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WORKFORCE DEVELOPMENT BOARD

Serving Eastern Jackson County Mo. including:
Independence, Blue Springs, Lee's Summit, Grandview, Raytown,
Sugar Creek, Buckner, Grain Valley, Oak Grove, Lone Jack, and other municipalities.

The Full Employment Council, Inc. (FEC) is the fiscal agent and workforce support organization for the Eastern Jackson County Workforce Development Board.

Workforce Innovation and Opportunity Act (WIOA) Policy

ELIGIBLE TRAINING PROVIDER SELECTION POLICY

POLICY NUMBER: 2017-043, Modification 6

EFFECTIVE DATE: 07-01-2018

MODIFICATION DATE: 06-19-2020

APPROVED BY

Clyde McQueen

Clyde McQueen, President/CEO
Full Employment Council, Inc.,
Managing Entity/Fiscal Agent
East Jackson County Workforce Development Board

INQUIRIES

Questions about this issuance should be addressed by email to Andrea Robins, Senior Director of Planning, Compliance and Management Systems at arobins@feckc.org, who shall disseminate the agency response after consultation with Workforce Development Board Officers.

PURPOSE

The purpose of this issuance is to establish the guidelines and procedures for utilizing Eligible Training Providers to assure quality of services and compliance with Office of Workforce Development policy, as stated in OWD Issuance No. 22-2019, Eligible Training Provider Policy (Attachment A), and Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri (Attachment B). Changes in Eligible Training policy are as follows: (1.) on page 5 of the ETPS Manual, Programmatic Capacity requirements are added regarding training provider capacity required by OWD (Programmatic Capacity) due to Department of Higher Education and Workforce Development requirements, (2.) training providers first time to the WDB will be sent a letter within three (3) working days, notifying them of the decision of the Workforce Development Board regarding their approval status, (3.) Section VI, *Regional Review Process*, is modified with new procedures related to the ETPS Training Provider Application and meeting protocol for the ETPS Committee, and (4.) Section *VIII., Timely Review and Communication with State-Approved Training Providers and Programs* is modified to reflect the current manual and policy. This Issuance replaces Issuance No. 2017-043, Modification 5, Eligible Training Provider Selection Policy.

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ELIGIBLE TRAINING PROVIDER SELECTION POLICY

Policy Number 2017-043, Modification 6

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Attachment A: Missouri Office of Workforce Development Issuance 22-2019, Eligible Training Provider Policy

Attachment B: Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri, May 29, 2020

Attachment C: ETPS Training Provider Application

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POLICY

I. WIOA REQUIREMENTS FOR TRAINING PROVIDERS

The use of educational training providers must follow the guidance outlined below:

A. Characteristics of Training Providers.

- Selected training courses are based upon growth sectors, times of available training sessions, accessibility of training and industry input regarding curriculum.
- The training provider can be an institution of higher education that provides a program that leads to a recognized postsecondary credential, or
- The training provider can be another public or private provider of a program of training services, which may include joint labor-management organizations or eligible providers of adult education and literacy activities under Title II of WIOA, if such activities are provided in combination with occupational skills training.
- The training provider may be an entity that carries out programs registered under the National Apprenticeship Act.
- The Workforce Development Board will focus on facilitating training within the targeted sectors of Information Technology, Healthcare, Advanced Manufacturing, Warehouse/Logistics, Business/Financial Services and Construction. These sectors have been selected because of the growth, expansion and income levels of jobs in these sectors within the Greater Kansas City region.
- Any of the afore mentioned sectors may be deleted as an occupational training area in the event of a hiring downturn in the sector, and other sectors may be added with demonstrated evidence that it is a high-growth, in-demand sector that offers increased opportunities for employment and accessible jobs that provide family sustaining wages within the workforce development board's region.
- Training slots are limited and based upon funding availability as well as the present allocations of training slots per sector.

B. Administrative Requirements for Eligible Training Providers. The Training Provider must:

- Meet the approval of the Office of Workforce Development and be listed on the MOSCORES site as found at https://scorecard.mo.gov/Search.
- Offer training in high-demand occupations and occupations through recognized postsecondary credentials or certifications that are consistent with the Local Plan,
- Demonstrate the ability to provide training to those who are employed and those who have barriers to employment by means of scheduled availability and accommodations that may be required.
- Have a clear statement as to specifics of a training program as to content and curriculum and regarding the duration and intensity of training programs,
- Have an up-to-date website that features available trainings, skills attained, tuition, all fees, and other costs and supply costs.
- Be able to modify training curriculum, techniques and technology, as required by businesses, to assure training and education is current with workforce needs,
- Have at least 12 months experience in providing successful training and placement outcomes.

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- Hold and make available upon request a current license to operate by the appropriate governing body authorizing this, including date of expiration.
- Be able to proctor or otherwise oversee the training progress of customers in a manner that is substantially documented and easily shared with training sponsors.
- Be a training provider with no known or documented insufficiencies as to the capacity to provide regularly scheduled and qualified and quality training.
- Be a business that is e-verified and provide documentation of e-verification.
- List other sources of funding in the event that WIOA funding is insufficient does not cover the entire cost of training. Examples: Pell grants, scholarships, and or training entity discounts. The Workforce Development Board will only pay for training costs that have been budgeted for.
- Abide by the Workforce Development Board's complaint procedures. Such procedures are available at the Full Employment Council website.
- Agree to external reviews conducted by U.S. Department of Labor, the Office of Civil Rights and any other oversite body associated with the administration of funds by the Workforce Development Board.
- Provide, upon request to Workforce Development Board, copies of certifications awarded or other information as required for student funding under WIOA or other funds administered by the Workforce Development Board. Participants receiving training services must sign a release of information form allowing for this.

II. OUT-OF-SATE TRAINING PROVIDERS

Out-of-state institutions already approved in their "home" state are required to print out the WIOA-approved ETPS list for that state and highlight the programs listed on the ETPS application. If tuition costs are not provided on governing-body documentation, search the institution website for each program listed on the application and locate and print out the institution's tuition/fees/supplies cost. Out-of-state institutions *not* already approved in their home state must follow that state's ETP Policy to become eligible as a prerequisite to an application to be on Missouri's approved ETP list. When the review process is complete, and the application has met all criteria, login to ETPS and approve or reject each program. If rejecting a program, note the reason for the rejection on ETPS. Verify the program information's appearance on the public site, and send an approval email to each of the institution contacts. This email will list all approved programs. Finally, hardcopies of the following information must be placed in the paper file:

- Approval email sent to the institution;
- List of approved programs;
- Governing-body information; and
- Tuition information; Additional notes.

III. EXPECTED PERFORMANCE LEVELS FOR TRAINING PROVIDERS

The educational training shall agree to and perform the following:

- Not discriminate against any participant because of race, creed, color, gender, sexual orientation, gender identity or national origin, age, marital status, or disability,
- Provide updated training that meets the current needs of businesses,

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- Provide training in adequate facilities and with adequate quality and quantity of technology applications,
- Provide training without undue disruption in scheduling of meeting times and facility locations,
- Be able to anticipate and adapt to future educational needs of businesses,
- Be able to provide on-site off-campus training, where this is appropriate and feasible,
- Provide a safe and otherwise suitable environment for training and education,
- Cooperate and coordinate on individuals' training activities, including updates, student status and other programmatic and fiscal issues,
- Provide an attendance record that accompanies the invoice; the training provider may only bill for the current semester/class after verification that the participant actually started the class,
- Provide monthly progress reports on student progress to the Career Development Executive,
- Contact the Career Development Executive if the participant has a leave of absence of three (3) class sessions,
- Provide training termination report upon the termination of a student's training, whether due to training being discontinued or student program completion,
- Bill the Workforce Development Board at the lowest rate available for training programs,
- Bill the Workforce Development Board at a price not exceeding the price listed on the Missouri Office of Workforce Development Eligible Training Provider Selection (ETPS) site,
- Clearly document all books, supplies and tools when these are included on the participant's Individual Training Account,
- Submit invoicing by the 15th of the month to allow for payment during the month,
- **All invoices for payments must be submitted for processing within 45 days after program completion. The Workforce Development Board reserves the right to refuse payment for any invoice submitted past the deadline.**
- **Submit all final invoices by June 30th; invoices submitted after the June 30th deadline may be denied payment due to fiscal year close-out requirements.**
- **A copy of the certificate/certification/credential must accompany all invoices prior to reimbursement.**
- Forward documentation for payment for books, tools and other supply costs to the fiscal department at fecbilling@feckc.org and the Career Development Executive,
- Maintain participant records pertaining to the program for a period of three (3) years,
- If the participant does not start the program, no ITA funds will be paid to the training provider.

Additionally, the training provider must meet specific performance measures:

- The provider shall maintain a graduation or completion rate of no less than 80 percent (80%) of matriculated students,
- The approved training programs shall have an employment placement rate of not less than 70 percent (70%) of graduated students, placed in the field for which the student was trained.

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These performance measures shall be listed on the provider's web site.

- Training providers must submit credentials for all successful graduates trained, when training funds are provided by the Full Employment Council. If credentials are not provided, no further trainees will be referred to the training provider until all credentials for all student graduates are provided to the Full Employment Council, for the documentation of graduate credentials for audit and marketing purposes.

IV. CUSTOMER CHARACTERISTICS AND INFORMED CHOICE

The customer, in accordance with the intent and purpose of workforce training policy related to high-demand occupations, will have informed access to labor market information as contained on the Missouri Economic and Research Information Center (MERIC) site as well as information regarding the Missouri Training Provider Search Tool (MOSCORES) at: https://scorecard.mo.gov/Search.

V. PROCEDURES FOR USE OF PELL GRANT FUNDING

When a student is awarded Pell Grant funding, and this funding is applicable to an approved training, the counselor shall obtain notice of Pell Grant funding and information on the appropriation of Pell Grant funding for each term or semester it is scheduled. The Pell Grant funding shall be applied first to a student's tuition, fees, program supplies or other cost items, except for those covered under Supportive Services. Should the Pell Grant amount be insufficient to cover educational costs of a semester or term, other funding shall be available per educational and training policy.

Should a participant be awarded funding for training under a Title I WIOA program, and currently or subsequently receive Pell Grant funding for the same training period that is not first applied, the training provider shall provide reimbursement of WIOA funds to the extent that the Pell Grant funding covers the cost, fees and supplies of the training when it is applied as a first funding source. This does not apply when the total cost of the specific training exceeds both the combined WIOA capped amount and the Pell Grant amount.

VI. REGIONAL REVIEW PROCESS

Under the policy given in OWD Issuance No. 22-2019, training providers and programs must be selected by the Local Workforce Development Board. This review and selection process of training providers and training programs will only be conducted by the designated ETPS Committee, in conjunction with the Senior Vice President/COO, using the MO Login site https://etps.mo.gov.etps.

A. ETPS Training Provider Application. Interested training providers must complete an application to be consideration for being an approved provider for the Workforce Development Board. The application will first be reviewed by the ETPS Committee, with results of the review forwarded to the Senior Vice President of Operations/COO and Chief Executive Officer for review.

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B. ETPS Committee Review.

For a program to be reviewed, it must be approved and designated as WIOA approved on MOSCORES at https://scorecard.mo.gov/Search.

ETPS Committee Review meetings will be held using Zoom, every Wednesday at 4:00 p.m. when there are providers and/or programs that require review. The attendees shall in include available Job Center Directors, a representative from the Planning Department, and a representative from Equal Opportunity.

No file shall be forwarded to the Admissions/Quality Control Committee when training is not specifically approved by the Workforce Development Board.

The printout of the training program from the Eligible Training Provider Selection list shall be printed off and submitted with any enrollment request.

VII. ONGOING QUALITY REVIEW OF PROVIDERS

Training providers shall be reviewed for their appropriateness and suitability under this Issuance on a yearly basis, with final review being conducted by Career Center Directors and the Senior Vice President/COO.

The review shall consider a number of factors to assure quality of the training programs:

- Outcomes regarding the completion of training and post-training employment (counting only employment in the area of training), as specified in Section II, above,
- Assuring that the training provider has an established protocol for tracking attendance and that they adhere to their policy for tracking student attendance,
- Establishing the training provider's method of student testing and assessment, including when a student's first testing or assessment is scheduled.

For the outcome measures of training program completion and post-training employment, data shall be collected and reviewed by the Planning Department during the first quarter of the program year. This data will cover the outcomes for the previous program year, for each training provider. A report will be submitted to Career Center Directors and Senior Vice President/COO for their final review and approval of training providers.

VIII. TIMELY REVIEW AND COMMUNICATION WITH STATE-APPROVED ELIGIBLE TRAINING PROVIDERS AND PROGRAMS

Emails are received from the ETPS system will list the providers and programs that are located within their region. The WDB will also have access to providers and programs outside of their region, these are the optional providers and programs that may be reviewed.

Upon review by the ETPS committee and Officers, training providers first time to the WDB will be sent a letter within three (3) working days, notifying them of the decision of the Workforce Development Board regarding their approval status.

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IX. TRAINING PROVIDER TERMINATION PROCEDURE

During the course of ongoing review, should a training provider demonstrate any of the following deemed to interfere with the provision of services, the provider shall be terminated as a training provider. A training provider may be terminated due to:

- Failure to provide quality training geared toward business needs,
- Issues related to business integrity, adverse business practices, malfeasance or other conduct, including but not excluded to: Failure to provide regular times of training for customers, as scheduled; fraud; non-refund of student training cost based on lack of student attendance; exorbitant training fees; charging other costs not identified prior to enrollment.
- Violation of WIOA requirements that are beyond remedy.
- Other issues that may arise that significantly impair the relationship between or among parties utilizing the training provider.
- Training providers that drop below the graduation or completion rate of less than 80 percent (80%) of matriculated students, or that drop below an employment placement rate of less than 70 percent (70%) of graduated students will be suspended from the local eligible training provider list and marked as "Unapproved" until such time they attain the performance measures referenced above. Clients will not be referred to any training providers with "Unapproved" status.
- Being on the Eligible Training Provider list does not guarantee utilization or funding by the Workforce Development Board.

Upon consideration of any of the above issues, the Senior Vice President and Directors of Career Services shall meet, review the concerns and investigate as needed, and make a determination regarding designating the status as "Unapproved."

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Attachment A:

Missouri Office of Workforce Development Issuance 22-2019,

Eligible Training Provider Policy

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Missouri Department of Higher Education and Workforce Development

OWD Issuance 22-2019

Release Number—Program Year

Release Date:
May 29, 2019

Effective Date:
May 29, 2019

Expiration Date:
Continuous, until further notice

SUBJECT:

Eligible Training Provider Policy

ATTACHMENTS: (1)— Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri

This Issuance is Official Policy of the Missouri Department of Higher Education and Workforce Development

ISSUING AUTHORITY:

Mardy Leathers, Director
Missouri Office of Workforce Development (OWD)

THIS ISSUANCE MAY REQUIRE CREATION OR ALTERATION OF A CORRESPONDING LOCAL POLICY

KEYWORDS:

Eligible Training Provider System; Local Workforce Development Boards (WDB); selection; training; Workforce Innovation and Opportunity act (WIOA).

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJCs/AJCs)
WIOA Title I Local Areas/Local Boards/Local Plans
WIOA Title I One-Stop Delivery/Service Providers
WIOA Adult Employment/Training
WIOA Dislocated Worker Employment/Training
WIOA Youth Workforce Investment Activities
WIOA Section 188 Nondiscrimination Issues
National/Statewide Programs/Grants
WIOA Fiscal/Administrative Procedures
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

OWD State Professional Staff
One-Stop frontline staff
Local WDB Directors
Local WDB Members
One-Stop Operators
One-Stop Functional Leaders
Service Providers
Local Equal Opportunity Officers
Local Quality Assurance Monitors

RESCISSIONS:

DWD Issuance 11-2018, "Local Eligible Training Provider Selection Policy," June 25, 2019.

REFERENCES:

Missouri Eligible Training Provider System (MoScores) https://scorecard.mo.gov/Search

Related Resources:

- "Summary of Required Criteria for Eligible Training Providers"
- "WIOA Eligible Training Provider System Policy and Procedures Guidance for State of Missouri"
- "Eligible Training Provider System, Training Provider Applicant Assurances Agreement"
- ETPS FAQ

https://jobs.mo.gov/community/missouri-eligible-training-provider-system

WIOA Section 122 [29 U.S.C. 3152], "Identification of eligible providers of training services"
WIOA sec. 107(d)(10) [29 U.S.C. 3122(d)(10)], "Local workforce development boards"
20 CFR 680.230, "What are the requirements for coordination of Workforce Innovation and Opportunity Act training funds and other grant assistance"
20 CFR 680.430, "Who is responsible for managing the training provider eligibility process"
20 CFR 680.510, "In what ways can a Local WDBs supplement the information available from the State list of eligible training providers and programs"

SUMMARY:

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Providers of training services under Title I of Workforce Innovation Opportunity Act (WIOA) must meet the eligibility requirements of the law,[1] be approved by the State according to the criteria as described in the State Plan, and be approved by Local Workforce Development Boards (WDB) to provide services in Local Workforce Development Areas (LWDA). Local WDBs, therefore, must develop a written, standing policy for selecting and approving eligible training providers (ETP)[2]. This policy must include required performance levels, procedures for Pell Grant reimbursement to WIOA for tuition,[3] and specific terms and expectations of the ETPs.

BACKGROUND:

WIOA assigns Local WDBs final responsibility for approving ETPs, and their corresponding services, as *consumer choices*[4] for participants in their LWDAs. The regulations implementing WIOA further require[5] the Local WDB to carry out the eligibility determinations assigned to it by the State. These can include determining the initial eligibility of entities providing a program of training services, renewing the eligibility of providers and programs, and possible termination of any ETP submitting inaccurate eligibility or performance information or violating WIOA requirements. Other procedures include informing ETPs of requirements of the program and methods for reimbursement. Expectations for specific actions and timelines for action must be described in detail.

However, as with all Local WDB standing policies, it should be publicly available electronically or at the Local WDB office. The Local ETP Selection Policy should be reviewed in conjunction with preparation of the Local Plan and during the midpoint (two-year mark) plan modification review. The Local WDB may set higher levels of performance standards than those required by the State as criteria for training providers to become—or remain—eligible to provide services in its LWDA[6] (However, the implementation regulations for WIOA forbid creation of additional local standards or information requirements for Registered Apprenticeship training programs.[7]).

The Department of Higher Education and Workforce Development (DHEWD) is the designated state agency responsible for the development, operation and maintenance of the statewide WIOA ETP list and consumer dashboards[8].

SUBSTANCE:

The requirements for development of a Local ETP policy are available online here or within the Eligible Training Provider System (ETPS) webpage on *jobs.mo.gov*. The local policy must outline methods of gaining Local WDB approval, expected performance levels, procedures for reimbursement, the eligibility renewal process, and conditions that would result in termination of training providers due to performance issues or failure to fulfill WIOA requirements. Additionally, the Local ETP Selection Policy must be consistent with approval processes and performance criteria contained within the Local Plan. If the development of the policy requires redefinition of those processes and criteria, a Local Plan Modification must be filed.[9]).

Designated staff for the Local WDBs already have access to the State's ETPS application, where they are responsible for reviewing and approving providers and their programs at the local level. The underlying statewide eligibility criteria and information requirements for eligible providers and programs are in the attachment, *Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri.*

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[1] WIOA Section 122(a)(2) [29 U.S.C. 3152(a)(2)].
[2] WIOA Section 122 [29 U.S.C. 3152], "Identification of eligible providers of training services."
[3] 20 CFR 680.230(c).
[4] WIOA sec. 107(d)(10)(e) [29 U.S.C. 3122(d)(10)(e)].
[5] 20 CFR 680.430.
[6] 20 CFR 680.430(d)(2).
[7] 20 CFR 680.510(a).
[8] 20 CFR 680.430(b)
[9] OWD Issuance 06-2019, "Local and Regional Plan Modification Procedures," August 20, 2019 or most recent update.

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Training institutions and their programs meeting specific criteria may be eligible for the State of Missouri, ETP list. Eligible training providers may deliver occupational training programs to WIOA participants with an Individual Training Account (ITA).

The information in the attachment, along with WIOA, provides guidance and information to Local WDBs, Missouri Job Centers, and training institutions regarding eligible training provider procedures.

Training institutions, Local WDBs and the public may access WIOA approved providers and programs on MoSCORES at https://scorecard.mo.gov/Search.

ROLES, RESPONSIBILITES, and REQUIRED ACTIONS:

Local WDBs, Board Directors, and Board Staff must implement these procedures beginning with the effective date of this Issuance.

This Issuance should be made available to all Local WDB members and appropriate Local WDB staff. Frequent updating of the referenced online documents for policy creation or updating is possible, therefore, staff must consult the most recent version when creating, updating, or reviewing the Local ETP Selection Policy.

TIMELINE:

All Missouri Workforce System Staff – Implementation is immediate and continuous.

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

For information about Workforce Development services, contact a Missouri Job Center near you.
Locations and additional information are available at jobs.mo.gov or 1-(888)-728-JOBS (5627).

Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.
Missouri Relay Services at 711.

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Attachment B:

Eligible Training Provider System Policy and Procedures Guidance

for the State of Missouri, May 29, 2020

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DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT

Workforce Innovation and Opportunity Act

Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or (888) 728-JOBS (5627). The Missouri Office of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services are available at 711.

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I. Introduction

Welcome to the Eligible Training Provider System (ETPS). ETPS is an Internet web-based system that allows training institutions to electronically submit their applications for approval by the Department of Higher Education and Workforce Development (DHEWD).

Training institutions and their programs meeting specific criteria may be eligible for the State of Missouri's Eligible Training Provider (ETP) list. Eligible training providers may deliver occupational training programs to Workforce Innovation and Opportunity Act (WIOA) participants with an Individual Training Account (ITA).

This document, along with the Workforce Innovation and Opportunity Act, provides guidance and information to local Workforce Development Boards (WDBs), Missouri Job Centers and training institutions regarding eligible training provider procedures.

Training institutions, local WDBs and the public may access WIOA approved providers and programs on MoSCORES at https://scorecard.mo.gov/Search.

II. Background

Statutory requirements for the procedure to determine eligibility of training institutions and their programs are in Section 122 of the Workforce Innovation and Opportunity Act of 2014 (P.L. 113-28), enacted July 22, 2014, which succeeded the Workforce Investment Act of 1998 (P.L. 105-220) as the primary federal workforce development legislation.

WIOA includes five titles: Workforce Development Activities (Title I), Adult Education and Literacy (Title II), Amendments to the Wagner-Peyser Act (Title III), Amendments to the Rehabilitation Act of 1973 (Title IV), and General Provisions (Title V).

III. Guidance

The Department of Higher Education and Workforce Development (DHEWD) is the designated state agency responsible for the development, operation and maintenance of the statewide WIOA Eligible Training Provider (ETP) list and consumer dashboard(s) §680.430(b).

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A. Types of Entities Eligible to Apply to be an ETP

Source: §680.410(d)

- Institutions of higher education that provide a program that leads to a recognized postsecondary credential
- Apprenticeship programs, including Industry Recognized Apprenticeship Programs (IRAPs) and Registered Apprenticeship Programs (RAPs)
- Other public or private providers that provide training that may include Community Based Organizations (COBs) and Joint Labor-Management Organizations
- Eligible providers of adult education and literacy activities under WIOA Title II if such activities are provided in combination with individual training services

Program of Training Services

Source: §680.420(a-d)

A program of training services is one or more courses or classes or a structured regimen that provides services and leads to:

- An industry-recognized certificate or certification
- A certificate of completion of a registered apprenticeship
- A license recognized by the state involved or the federal government
- An associate degree
- A baccalaureate degree
- A secondary school diploma or its equivalent
- Employment
- Measurable skill gains toward a credential described above or employment

Training Providers Outside of the Local Area or State

Source: §680.520(a-b)

WIOA participants may choose training providers and programs outside of the local area or the State of Missouri, provided that the provider/training is on the ETP list in accordance with local policies and procedures.

Applications may be accepted from training institutions that originate from other states. However, in order to be approved as an ETP for the state of Missouri, the training institution must have their programs posted as WIOA approved by their respective state's Eligible Training Provider List.

State policies and procedures may provide for reciprocal agreements established with another state, to permit Missouri eligible training providers to accept ITAs provided by the other state.

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All approved training programs must be located within the continental United States.

Exempt Training Providers
Source: §680.530(a)

Providers of pre-vocational services, youth program services (other than training provided by ITAs), on-the-job training (OJT), customized training, incumbent worker training, internships (paid or unpaid), work experience, transitional jobs and institutions that offer specialized services are not subject to the requirements applicable to entities listed on the eligible training provider list and are not included on the ETPS.

Exempt Training Programs

Master and higher degree or certificate programs, individual career services and pre-vocational services, secondary level training programs and K-12 grade levels are not eligible for the State ETP list. Because ETPS does not prevent training institutions from entering programs that are not eligible, DHEWD must review program details carefully before approving them for the State ETP list. Local WDBs should also have a clear understanding about the programs.

ETPS requires training institutions to answer questions to determine if their programs are eligible. Using the questions below, a training institution should review its programs before entering them into ETPS. Below is a guide for training institutions to use when determining if a program should be included on ETPS. If training institutions answer, **'YES'** to any of the following questions for a specific program, then the program is not eligible to be on ETPS. The state reserves the right to remove programs deemed individual career services.

1) Does the program of training services train only on pre-vocational skills? *This question should assist in determining if the program is postsecondary occupational training.*

2) Does the training services program give a certificate for attendance only? *A credential for ETP is an associate degree, a baccalaureate degree, a certificate, a license, or a competency or skill recognized by an employer. An individual successfully completing an occupational training curriculum achieves at least one of these credentials.*

3) Is the program of training services considered continuing education that requires an individual to maintain or retain a certification? *This question should rule out programs that are not preparing individuals to acquire the skills or competencies leading to employment, rather than maintaining credential.*

4) Is a short-term course or program a refresher or remedial course or for preparing an individual for testing to keep a current certification? *This question determines if it should rule out programs that are considered individual career services.*

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Registered Apprenticeship Program Sponsors
Source: §680.450(b) §680.460(c) §680.470(a-e)

Inclusion of a Registered Apprenticeship Programs (RPA) on the state ETP list allows an individual that is eligible to receive WIOA Title I, Subtitle B assistance to apply those funds toward the cost of registered apprenticeship training.

For RAP sponsors that would like to be included on the state ETPS the following information will need to be added as an ETP:

- Occupations included within the registered apprenticeship program
- Name and address of the RAP program sponsor
- Names and addresses of the Related Technical Instruction provider(s) and the location(s) of instruction if different from the program sponsor's address
- Method and length of instruction
- Number of active apprentices

RAPs are not subject to the same application and performance information requirements, or to a period of initial eligibility, or initial eligibility procedures as other providers, due to the detailed application and vetting procedures required to be a Registered Apprenticeship program sponsor with the United States Department of Labor (USDOL). However, a RAP sponsor may voluntarily report performance outcomes.

RAP sponsors that are on the ETPS list will remain on the list until one of the following:

- Has been deregistered by a finding of the U.S. Department of Labor.
- Has notified the state that it no longer wants the program to be included on the list.
- Has intentionally provided inaccurate information.
- Has violated any provision of Title 1 of WIOA or the WIOA regulation including 29 CFR Part 38 for no less than two years.

Pre-apprenticeship Programs
Source: §680.470(f)

Pre-apprenticeship providers that wish to provide training services to participants using WIOA Title I funds are subject to the same eligibility procedures as any other provider and must have a documented partnership with at least one RAP. **NOTE:** A pre-apprenticeship program alone does not provide a recognized credential.

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Programmatic Capacity

Evidence of program capacity will be satisfied by oversight/accreditation organizations. Eligible Training providers include:

- Institutions of higher education certified by DHEWD that offer training programs leading to a recognized post-secondary credential. All providers must either obtain proprietary certification from the DHEWD, or be granted an exemption from certification.
- Vocational or public schools accredited by DESE offering training programs leading to a recognized post-secondary credential.
- Private providers of training services licensed or exempted from licensure by the Missouri Division of Professional Registration or other authorizing accrediting board or agency.
- Private providers of training services that have documented exemption from licensure.
- Entities that carry out programs registered under the National Apprenticeship Act (29 U.S.C. 50 at seq.).
- Non-Missouri based providers must be on their home state's Eligible Training Provider List.

Equal Opportunity

ETPs are subject to the equal opportunity and nondiscrimination requirements contained in Section 188 of WIOA and implementing regulations of 29 CFR part 38.

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B. To Apply – Training Institution Criteria:

- Have a Federal Employer Identification Number (FEIN).
- New institution to ETPS must have been offering training for a minimum of 12 months.
- Have programs approved by their authorizing authority if the institution is exempt from certification by DHEWD, Office of Postsecondary Policy.
- Provide their website address that displays all programs submitted for WIOA funding consideration.
- If an out-of-state institution, it must have posted their programs on their respective state's Eligible Training Provider List.
- Agree to accept the terms and conditions of ETPS Assurances Agreement.

Training Institution Online Account

A training institution must request an online account from the ETPS Coordinator via email at trainingprovideradmin@dhewd.mo.gov in order to submit an application and programs for approval. Training institutions may access the ETPS webpage at https://jobs.mo.gov/community/missouri-eligible-training-provider-system.

State Program Performance Levels
Source: §680.460(g)

The State is required by law in WIOA Section 116 to report to the U.S. Department of Labor the performance outcomes reflected for WIOA student/training participants annually every program year. The data for Missouri will be submitted to the U.S. Department of Labor every year on October 1. Subsequently, this data will be provided to each of the local WDBs.

The source of this data will be from Missouri's statewide electronic case management system and client enrollment software used by the state for all participants and it will report the outcomes of WIOA participants/students if referred to training by approved training providers.

Apprenticeship programs registered under the National Apprenticeship Act are not required to submit performance information, but may voluntarily submit the information to the State.

Timeline

Prospective training providers may apply at any time on a year-round basis. Initial eligibility will be open and rolling; however, provider and program approvals will end on a fiscal year basis by June 30th regardless of when application was submitted. ETPS is available for providers to apply for continued eligibility June 30th. See Appendix B.

The State reserves the right to review training providers and programs at any time and to place providers or programs in hold status, if necessary, to resolve questions or concerns regarding a provider or program, or to remove a provider or program from the ETPS.

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Assurances Agreement Language

To affirm the commitment in becoming an Eligible Training Provider, the following Assurances Agreement is required to be signed electronically by the ETPS contact. **Note:** By attaining approval to become an Eligible Training Provider, there is no assurance of receiving WIOA Title 1 funds.

Nondiscrimination and Equal Opportunity Provisions

Each Training Provider seeking eligibility approval for the Workforce Innovation and Opportunity Act (WIOA) must guarantee that the required nondiscrimination and equal opportunity language listed below will be included in all grants, cooperative agreements, plans, contracts, and other similar documents as noted in 29 CFR Part 38.25.

As a condition to the award of financial assistance from the Department Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

A) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;
B) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
C) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
D) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
E) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
F) The Training Provider also assures that, as a recipient of WIOA Title 1 financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the Training Provider's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the provider makes to carry out the WIOA Title I- financially assisted program or activity. The Training Provider understands that the United States has the right to seek judicial enforcement of this assurance.

American with Disabilities Act (ADA), Title II Public Services

The ADA became law in 1990 and prohibits discrimination against individual with disabilities. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

Title II Subpart A of the ADA it states in part, "no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity."

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Genetic Information Nondiscrimination Act

The Genetic Information Nondiscrimination Act of 2008 prohibits discrimination on the basis of genetic information with respect to health insurance and employment.

General Provisions

A) New training providers that have never been on Missouri's eligible training provider list must meet the requirements for initial eligibility and may be approved for placement on the state list. New providers must also provide accurate information in order to retain their status as an eligible training provider.
B) If it is determined that an eligible provider is intentionally supplying inaccurate information the provider's eligibility for the program shall be terminated for 2 years §680.480(b).
C) If an eligible provider substantially violates any requirements under the Workforce Innovation and Opportunity Act (as determined by the local board(s) and state agency), the eligibility of the provider may be terminated for the program involved, or other action as determined appropriate may be taken.
D) A provider whose eligibility is terminated under paragraphs B or C for a program shall be liable for repayment of all funds received for the program during any period of noncompliance.
E) Should a provider lose its eligibility for a program(s) as described in B or C, the provider will continue to be reimbursed for all students enrolled prior to the loss of eligibility and all conditions of the application will continue to be applied until those enrollments have completed training for the instruction for which they are currently enrolled.
F) To appeal a denial of eligibility or to appeal a termination of eligibility, the appeal process outlined in the Eligibility Training Provider System (ETPS) Policy and Procedures Guidance will be followed.
G) The status as an approved eligible training provider is not a guarantee of student referrals or the award of training funds. The local WDB must also approve providers in ETPS based on justification that the training provided is for in-demand industry sectors and occupations within each region. Providers wishing to explore occupations in-demand in the Missouri economy may view labor market data found at https://meric.mo.gov/.
H) The Training Provider agrees to accept Individual Training Accounts (ITA) and provide training services for eligible WIOA participants enrolling in approved programs where admission and program performance requirements have been met.
I) The Training Provider shall permit on-site visits by the local WDBs, Missouri Department of Elementary and Secondary Education, Missouri Department of Higher Education and Workforce Development, U.S. Department of Labor, and any other state, federal or local agency as legally authorized to monitor activities for funds that have been provided.
J) The Training Provider may, at its option, cancel this agreement without penalty upon 30 days written notice.

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By signing the document, the institution shall provide the following Certification regarding Debarment and Suspension in accordance with 2 CFR Part 180, OMB Guidelines to Agencies on Government-wide Debarment and Suspension (Non-procurement), and certifies that to the best of its knowledge and belief that it and its principals:

- Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- Have not within a three-year period preceding this Assurances Agreement been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in this certification; and,
- Have not within a three-year period preceding this Agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.
- Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall submit an explanation to the ETPS Coordinator via email at trainingprovideradmin@dhewd.mo.gov.

It shall be noted that the Training Provider's authorized signatory acknowledges that the document has been read and fully understands the language and are bound by the specified terms and attachments of the application, and that they are responsible for complying with all of the requirements contained in the document.

Application Review Timeline

DHEWD will review applications to meet state requirements and criteria, and make a decision about a training institution and each training program submitted. Decisions on applications will be made within 30 calendar days from the submission date of the application. For training institutions listed as approved in ETPS, the review process provided in Appendix B is utilized to vet each provider and program(s) for compliance with eligibility requirements.

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Summary of ETPS Application/Reporting Elements

Before logging on to ETPS to complete the application, if available, all information should be collected to satisfy the required elements in the first column labeled, 'ETPS Application Elements' in the table below.

The ETPS Reporting Elements in the second column will be obtained from Missouri's statewide electronic case management information system.

ETPS Application Elements	***ETPS Reporting Elements***
	(Missouri's Case Management Information System)
Provider Details	*Performance*
Training Provider Name & Address	% Unsubsidized Employment 2nd Quarter after Exit
Federal Employer#/FEIN	% Unsubsidized Employment 4th Quarter after Exit
Institution Ownership & Year Established	Median Earnings 2nd Quarter after Exit
Institution Type	% Credential Attainment
Contact Information & Website	Total WIOA participants served
Pell Grant Percentage	Total WIOA participants exited
Program Information	
Program Name	
Offering Options	
Credential Earned	
CIP Code	
Cost Information	
Program Description	
Program Contact	
URLs for Admissions & Financial Aid	

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C. Eligibility - Initial Eligibility

Source: §680.450(a-b)(e)(g-h)

Providers and programs that have ***not*** previously been eligible to provide training services except for registered apprenticeship programs must submit an application in order to be considered for initial eligibility.

Providers and programs seeking WIOA initial eligibility must;

- Describe each program of training to be offered
- Provide information addressing a factor related to the indicators of performance
  - Unsubsidized employment during the second quarter after exit
  - Unsubsidized employment during the fourth quarter after exit
  - Median earnings
  - Credential attainment
- Describe if provider is in a partnership with a business
- Information on training services that lead to a recognized postsecondary credential or a secondary school diploma or its equivalent
- Provide information on alignment of the training services with in-demand industry sectors and occupations to the extent possible

Training providers and/or programs that receive initial eligibility are good for only one year from the date of approval by the state; however, provider and program initial approvals will end on a fiscal year basis by June 30th annually. At one year expiration date the provider must submit an application for ***Continued Eligibility***.

Continued Eligibility Procedures

Source: §680.460(a)(f)(g)(i)

A WIOA eligible training provider ***must*** submit accurate and timely data and cost information every two years by June 30th to avoid any interruption of eligibility. The continued eligibility review takes into account the program's prior eligibility and the eligible training provider status as an institution.

Providers and programs seeking WIOA continued eligibility must include;

- Meeting the minimum requirements for the WIOA performance indicators (employment 2nd & 4th quarter after exit, median earnings & credential attainment)
- Continuing to meet recognition or certification as a provider or exemption from certification as described for initial eligibility
- Access to training services throughout the state (including rural areas and through technology use)
- Information on federal and state training programs other than WIOA Title I-B programs.
- Training programs related to in-demand industry sectors and occupations
- State licensure requirements of training providers and licensing status of providers of training services, if applicable
- Ability to offer industry-recognized certificates and credentials
- Ability to offer programs that lead to a recognized post-secondary credential

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- Quality of the program of training services including a program that leads to a recognized postsecondary credential
- Ability to provide trainings that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.

The training provider and program(s) approval date(s) will be extended for an additional two years if the training providers meets the performance standards listed above. The state will not approve any provider and/or program(s) for continued eligibility that does not meet the eligibility criteria.

Upon completion of the review for continued eligibility, the training provider will be notified of all programs approved via system generated email correspondence. The local WDB will also be notified of recently state approved provider and program(s) by receiving a copy of the approval email correspondence.

Each local WDB are provided ETPS access to review the list of all providers and programs that have been approved by the state for initial and continued eligibility. The local WDBs may use eligibility performance statistics report(s) based on data collected in MoPerforms and Missouri's statewide electronic case management system of WIOA participants.

Attainment Verification

Training institutions with programs that require individuals to take a test for a credential attainment after completing the required program or regimen (whereby another organization may award such credential attainments) are eligible to apply on the ETPS. However, training institutions must ensure that local WDBs understand when credential attainments are awarded and by whom.

Changes to an Application after Submission

If an ETP needs to edit an application because of errors, price change or program name change, the ETP will need to login and complete the updates and resubmit for review and approval.

Removal of Training Providers and Programs
Source: §680.430(b) §680.480(a-d)

A training provider must meet the requirements for eligibility and provide accurate information in order to retain its status as an eligible training provider.

Only the state can remove eligible training providers and programs from the ETP list after appropriate due process. Local WDBs may take steps to request removal of eligible training providers and/or programs from the ETP list in consultation with the ETPS Coordinator (Review local WDB ETPS Verification section). The state can remove a program, an eligible training provider, or both when it:

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- Intentionally submits inaccurate data and there is evidence ofthis;
- Has substantially violated any provision of Title 1 of WIOA and its regulations, including 29 CFR Part 38;
- Is in violation of state and/or local laws; and/or
- Has ceased to be in business and/or lost its license to operate
- Fails to meet performance levels

As part of the biennial review of eligibility, when the consumer report process and subsequent eligibility is complete, eligible training providers and/or programs may be subject to the removal procedure due to not meeting criteria or failure to meet established minimum performance levels.

After removing a training provider and/or programs from the ETPS list, local WDBs cannot send WIOA participants to that training provider and/or its programs. Per WOA Section 122, a training provider removed from the ETPS list for failure to meet performance or is in violation of the WIOA regulations, cannot apply for eligibility for **two years** after the official removal date. The provider is liable to repay all youth, adult and dislocated training funds it received during the period of noncompliance. Training providers may appeal a removal decision under the appeal process.

Appeal Process for Denied Training Providers/Programs

Source: §683.630(b)

To appeal a denial the training provider must submit their appeal in writing to the Office of Workforce Development, Appeal Board*. The Appeal Board will review the appeal and provide a written decision to the training provider within 30 days after receipt of the appeal.

If the Appeal Board's decision fails to resolve the appeal, the training provider has 15 days from the receipt of the Appeal Board's decision to submit a written request for a hearing. A hearing will be conducted within 30 days from the receipt of the hearing request. Representatives from the appealing training provider and the Appeal Board shall be assembled to discuss the appeal. A written decision shall be issued within 15 days following the hearing. The final decision after the hearing is not appealable per section 683.630 (b)(3).

*The Appeal Review Board shall be comprised of a representative each from the Department of Higher Education and Workforce Development, Department of Elementary & Secondary Education and a standing member from the Local Workforce Development Board(s) impacted.

Development & Maintenance of the ETPS List

Source: §680.400(b) §680.430(b)

DHEWD is responsible for ensuring the development and maintenance of the state list of eligible training providers and programs, and that programs meet eligibility criteria and performance levels established by the state by verifying the accuracy of the information provided. The state list of eligible training providers and programs ensures the accountability, quality and labor-market relevance of programs of training services that

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receive funds through WIOA.

The state list of approved training programs are determined by the state and local WDBs during the initial and continued eligibility approval process. Only those ETP training programs appearing on MoSCORES indicating approval for WIOA funding are authorized for Individual Training Account (ITA) training services for WIOA participants.

ETPS Solicitation
Source: §680.450(c) §680.460(b)

Prospective training institutions must use ETPS to submit their application in order to become and remain a WIOA eligible training provider. The process for determining initial and subsequent eligibility of providers' training programs is an integral part of the strategy for achieving consumer choice.

DHEWD is responsible for conducting the solicitation of applications from training institutions, including public notices, announcements and informational conferences.

Prospective training providers may apply for eligibility approval for their programs electronically using ETPS, a web-based application. It is designed to enable prospective providers to simultaneously apply for program approval for the following;

- WIOA Title I Individual Training Accounts(ITAs)
- Eligible Training Provider System(ETPS)

Access ETPS at https://jobs.mo.gov/community/missouri-eligible-training-provider-system

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D. Consumer Information Dashboard – Eligible Training Provider Listing

Source: §680.400(b) §680.430(b) §680.490(b) §680.500(c-d)

The state list of eligible training providers and programs is a means for ensuring informed customer choice for those individuals eligible for training. States and local areas must ensure that qualified providers offering a wide variety of job-driven programs of training services are available. The state list is made publicly available online through MoSCORES, a statewide system that allows users to explore educational programs.

This system informs the public, the One-Stop delivery system and their partners, the local WDBs across the state and the state's secondary and postsecondary education systems about job-driven training programs offered across the state. The information is presented in a way that is easily understood and accessible to individuals with disabilities. Consumers can find information and understand options available in choosing an approved training program.

MoSCORES includes:

- WIOA approved program descriptions and contact information
- Performance and cost information about each training program
- Local WDBs approval for each program
- Programs linked to in-demand industries and occupations

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E. Local Workforce Development Boards Roles & Responsibilities

Local Workforce Development Boards (WDBs) may be subject to questioned costs if staff enrolls WIOA participants in a training program that has not been WIOA approved. Local WDBs should apply due diligence at all times when reviewing the status of training programs prior to the enrollment of WIOA participants.

Local WDB Provider Eligibility

Source: §680.430(c)(e)

DHEWD identified in-demand sectors may differ from new and emerging sectors within the labor market of the local area.

Local WDBs are responsible for determining the identification of new and emerging sector strategies and in-demand occupations relevant to specific curriculum and must work with the state to ensure there are sufficient numbers and type of providers of training services.

This includes eligible providers with expertise in assisting individuals with disabilities and assisting adults in need of adult education and literacy activities serving the local area. This will provide services involved in a manner that maximizes consumer choice and leads to competitive integrated employment for individuals with disabilities.

Local WDBs may with the exception of registered apprenticeship programs;

- Require additional criteria and information from local providers as criteria to become or remain eligible in the local area.
- Set higher levels of performance than those required by the state as criteria for local programs to become or remain eligible to provide services in the local area.

Correspondence & Distance Learning/Internet–Based Programs

A local WDB must decide whether to accept training programs when instruction is remotely off-site and the curriculum is self-instructional online. The training institution must be authorized to do business with the state of Missouri and be certified or exempt from proprietary certification through the DHEWD.

Individual Training Account

Source: §680.300 §680.310(a-c)

WIOA participants **MUST** have an Individual Training Account (ITA) under the direction of a local WDB. An ITA should be set up in a manner that maximizes customer choice in selecting an eligible training provider and helps the participant successfully obtain a credential for completing the requirements of a postsecondary occupational training program. ITA funds are to be used only for skills training for in-demand occupations as determined by the local WDB.

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Local WDBs have the authority to write procedures for making payments, selecting individual training account options such as; vouchers, electronic transfers, setting duration and amounts of individual training accounts and policy regarding exceptions. The authority to restrict the duration of ITAs or to restrict funding amounts should not be used to establish limits that arbitrarily preclude WIOA participants from selecting a training provider of their choice.

Local Job Center staff must ensure that ITA participants are provided career orientation and if needed, assistance in how to view consumer information, where to apply their ITA funding, what types of training is offered, in what likely occupations and how to compare a given training provider with another regarding successful placements and earnings of graduates.

Demand Occupations
Source: §680.460(l)

Local WDBs may approve a training provider program if there is a demand for an occupation. Local WDBs are responsible for giving training institutions information on occupations in-demand and sectors of the economy that have a high potential for sustained demand or growth within the labor market area. Using labor market information, a local WDB is responsible for determining occupational demand in its local area or in another local area to which a youth, adult or dislocated worker is likely to be willing to relocate. Local WDBs should instruct providers wishing to explore occupations in-demand in the Missouri economy to view labor market data found at https://meric.mo.gov/.

Transferring WIOA Participants

Local WDBs will determine the feasibility of transferring WIOA participants to another eligible training provider with the same or similar program, when an eligible training provider is removed from the ETPS list. Primary factors to consider in transferring participants are the length of time remaining to complete the training program, necessity and reasonability of allowing participants to continue with a training provider removed from the state ETPS list.

WIOA participants enrolled with an eligible training provider removed from the ETPS list may complete the program for the duration of an ITA. Local WDBs are encouraged to minimize disruption to WIOA participants, to the extent possible.

Local Performance Criteria
Source: §680.510(a-b)

Local WDBs may supplement the criteria and information requirements established by the state in order to support informed consumer choice and the achievement of local performance indicators. This criteria will also be used for training providers to be included or remain on the local ETPS list to provide services in their local area. However, the local WDB may not do so for registered apprenticeship programs.

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The additional information may include:

- Information on programs of training services that are linked to occupations in demand in the local area
- Performance and cost information including program-specific performance and cost information for the local outlet(s) of multi-site eligible training providers
- Information that shows how programs are responsive to local requirements
- Other appropriate information related to the objectives of WIOA

Local policy must describe how the ETPS reviewers will apply local performance standards in an objective and consistent manner. Training providers must provide sufficient justification for program approval if performance data is not currently available (example: course was not offered previously).

Local WDBs may establish higher performance levels and make a case for in-demand occupations that may differ from the State's. Any local WDBs that have established higher minimum performance standards above the state requirements may remove a program of training services from the eligible programs in the local area for failure to meet the higher performance levels, but only if applied consistently to all approved providers within their local area.

Local WDB ETPS Verification
Source: §680.480(c)

Local WDBs must maintain a local list on ETPS which consists of training providers and programs that a local WDB will conducted business with and are approved on the state ETPS list. The purpose of the local list is to:

- serve as a document for the local WDB to know which eligible training providers and programs are on the state ETPS list;
- allow a local WDB to know with which eligible training providers WIOA participants have been enrolled;
- assist the local WDB in setting up a system to evaluate training providers' performance;
- track the WIOA participants' outcome by training provider and program for which the local WDB has enrolled participants;

WIOA participants must view and select eligible training providers from the state ETPS list. Local WDBs cannot use the local list to limit choices for WIOA participants.

Local WDB Initial/Continued Eligibility Review Process & Timeline
Source: §679.380(a) §680.430(c)

On an annual basis, the state will approve training providers that meet the requirements of financial stability and programmatic capacity. Local WDBs will recommend approval of training programs approved by the state for use in their respective area.

Each local WDB must develop and maintain procedures to determine the eligibility of a

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training provider's programs in an objective and consistent manner. Each local WDB must define its own procedures, consistent with the requirements of this policy. Each local WDB will designate a representative(s) to review initial/continued eligibility of providers and programs approved by the state. In accordance with WIOA Section 107, it is the role of the local WDB to assess outcomes for programs of study among schools and to make a determination of whether or not providers are approved for a continued eligibility for the workforce area for next WIOA Program Year, which begins July 1. *Only training programs approved by the local WDBs are eligible for WIOA funding in their local area.*

Procedures must clearly describe how representative(s) will apply any local policies related to the following factors:

- Quality training programs linked to in-demand occupations as determined by the local WDB.
- Performance and cost information, including program-specific performance and cost information of the local outlet(s) of multi-site eligible training providers.
- Information indicating how programs are responsive to local requirements.
- Other appropriate information related to the objectives of WIOA.

Note: Local WDBs should notify ETPS Coordinator at any time regarding questions or concerns about the programmatic or fiscal capacity of a provider in ETPS.

Local Monitoring of Approved Training Providers

Eligible training providers on the state ETPS list provide a service that is supported by WIOA funds granted to a local WIOA participant. Eligible training providers on the ETPS list have an obligation to meet Equal Employment Opportunity (EEO) and non-discrimination requirements of federal law. Those providers utilizing WIOA funds may be subject to monitoring for evidence of EEO compliance. For complete EEO monitoring details, visit Missouri's Methods of Administration.

Because local WDBs are accountable for their own WIOA performance and training providers may affect that performance, local WDBs must ensure that programs can meet acceptable levels of performance.

Onsite visits are recommended for potential newly applied for as well as existing eligible training providers particularly if there have been problems that relate to curriculum, instruction, equipment and non-compliance with WIOA administrative or financial requirements.

The Missouri State Workforce Board

The State Workforce Board will be consulted on this policy and procedures manual and has the option of adopting higher levels of performance for providers or changing them when necessary or on a periodic basis. The Board may also be consulted regarding the establishment of program curriculum and its relationship to occupations "in-demand" within Missouri's economy.

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IV. Eligible Training Provider Glossary

Attainment – Is a credential given by a WIOA eligible training provider to an individual who has successfully completed an occupational training program without regard to posttest requirements. The attainments for completing specific occupational training programs include, Baccalaureate Degree, Associate's Degree, Certificate, License or Competency or Skill recognized by an employer.

Certificate of Good Standing, Secretary of State – Is a status signifying that a business entity is current with the filing requirements of the Secretary of State's office and current with the entity's corporate franchise taxes. The Certificate of Good Standing is used by a business entity to prove it is incorporated and authorized to do business.

Classification of Instructional Program (CIP) – Is a taxonomic scheme that supports the accurate tracking, assessment and reporting of fields of study, and program completions activity. CIP was originally developed by the U.S. Department of Education's National Center for Education Statistics (NCES) that is a 6-digit subject code that identifies fields of study and links to an occupational title.

Community-Based Organization (CBO) – A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

Continued Eligibility – Is the review and determination whether to retain an eligible training provider on the state ETPS list.

Eligible Provider: A provider -

- Providing training services, who is placed or retained on the state's eligible training provider list;
- Providing individual career services, a provider who is identified or awarded a contract;
- Youth activities, a provider who is competitively awarded a grantor contract on recommendation from a Youth Council and approved by a local board; or
- Other Workforce Innovation and Opportunity Activities, a public or private entity selected to be responsible for such WIOA activities, such as a designated or certified one-stop operator.

Eligible Training Provider (ETP) – Is eligible to receive funding for training services through an ITA, must be included on the state list of eligible training providers and provide program(s) of training services, and must be one of the following; an institution of higher education, entities that carry out programs of Registered Apprenticeships under the National Apprenticeship Act (29 U.S.C. 50 et seq.) or other public or private provider such as; community-based organizations, joint labor-management organizations or eligible

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providers of adult education and literacy activities under title II of WIOA.

Eligible Training Provider System (ETPS) – Is a web based application that allows a training institution to submit an online application to become a Workforce Innovation and Opportunity Act (WIOA) training provider of postsecondary occupational training programs. DHEWD maintains the state list of eligible training providers and their eligible programs.

Employment Rates – is the percentage of participants who are in unsubsidized employment during the second and fourth quarters after exit from the program.

Exiter – is the number of WIOA participants who have completed, withdrew or transferred from a program of study.

Federal Employer Identification Number (FEIN) – A nine-digit number used to identify a business and used by the Federal Internal Revenue Service for Federal Unemployment Insurance, Income Tax and other tax purposes.

Individual Career Services – Services provided to adults and dislocated workers. Such services may include the following:

- Comprehensive and specialized assessments of the skill levels, and service needs of adults and dislocated workers, which may include diagnostic testing, use of other assessment tools, in-depth interviewing, evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.
- Group counseling.
- Individual counseling.
- Career planning.
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training.

Refresher or remedial programs that require an individual to take a test to keep or maintain a certification or license is also an individual career service.

This list is not all-inclusive and other individual career services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships and work experience may be provided, based on an assessment or individual employment plan.

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Individual career services must be provided through the One-Stop delivery system. Individual career services may be provided directly by the One-Stop operator or through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers (including specialized service providers).

Training providers who offer testing services upon request of either a participant or employer for determining proficiency will be considered individual career services when an industry-recognized certification or credential is not offered.

Individual Training Account (ITA) – is a payment agreement established by a local WDB on behalf of a participant with a training provider and may be used to pay for any allowable type of training, as long as the program of training services or program of study is on the state list of eligible training providers.

Industry Recognized Competency or Skill – The skills and competencies needed for a specific job or jobs, an occupation, occupational group or generally for many types of jobs or occupations as recognized by employers. The skills or competencies are determined prior to training and may yield an industry-recognized certification.

Initial Application – An application submitted by a training institution and/or a new program for the first time seeking approval to be an eligible training provider for individuals who have an ITA approved by a local WDB.

Initial Eligibility Review – An evaluation of an application from a potential training provider and/or program(s) that have not previously been eligible or sought approval to become a WIOA eligible training provider to be placed on the state ETPS list.

Initial Eligibility Period – The initial eligibility period for a training provider and/or program is one year from the date of approval by the state, however; provider and program approvals will end on a fiscal year basis by June 30th.

Institutional Credential Attainment Rate – is the percentage of those participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary; school diploma or its recognized equivalent during participation in or within one year after exit from the program.

Local Workforce Development Area (LWDA) – A geographic area, comprising single or multiple units of general local governments, designated as a local workforce investment area by the Governor. A local workforce investment area is often referred to as a local area.

Local Workforce Development Board (WDB) – A local board established and certified by the Governor in each local area to set policy for the portion of the statewide workforce development system within the local area.

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Median Earnings – the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program. For all individuals in the program of study who exited during the reporting period, report the wage that is at the midpoint between the highest and lowest wage earned in the second quarter after exit.

MoSCORES – Missouri School Credentials for Occupations Resulting in Employment Successes. This is a statewide system that allows users to explore programs at different education levels, including traditional degree programs and credentials. MoSCORES includes the WIOA approved providers, both credit and noncredit programs that include program descriptions, cost information and performance.

Occupational Information Network O*NET – A database accessible from any web browser. The O*NET database contains comprehensive information on job characteristics and worker attributes. It replaces the Dictionary of Occupational Titles (DOT), and offers a dynamic framework for exploring the world of work. O*NET is the nation's primary source of occupational information.

O*NET Code – is an 8-digit code that links job requirements and worker competencies in the Occupational Information Network (O*NET) database.

Postsecondary – Training programs above the K-12 secondary education level.

Pre-apprenticeship – is a program designed to prepare individuals to enter and succeed in an apprenticeship program registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act";50 Stat. 664, chapter 663; 29 U.S.C. 50 et.seq.) **NOTE:** A pre-apprenticeship program alone does not provide a recognized credential.

Pre-vocational Services – Are individual career services. Pre-vocational services are short-term basic job readiness skills known as soft skills training, which may include development of learning skills and professional conduct to prepare individuals for unsubsidized employment or training. Pre-vocational services may also include, but not be limited to, communication skills, interviewing skills, punctuality, personal maintenance skills, English as a Second Language (ESL), remediation and workplace literacy and basic computer literacy. **NOTE:** *Pre-vocational services are considered individual career services. Pre-vocational services do not require an individual training account and are not submitted through ETPS.*

Program Name – The name a training institution gives to an occupational training program entered into ETPS.

Program of Training Services – is one or more courses or classes, or a structured regimen that leads to:

1) An industry-recognized certificate or certification, completion of a registered apprenticeship, a license recognized by the state involved or Federal Government, an associate or baccalaureate degree

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2) A recognized postsecondary credential, secondary school diploma or its equivalent,
3) Employment
4) Measurable Skill Gains toward such a credential or employment.

Proprietary – a private for profit business entity that may be a corporation, franchise or sole ownership.

Subject Code, NCES – Is a 6-digit number from the Classification of Instructional Program (CIP) taxonomy that supports the tracking, assessment, and reporting of fields of study and program completions, and links to an occupational title.

Subject Title, NCES – Is the name of an occupational title from the Classification of Instructional Program (CIP) taxonomy that links to a subject code.

Tuition Cost – The average one-year tuition cost for an occupational training program for full-time status. Tuition cost does not include costs for books and other education related expenses.

Workforce Innovation and Opportunity Act (WIOA) Completer – An individual who finishes a predefined series of courses that results in the receipt of a credential, which could consist of a degree, a certificate awarded by the institution, or a credential achieved through a third party standard organization (the credential should be generally recognized by employers who hire for the particular occupation for which the individual was being trained.)

Workforce Innovation and Opportunity Act (WIOA) Title I, WIOA Regulations – The purpose of Title I of the Workforce Innovation and Opportunity Act is to provide activities that increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants, that will improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation's economy.

The programs under the Workforce Innovation and Opportunity Act are administered through One-Stop workforce investment area delivery systems. Title I of the Workforce Innovation and Opportunity Act includes: Statewide and Local Workforce Development Systems; State and Local Workforce Boards; One Stop Systems; Eligible Training Providers for adults, dislocated workers and youth; Youth activities; Adult and Dislocated Worker Employment and Training Activities; Performance Accountability System, Job Corps and National WIOA programs administered by the US Department of Labor.

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Appendix A – ETPS Application Elements

Provider Details	**Mandatory/Optional Fields**
Training Provider Name	Mandatory
Federal Employer FEIN/SSN	Mandatory
Federal Employer FEIN/SSN	Mandatory
Out of State Provider	Mandatory
Institution Ownership	Mandatory
State Agency Accredited Provider	Mandatory
Institution Type	Mandatory

Physical Address of Training Location	**Mandatory/Optional Fields**
Zip Code	Mandatory
Address	Mandatory
City	Mandatory
State	Auto Fill-In
County	Auto Fill-In
Website	Mandatory
Year Established	Mandatory
Pell Grant Percentage	Optional

Public Contact	**Mandatory/Optional Fields**
First Name	Mandatory
Last Name	Mandatory
Title	Mandatory
Phone	Mandatory
Fax	Mandatory
Email	Mandatory
School President/Owner	Mandatory
President/Owner Email	Mandatory

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Program Information	Mandatory/ Optional Field
DHEWD Institution Code	Mandatory
IPEDS code	Mandatory
DHEWD Site Code	Mandatory
ETPS ID Number	Mandatory
DHEWD Program ID Number	Mandatory
ETPS Program Application ID	Mandatory
Online program option	Mandatory
Classroom program option	Mandatory
Hybrid program option	Mandatory
Other options	Mandatory
Program Site Address	Optional - if blank the site address will be used
Program City	Optional - if blank the site city will be used
Program State	Optional - if blank the site state will be used
Program Zip code	Optional - if blank the site zip will be used
Address Stat Cd	Mandatory
First Name	Optional - if blank the site contact first name will be used
Last Name	Optional - if blank the site contact last name will be used
Phone	Optional - if blank the site contact phone will be used
Email	Optional - if blank the site contact e-mail will be used
Contact Stat Code	Mandatory
Pell Grant Eligible (Optional)	Optional
Catalog URL	Mandatory
Program 6 digit CIP Code	Mandatory
WIOA Eligibility Requested	Mandatory
Title of Program	Mandatory
Detailed Program Description	Mandatory
Transfer Degree	Mandatory
State Licensure	Mandatory
Federal Licensure	Mandatory
Industry Recognized Credential	Mandatory
Program Time Offerings	Mandatory
Program Time Offerings	Mandatory
Program Time Offerings	Mandatory
Program Time Offerings	Mandatory
Program Time Offerings	Mandatory
Program Time Offerings	Mandatory
Program Category	Mandatory
Credit	Mandatory
Non Credit	Mandatory
Apprenticeship Credit	Mandatory
Apprenticeship Non Credit	Mandatory
Number of Apprentices	Mandatory
Outcome	Mandatory
Degree Type	Optional

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Program Level	Mandatory
Program Length	Mandatory
Length Type Identifier	Mandatory
Additional Requirements	Optional
Comments	Optional
Notes	Optional
Admission Requirements	Optional
Admissions URL	Optional
Tuition Unit	Mandatory
Resident Tuition: In-District	Mandatory
Resident Tuition: Out-of-District	Mandatory
Non-Resident Tuition	Mandatory
International Tuition	Mandatory
Fees	Mandatory
Fees - Unit	Mandatory
Books	Mandatory
Books - Unit	Mandatory
Tools	Mandatory
Tools - Unit	Mandatory
Supplies	Mandatory
Supplies - Unit	Mandatory
Other Costs	Optional
Other Costs - Unit	Optional/Mandatory when a number is entered in Other Costs
Other Costs Description	Optional/Mandatory when a number is entered in Other Costs
Financial Notes	Optional
Financial Page URL	Optional
Program Cost Effective Start Date	Mandatory
Program Cost Effective End Date	Mandatory
Refund Policy	Mandatory

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Appendix B – ETPS Application Criteria, Check List and Review Process

Eligible Training providers include;

- Institutions of higher education certified by DHEWD that offer training programs leading to a recognized post-secondary credential.
- Vocational or public schools accredited by DESE offering training programs leading to a recognized post-secondary credential.
- Private providers of training services licensed or exempted from licensure by the Missouri Division of Professional Registration or other authorizing accrediting board or agency.
- Private providers of training services that have documented exemption from licensure.
- Entities that carry out programs registered under the National Apprenticeship Act (29 U.S.C. 50 at seq.). (Pre-apprenticeship programs must be vetted under the same criteria as any other provider applying to become an eligible training provider and have a documented partnership with at least one registered apprenticeship program.)
- Non-Missouri based providers must be on their home state's Eligible Training Provider List.

Training institution WIOA approved programs must lead to;

- a certificate
- a registered apprenticeship certificate
- an industry recognized certificate
- a licensure to begin employment
- an associate degree
- a baccalaureate degree

A training institute must;

- Have a Federal ID number (cannot be in a state of federal debarment status).
- New institutions to ETPS must have been providing classes a minimum of 12 months.
- If requested provide documentation of approved programs from their authorizing authority if the institution is *not* required to report to Higher Education.
- Provide their website address that displays the programs submitted for WIOA consideration.
- If an out-of-state institution, must have posted their programs on their respective state's Eligible Training Provider List.
- Agree to accept the terms and conditions of ETPS Assurances Agreement.

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ETPS Program Check List;

- Training Institution Name
- Institution Location – Missouri or Out of State (State?)
- What Region if Missouri Institution?
- Are Programs – Credit or Non-Credit?
- For Missouri Institution?
    - Higher Education (Public or Proprietary Institutions)
    - Elementary & Secondary Education (Career Centers)
    - Public Safety (Fire Fighter, CNA, CMT)
    - Professional Registration (Cosmetology, Massage, etc.)
- Is the Institution website provided?
- Are programs listed on institution's website?
- Institution has been in operation a minimum of 12 months?
- Registered Apprenticeship, confirm listing with USDOL via email.
- For Out-of-State – ETPL website for their state.
- If the outcome is a Certification, License or Registration, what is the name of the certifying licensing or registering body?
- What year was the program established?
- Is this an In-Demand Occupational training in your region?
- Is the proposed curriculum currently certified by an accrediting agency or similar national standardization program?

ETPS Review Process;

1) Pull paper file or make a file if there is not one already set up.
2) Review each submitted program by finding the governing body websites for program name, certification/authorization to offer/teach:
    - Department of Higher Education & Workforce Development (DHEWD)
    - Department of Elementary & Secondary Education (DESE)
    - Department of Health & Senior Services (DHSS) CNA/CMT Registry (select Approved Training Entity Directory) OR EMT Registry (select training Entity Directory)
    - Department of Public Safety (select Training Partners)
    - Professional Registration (select Licensee Search)
    - Secretary of State
    - Non-Missouri WIOA website for out of state institutions (America's Service Locator)
3) Print Out Supporting Documentation
    - Printing out the governing body documentation for each program. (note differences).
    - For an out-of-state institution print out the approved ETPL list for that

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state's institution. (note differences).

- For non-credit programs not listed on governing documentation, search institution website for each program listed on the ETPS application.

4) If tuition is not provided on governing body documentation, search website and print out institution's tuition/fees/supplies and cost. (note differences)
5) When the review processes have been completed either approve or reject each program. If rejecting a program note the reason for the rejection on ETPS.
6) Send automated approval email from the ETPS system. This email will list all approved program(s).
7) A hard copy of the following information must be placed in the file:
   - ✓ Approval email sent to the institution
   - ✓ Governing body information
   - ✓ Tuition information if separate

NOTE: Institutions use more than one website for programs (ex. DESE & DHSS).

If there are differences during the application review contact the institution to ask about the differences. If needed instruct the institution to clear up all the discrepancies and resubmit the program. Follow up with contact at the institution by email or phone call weekly/monthly if the response is not received by expected date. Email or call governing body if assistance is needed to determine program eligibility.

Reasons program(s) may not be approved:

- Program not listed on governing body website (ex. DHEWD, Public Safety, etc.)
- Program information does not match governing body website (ex. CIP code, tuition)
- Program not listed as WIOA approved on out-of-state website for Non- Missouri applicant(s)

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For Continued Eligibility on ETPS Review Process

1. Review application program information that has been updated and submitted for review and approval. Check information;
    a. That was corrected per discussion via email or phone call
    b. Deleted program(s)
    c. Added program(s)

Archive Process

1. An application is archived when an institution:
    a. Indicates that campuses are closed
    b. Whole institution is closed
    c. Institution decides to no longer participate on ETPS
2. Place paper file in Archive drawer in the filecabinet

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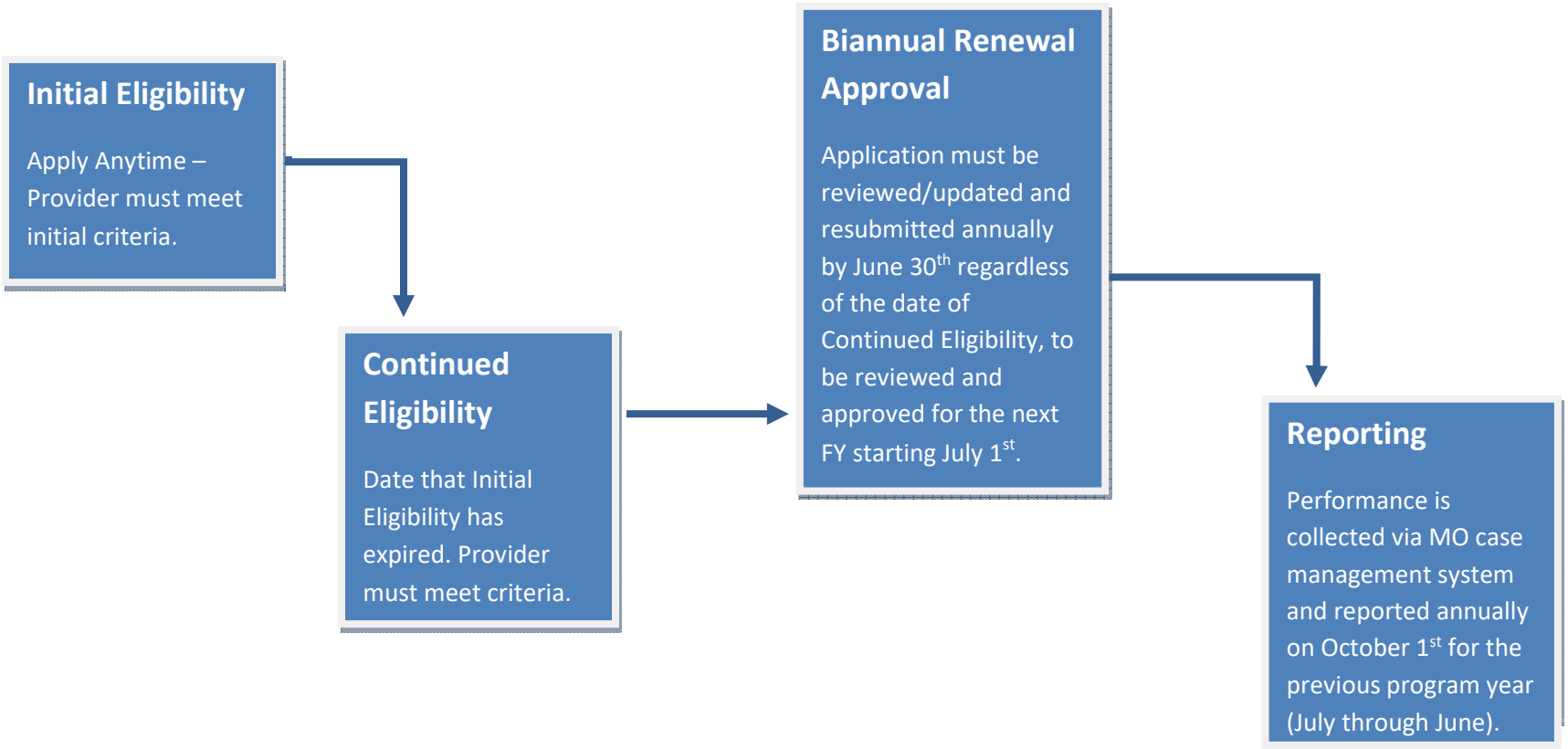
Appendix C - Timeline for Eligible Training Provider System Participants



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Attachment C:

ETPS Training Provider Application

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PROCESS TO BECOME A TRAINING PROVIDER

You must be approved with the Missouri Department of Higher Education and Workforce Development, on their Eligible Training Provider Selection (ETPS) system. To get started, copy this link in your web browser, https://jobs.mo.gov/community/missouri-eligible-training-provider-system or you may contact Tracy Otto, ETPS Coordinator, at 753-751-3538 or by email at tracy.otto@dhewd.mo.gov.

Once you are approved by the Missouri Department of Higher Education and Workforce Development, please complete and submit the enclosed Training Provider Application to the Full Employment Council.

Each Training Provider must then be evaluated by the Kansas City and Vicinity Workforce Development Board. This Board is administered by the Full Employment Council in Kansas City, Missouri, which has a committee for training provider review.

Due to the ongoing pandemic, training providers must provide a training site that follows the guidelines as established by the Occupational Safety and Health Administration. This includes the following but not limited to 1) Equipment and training areas must be properly maintained and in sanitary condition, 2) Social distancing: The heart of COVID-19 mitigation strategies is social distancing. Methods in place to ensure that people remain at least 6 feet from one another and avoid group gatherings, and 3) Soap and/or hand sanitizer should be provided throughout training areas, in all restrooms, in all common areas and break rooms, in all conference and meeting rooms and near each building entrance and exit.

We evaluate training programs to ensure they have a credential earned rate of at least 80% and an employment placement rate of at least 70%.

We currently train in the following demand industries in our Region: Information Technology, Advanced Manufacturing, Transportation and Logistics, Business Financial Services, Healthcare and Construction. These can be expanded if you can provide evidence of a major economic need by providing letters of support for such training from sector employers.

Training institutions are evaluated every year. Performance outcomes must be provided including number completed training, number obtained training related employment, average wage and medium wage. We do not count tips in the base wage rate.

Once we have reviewed your application and required documents, we will update the MO Scores system (www.moscores.mo.gov) with Regional Approvals.

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Full Employment Council Training Provider Application

Provider Name: _____

Provider Address: _____

Provider Telephone # and email: _____

Person of Contact Name, Title, Telephone # and email: _____

Provider Accreditations and status: _____

Status with Missouri Office of Workforce Development (OWD)/Eligible Training Provider System (ETPS) Office (Have you been approved by OWD/ETPS including Licensing and Equal Opportunity Policies)**:** _____

_____

_____

Other States you are approved as an Eligible Training Provider: _____

_____

Training Information:

1. Give a brief synopsis (goal, objective, credential, etc.) of the training. Indicate any prerequisites needed. Attached training curriculum._____

   _____

   _____

   _____

   _____

2. What in-demand occupations are targeted by your training? _____

   _____

3. What credential, certification, or trade is gained by the participant from the training? _____

   _____

4. Indicate how the credential is awarded (circle one):
   a. Through a written assessment that the participant must pass. Indicate the score that must be achieved. Indicate the type of assessment i.e. multiple choice, narrative, etc.

      _____

   b. If tied to completion of class, indicate total hours required to complete _____
   c. Award through demonstration i.e. successfully driving a truck, successful execution of the software program, successfully driving a forklift, etc. _____

5. If this is a new training, indicate employers by name and contact person who have requested or endorsed such training. _____

   _____

   _____

   _____

6. Cost of Training (including tuition and fees): _____

7. Credential earned: _____

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8. Indicate number of contact hours during the training. Provide length in weeks/days. _____

9. Training days and times: _____

10. Location of Training: _____

11. Training participants rate of graduation: _____

12. Training participants rate of obtaining employment in the area of training: _____

13. Testing protocol: _____

14. Tracking of student attendance: _____
_____

15. Refund Policy: _____
_____
_____
_____

Note: Training Providers are required to provide a copy of the verification of completion for training classes. CDL training providers must also provide a copy of the CDL License or a copy of the DAC report to document CDL Status.

Due to the ongoing pandemic, training providers must provide a training site that follows the guidelines as established by the Occupational Safety and Health Administration. This includes the following but not limited to 1) Equipment and training areas must be properly maintained and in sanitary condition, 2) Social distancing: The heart of COVID-19 mitigation strategies is social distancing. Methods in place to ensure that people remain at least 6 feet from one another and avoid group gatherings, and 3) Soap and/or hand sanitizer should be provided throughout training areas, in all restrooms, in all common areas and break rooms, in all conference and meeting rooms and near each building entrance and exit.

Signature_____ **Date**_____

Print Name_____

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