MARICOPA COUNTY HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE WIOA PL 113 - 128 20CFR Part 652 663.500 Workforce Arizona Council ETPL Policy DOL TEGL 15-10	**POLICY NUMBER** 17-15 Change 1
	ORIGINAL ISSUE DATE April 2002	REVISION DATE October 2022
	AUTHORIZED BY: Jared Beard, Assistant Director	
SUBJECT: Eligible Training Provider List	ADDENDA: Program Synopsis Template	

Purpose: To provide policy and criteria for determining qualified training programs for the State Eligible Training Provider List (ETPL) as required by the Workforce Innovation and Opportunity Act; define roles and responsibilities of the State DES and Local Area ETPL Coordinators; specify performance standards and criteria for the approval and removal of training programs from the ETPL.

Responsibility of: The ARIZONA@WORK - MARICOPA COUNTY ETPL Coordinator in partnership with the DES ETPL Coordinator and eligible providers of training services.

Background: The Workforce Innovation and Opportunity Act (WIOA) requires states to maintain a list of Training Providers eligible to receive WIOA Title 1B funding for Adult and Dislocated Worker training services. Arizona's ETPL is available on the Arizona Job Connection website (AJC), Arizona's case management and reporting system for Workforce Innovation and Opportunity services: www.azjobconnection.gov

The ETPL allows eligible individuals, as well as the public, to make informed choices about training preferences that will drive their future career decisions. Eligible training providers include Postsecondary Educational Institutions, Vocational Education Institutions, Community-based Organizations, professional industry or employer organizations that provide occupational training and Registered Apprenticeship Programs.

Process Description: ROLES AND RESPONSIBILITIES

State (DES): The Arizona Department of Economic Security Employment Administration is the designated agency for administration of WIOA Title 1B programs and the ETPL. The DES ETPL Manager's role is to oversee the ETPL and approve training providers and programs. Refer to the Workforce Arizona Council ETPL Policy for details:
AZ WIOA ETPL Policy v3(FINAL) nm.docx (arizonaatwork.com)

Local Workforce Development Area (LWDA): The ARIZONA@WORK - Maricopa County ETPL Coordinator is responsible for the review and *initial* approval of training programs submitted by training providers located within Maricopa County outside of the City of Phoenix. Responsibilities include but are not limited to:
  ✓ Review programs for initial eligibility and coordinate with DES to ensure approved programs are placed on the ETPL
  ✓ Notify DES of program denials including reason for denial

- ✓ Ensure dissemination and appropriate use of the ETPL in ARIZONA@WORK - Maricopa County Job Centers
- ✓ Monitor Training Providers for compliance with WIOA Regulations, State and Maricopa County policies
- ✓ Assist in determining *continued* eligibility by evaluating performance data, labor market demand
- ✓ Consult with DES if removal of a training program or provider is considered due to lack of performance, compliance, or non-use of program(s) by WIOA participants
- ✓ Make recommendations to DES on initial and continued eligibility process, forms, and policies

ETPL APPLICATION PROCESS
Training Providers wishing to have training programs listed on the ETPL must Register as a Training Provider in AJC and complete and submit the on-line ETPL application for their program(s) to the appropriate local workforce area as determined by the **physical location of the training**. Training Providers may apply at any time. Schools with multiple locations in more than one Local Workforce Development Area (LWDA) must create an AJC account for each workforce area and submit programs to each appropriate LWDA. Programs will be reviewed and evaluated based on DES and LWDA criteria. Training providers must, at a minimum, meet these requirements:

- Be a legal entity, registered to do business in Arizona
- Be accredited by the appropriate state/Federal licensing authority (AZ Private Postsecondary Education Board unless exempt, AZ Board of Cosmetology or Barbers, Higher Learning Commission, FAA) etc.
- Training Providers must be in operation for at least 12 continuous months immediately prior to ETPL application
- Have a physical and permanent Arizona mailing address (PO boxes are not considered a physical address). This requirement does not apply to third-party Providers.
- Comply with non-discrimination and equal opportunity provisions of all Federal/State applicable laws.
- Provide training that is physically and programmatically accessible for individuals who are employed, individuals with barriers to employment, including individuals with disabilities
- Comply with requirements of the WIOA Act, Regulations, federal guidance, State and Maricopa policies
- Training program results in an industry-recognized credential, national or state certificate or degree
- Training is in an occupation or industry sector that is in demand in Arizona with at least 5% growth based on federal or state Labor Market Information
- Provide performance data for all student outcomes

Training **programs** are evaluated for initial eligibility by the Maricopa County ETPL Coordinator. Once reviewed and approved by Maricopa County, programs are submitted to DES for final approval. DES has 30 calendar days to review the program and place it on the ETPL.   Programs will not appear as WIOA-approved on the ETPL until final approval by DES. Programs are approved initially for one year.

Additional Local Area Eligibility Requirements:
The ARIZONA@WORK Maricopa County Workforce Development Board (LWDB) provides oversight and policy for WIOA programs and has determined priority will be given to training programs in these industry sectors:

- Construction
- Finance and Insurance
- Healthcare and Social Assistance
- Information
- Manufacturing
- Transportation and Warehousing

Program Denial: The LWDB may chose not to fund a training program based on but not limited to the following:

- ❑ The application is not complete or not submitted within an appropriate timeframe. Training providers have 30 days to submit a completed application.
- ❑ The program does not meet the definition of WIOA training services.
- ❑ The training does not result in an industry-recognized credential.
- ❑ Lack of occupational/industry demand in Arizona
- ❑ High tuition costs in comparison to similar programs
- ❑ Lack of a living wage upon program completion
- ❑ Performance data is not included or does not meet the minimum performance standard.
- ❑ Training program does not support the LWDB industry sectors
- ❑ Type of training is not requested by WIOA program participants
- ❑ Training Provider is out of compliance with the Act, regulations, or agreement executed under WIOA.
- ❑ Training Provider is not accredited, licensed, or certified by the appropriate licensing board or has lost its accreditation, license, or certifications.
- ❑ Training Provider does not have an established Refund Policy.
- ❑ It is determined that the Training Provider intentionally supplied inaccurate information.
- ❑ The Training Provider misrepresented WIOA or Maricopa County in any capacity.

When a Training Provider or program is denied for any reason other than the lack of documentation or information, the Training Provider must wait **six months to reapply**.

Training Provider Responsibilities:
- ✓ Provide documentation as requested by DES or LWDA
- ✓ Provide initial and continued performance information
- ✓ Collect information on **all students** attending training programs for WIOA annual reports to DOL
- ✓ Update provider and program information in AJC as soon as changes occur
- ✓ Provide periodic progress reports on WIOA participants including copies of credentials received by WIOA participants to Maricopa County Career Advisors as requested
- ✓ Provide access to student records for DES and/or LWDA reviews

CREDENTIALS: Training programs must result in a federally or industry-recognized credential as outlined below. The Credential Checklist will be used by the Maricopa County ETPL Coordinator to determine if program meets the definition as outlined in the Credential Checklist for each type of credential:
- o Educational Diplomas, Certificates, and Degrees
- o Apprenticeships Certifications or Certificates
- o Personal Certifications
- o Occupational Licenses
- o Other Skill Certificates

In addition, training programs must meet one or more of the following credential attributes:
- ❑ Industry Recognized
- ❑ Stackable
- ❑ Portable
- ❑ Accredited

TECHNOLOGY-BASED TRAINING:

Technology-based training must meet the following requirements:
- Be licensed to provide training in Arizona
- Have a mechanism for student interaction with an instructor or instructors
- Have a mechanism for tracking student participation in the ETPL training program
- Ensure periodic assessment of each student
- The training must result in a federal or industry-recognized credential.

SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS):
ETPL approved training providers who wish to partner with third-party training services must ensure the training service provider has a physical presence in the United States. The third-party provider must be authorized for postsecondary training by the appropriate State authorization agency and comply with all WIOA and ETPL procedures. Each program must be evaluated individually to determine if successful completion of the program results in an industry recognized credential. The ETPL training provider is responsible for collecting initial and continued applications for performance data requirements of the ETPL annual reporting. Further, the certificate received by participants upon successful completion must be issued by the ETPL training provider. It must include the name of the training provider listed on the ETPL, not the name of the third-party training provider.

RECIPROCAL AGREEMENTS: Arizona currently has reciprocal agreements with four other states allowing WIOA participants access to other training programs through these states' ETPL systems **if a comparable training program is not available on Arizona's ETPL**.

New Mexico:	https://www.jobs.state.nm.us/vosnet/Default.aspx
Utah:	https://jobs.utah.gov/jsp/utjobs/seeker/ProviderCompare.jsp
Nevada:	http://detr.state.nv.us/wia/wia_providers.htm
Montana:	https://jobs.mt.gov/jobs/provider/provider.seek

CONTINUED ELIGIBILITY OF PROGRAMS:
After the first year a program is approved all ETPL programs will be reviewed every two years for continued eligibility which is based on WIOA participant performance data obtained from AJC. ARIZONA@WORK - Maricopa County will determine if programs meet all performance measures and recommend to DES removal of programs not meeting performance goals. Prior to removal Maricopa County will notify Training Providers in writing of their pending removal. Removal will not affect WIOA participants currently enrolled in the program(s).

PERFORMANCE MEASURES:
- Completion rate for WIOA students - 50%
- Employment rate for WIOA students during the 2nd quarter after exit – 50%
- Employment rate for WIOA students during the 4th quarter after exit – 65%
- Median earnings for WIOA students employed during the 2nd quarter after exit – equal to or greater than the LWDA's 70% LLSIL for a family of one.

MONITORING TRAINING PROVIDERS:

Maricopa County will monitor approved Training Providers at least every two years using DES monitoring tools. Monitoring includes verification of information in AJC and compliance with Federal, DES, and Maricopa County ETPL policies.

DENIAL OR REMOVAL OF TRAINING PROVIDERS AND PROGRAMS:

Maricopa County and DES must agree about non-placement or removal of training providers and programs. In addition to the reasons listed under Initial Program Denial a training **Program or training Provider** may be removed from the ETPL if:

- ❑ No WIOA participants have been enrolled in the program for a period of two years
- ❑ All the Training Provider's programs have been removed
- ❑ The Training Provider is found to be noncompliant with the Training Provider Assurances
- ❑ The Training Provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility
- ❑ The Training Provider has failed to keep program information in AJC current.

APPEALS: A notice to deny eligibility or remove programs from the ETPL must clearly state that the Training Provider has a right to appeal within 30 calendar days from the date of the denial notice. Appeals for denial of a Training Provider are to be filed with DES; all other appeals are filed with the LWDA regardless of which entity denied eligibility. Appeals must be in writing and specify the program in question, the reason(s) for the appeal and the signature of the appropriate Training Provider official. A final decision will be provided to the Training Provider within 60 days of the receipt of the appeal.

TRAINING PARTICIPANT COMPLAINTS: The Maricopa County ETPL Coordinator will track complaints by participants related to approved Training Providers on the ETPL Complaint Log. All complaints related to ETPL Providers/programs will be submitted to the DES ETPL Manager. Training complaints may be used in determining continuing eligibility on the ETPL.

VENDOR REGISTRATION: Training providers must register to become a Maricopa County Vendor to receive payment for training services provided to WIOA participants. Invoices will not be approved for payment by HSD Finance until the vendor has registered on-line: http://www.maricopa.gov/procurement/registration.aspx

APPROVAL OF WIOA PARTICIPANT TRAINING:

As WIOA emphasizes informed customer choice, Maricopa County Career Advisors work with and assess customers in need of training services to ensure they have the skills and qualifications to successfully complete the selected training program and the training program is directly linked to employment opportunities in the local area (refer to ITA Voucher/Training Approval Process policy for criteria used in determining eligibility for training services). Once a WIOA participant is determined to need training services, an Individual Training Account (ITA) is created for the training and issued to the training provider.

Only approved Training Providers AND Programs on the ETPL may be used for WIOA-funded training through the ITA process.

Exemptions to the ETPL policy: On-the Job Training, Work Experience, Customized Training, and Incumbent Worker Training are exempted.

Program Synopsis (Template)
(Once Complete, paste into "Program Synopsis" Text Box)

A. Course Objective:
Description:
Competencies to be achieved:

B. Total Cost of Program (include all costs to student including testing, licensure): $
C. Provide a list of all books required for the program (even if cost of books is included in tuition):

D. Provide a list of all supplies required for the program (even if costs are included in tuition):

E. WIOA Contact for Enrollment Status /Credential Verification:
Name:
Email:
Phone number:

F. Direct Website link to the program:

G. Additional information:
- Background check requirements for licensing and background restrictions for working in the occupation:

- Other requirements needed:

H. Refund Policy (provide a summary if Refund policy is not listed on school website):

I. Credentials: (The following questions must be answered along with a supporting explanation for each)
- *Industry Recognized: (Developed and offered by, or endorsed by a nationally recognized industry association or organization representing a sizeable portion of the industry sector)*
  Yes or No:
  Nationally Recognized Industry Association or Organization:

- *Stackable: (Part of a sequence of credentials)*
  Yes or No:
  Career Pathway:

- *Portable: (Recognized in other geographical areas; by other educational institutions; or by other industries/companies)*
  Yes or No (Explain):

- Accredited Curriculum*: (This is referring to the course being accredited, not the test or school)*
  Yes or No:
  Accrediting Agency and link to website:

J. Credential Attainment Rate: Percentage of students in the last 24 months who obtained a postsecondary credential during WIOA program participation or within one year after exit from WIOA