including those for initial positions and those for career ladder opportunities. Demonstrates knowledge of the skills of the area’s labor pool and interprets whether the business will be able to find the skilled workers it needs. Demonstrates knowledge of what businesses need and identifies gaps in the workforce. Demonstrates use of that knowledge to train and develop the workforce. Uses the knowledge of industry sector partnerships and career pathways to manage and develop talent for businesses and potential job seekers.
Job Seeker Solutions Endorsement Competency Areas

J1 Job Seeker Support: Collaborates with partners to expand collaboration in community workforce development. Identifies and addresses multiple obstacles that may arise when working with a job seeker. Demonstrates an aptitude for new technology and the skills needed to utilize that technology while addressing social media as a skill job seekers can harness to aid their activities (e.g., Facebook, active LinkedIn presence). Demonstrates knowledge of various cultures and helps individuals from all backgrounds (e.g., ex-offenders, immigrants, veterans, women, disabled individuals, in-school and out-of-school youths) find traditional and non-traditional employment opportunities. Demonstrates knowledge of how businesses work and works to provide businesses what they need to target the correct job seekers. Demonstrates the ability to understand job seeker knowledge, skills, and abilities for the most effective impact in the context of a given labor market and common business requirements.

J2 Facilitating Results: Connects with job seekers to generate a realistic plan to identify, obtain, retain, and/or advance in employment along a given career path. Collaborates with clients to identify and support interim goals and actions to support the given plan. Identifies potential barriers to fulfillment of the plan and assists with mitigation strategies. Connects with the client to design and implement job search, retention, and/or advancement activities. Demonstrates the ability to manage progress towards client’s goals by identifying successes and failures, associated “lessons learned,” and next steps. Demonstrates the ability to hold the client accountable through proactively tracking progress against goals and notifying the client of progress.

J3 Job Retention Skills: Identifies the factors that affect job retention (e.g., coworker disputes, support on the job) and relates those factors to job seekers. Identifies actions that address potential barriers to long-term employment. Demonstrates the knowledge needed to train and retrain job seekers to promote job retention. Demonstrates the knowledge needed to follow-up with job seeker to ensure they have the proper support for growth in their current job. Identifies strategies for ensuring long-term employment. Demonstrates the need and importance for innovative technology in facilitating success in contemporary workplace settings. Identifies the basic adult education challenges, skills, and needs (e.g., literacy and numeracy) and employs that knowledge to help job seekers pursue, retain, and train while on the job. Demonstrates the knowledge needed to utilize different work-based learning opportunities (e.g., apprenticeships, internships) and links job seekers with those potential opportunities.

J4 Job Advancement Skills: Connects information about available career ladder/lattices or career pathways opportunities and available resources for ongoing training and development to promote advancement within a given career path. Demonstrates knowledge of career pathways and role they play when seeking advancement opportunities.

J5 Case Management: Understands the process to connect the customer with needed services. Demonstrates knowledge of these services to help the job seeker develop and implements a service plan related to his career and employment goals. Fosters relationships, not only with job seekers, but also with current and potential partners, to access a full spectrum of resources to help the job seeker. Develops products, services, and programs to address needs of special populations (e.g., English language learners, veterans, and people with disabilities). Illustrates the ability to write
and communicate verbally with diverse customers. Demonstrates the knowledge needed to develop and use effective case notes.

Management Services Endorsement Competency Areas

M1. Planning and Design Effective Strategies: Plans services and develops programs to meet program goals and diverse community needs, while adhering to legislative, regulatory, and fiscal constraints. Demonstrates knowledge of other programs and services provided in the community, and builds these into a comprehensive, system-wide plan. Demonstrate the ability to market programs and services to funders, partners, and clients. Identifies the shift towards industry-specific models and approaches as the market responds to new programs and policies. Constructs programs for businesses around new industry-specific models.

M2. Maximizing Resources: Demonstrates the ability to maximize the effective use of existing resources, and identify, develop, and use new resources. Identifies new ways technology works as well as its impact in the workforce. Demonstrates how to efficiently use budgeted resources and-funds. Identifies and develops alternative sources of funding (e.g., foundations, charities, non-profits) through effective resource development and grant writing.

M3. Performance Management: Demonstrates knowledge of program effectiveness and uses that concept in making program decisions. Develops and applies the use of data for continuous improvement. Defines the outcome reports needed for various programs, interprets performance reports, and uses data to craft specialized performance reports.

M4. Strengthening Organizational Capacity: Demonstrates the ability to develop staff for the organization’s own employees and for partners’ and contractors’ employees, in order to improve the quality of the system’s programs and services. Identifies and understands the development needs of a diverse workforce. Employs effective communication systems that keep personnel informed and motivated. Shows communication with developers to ensure training is always up to date. Demonstrates how to effectively commit resources towards internal growth and development. Identifies the need to have the appropriate staff with the relevant skill sets necessary for current and emerging needs. Identifies the need for comprehensive onboarding, selection, retention, and promotion approaches.

M5. Creating Strategic Direction: Employs a “visionary” direction for the organization that keeps it stretching to meet higher and higher goals and diverse community needs. Demonstrates knowledge about potential legislative, regulatory, or policy directions, and uses that knowledge to make necessary changes as soon as they are required. Represents and relates the organization’s direction to partner organizations and the community. Develops passion among coworkers at all levels of development. Demonstrates a strong degree of enthusiasm and strategic leadership to push the direction of the organization forward.

M6. Continuous Quality Improvement: Identifies quality and continuous improvement processes that result in enhanced services to individual and business customers. Employs staff in problem solving and work teams. Demonstrates the need for quality and change management to stay ahead of emerging trends and strategies. Identifies who the audience is and crafts responses to those markets.
M7. Presentation Skills: Performs research to develop and deliver effective presentations on various topics (e.g., labor market data and information) to single individuals or large groups, in order to market ideas, programs, or services, and motivate staff, partners, and clients. Demonstrates the ability to inspire, persuade, and influence others through verbal and written communications.
Youth Services Endorsement Competency Areas

1. **Knowledge of the Field:** Knows youth and adolescent development theory; rights and laws relating to youth and to people with disabilities; professional ethics including boundaries, confidentiality, and privacy rights; key processes for youth with disabilities including individual plans, universal access, and reasonable accommodations.

2. **Communication with Youth:** Is able to establish, develop, and maintain caring, respectful, trusting relationships with a diverse range of young people. Is sensitive to cultural differences, including current youth culture. Understands issues and trends affecting youth in the community, as well as those affecting youth with disabilities. Can communicate with all youth including those with disabilities (such as physical, sensory, psychiatric, and cognitive).

3. **Assessment and Individualized Planning:** Is able to utilize assessment tools, appropriate for youth/young adults, to determine academic skill levels, career interests, presence of disabilities, and support needs. Understands when and how to refer youth for specialized assessment, and how to incorporate results to accommodate youth needs. Is able to involve youth in using assessment results to develop their own plans and goals for career and educational and life skills development, as well as for measuring progress. Understands the need to ensure benefit planning in the assessment process for youth with disabilities.

4. **Relationship to Family and Community:** Is able to engage and build relationships with family members, guardians, advocates, and other significant persons, as well as connect them to institutions, community service opportunities, leadership activities, and supportive adults, including mentors and role models with and without disabilities.

5. **Workforce Preparation:** Is able to facilitate youth job readiness skill-building and assess employability strengths/barriers of youth, including necessary accommodations and supports; teach job search skills, including the use of technology, the internet, and assistive technology; match youth with appropriate jobs and careers, including job analysis, customizing, and skills standards; and coach youth, assisting in job retention and providing follow-up.

6. **Career Exploration:** Knows technology, online search skills, tools, and processes for career exploration for youth. Is able to engage employers in helping youth explore careers. Knows workplace and labor market trends as they relate to new and future workers, as well as options for youth with disabilities such as supported or customized employment and self-employment.

7. **Relationship to Employers and Between Employers and Youth:** Is able to develop relationships, engage, and communicate effectively with employers, including identifying recruiting and providing support to employers hiring youth. Is able to train employers and their staff in how to work with and support all youth, including providing universal access and reasonable accommodations for youth with disabilities. Is able to mediate/resolve conflicts between employers and youth, advocate for all youth, and negotiate job design, customization, and carving.

8. **Connection to Resources:** Is able to identify, network, and create relationships with a variety of community agencies and resources for youth, including community intermediary organizations with disability-specific supports and resources. Is able to market own program as a resource and build collaborative partnerships with other youth-focused organizations. Knows different funding streams for youth.

9. **Program Design and Delivery:** Is able to design and implement programs using broadly-recognized best practices for youth initiatives (such as strong management; long-term, intensive, youth-centered approaches; age, stage, and cultural appropriateness; and strong academic and work experiences). Is able to apply disability-
related concepts such as universal access, reasonable accommodations, and other services. Is able to evaluate and adjust programs based on youth outcome measurement and data.

10. **Administrative Skills:** Is able to complete referrals and service summaries using common reporting formats and requirements, including disability-specific forms such as individual plans, transition plans, and individualized work plans. Demonstrates time management, teamwork, interpersonal, written communication, and verbal expression skills appropriate to a youth-centered organization.
CWDP Endorsement Professional Development Log

Please select one: Each endorsement requires its own log.

_____ Business Services     _____ Job Seeker Solutions     _____ Management Services     _____ Youth Services

One of the requirements for renewing your Endorsement is to document at least 20 hours of professional development related to the endorsement prior to the expiration of your Endorsement. Professional development activities would include such items as classes, workshops, publications, self-directed study, and in-service training. Attendance at meetings, award events, and staffing of job fairs is not professional development. Be sure to list the specific course title – not simply the conference attended.

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