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I. APPLICABILITY/SCOPE

This policy governs the operation of the Eligible Training Provider List (ETPL) in the ARIZONA@WORK City of Phoenix Local Workforce Development Area (LWDA). This policy applies to training providers that currently have or are interested in listing programs on the ARIZONA@WORK City of Phoenix Eligible Training Provider List (ETPL) to receive Workforce Innovation and Opportunity Act (WIOA) funding.

II. PURPOSE

The purpose of this Phoenix Business and Workforce Development Board (Board) policy is to provide standards for inclusion, removal, and performance metrics for qualified training providers on the ETPL, as required by the WIOA. This policy enables the Board to create an effective list eligible training provider that promotes informed customer choice and performance accountability.

III. BACKGROUND

WIOA requires the Arizona Department of Economic Security (DES) to maintain a list of Eligible Training Providers (ETP), whose occupational skills training qualifies for funding through the WIOA Title 1B (Adult, Dislocated Worker and Youth training services). Arizona’s ETPL is available on www.azjobconnection.gov (AJC), Arizona’s case management and reporting system.

ARIZONA@WORK City of Phoenix staff are dedicated to equipping customers with the skills and for successful completion of occupational training. To ensure quality and compliance, only Training Providers listed on the ETPL are authorized for WIOA- funded training. Exceptions to the ETPL requirement apply to On-the Job Training (OJT), Incumbent Worker Training (IWT) and Customized Training, which are exempt from this policy.

Registered apprenticeship programs are automatically eligible for inclusion on the ETPL if they are registered with the Arizona Apprenticeship Office. Registered apprenticeships are not governed by this policy. DES governs registered apprenticeships programs.


IV. DEFINITIONS

Industry Recognized Credential: Credentials that reflect the specific competencies needed for a given industry or occupational area.

Targeted Industry Sector: Industries targeted by the Phoenix Business and Workforce Development Board that reflect the occupational demand of the local area.

Registered Apprenticeship: A proven model of apprenticeship that has been validated by the Department of Labor and/or by DES.

Code of Conduct Agreement- Outlines the responsibilities expected of training providers for the duration of their participation on the ETPL.

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Initial Eligibility- Initial eligibility review process for training programs newly published on the ETPL that meets requirements to be published on ETPL; will have one year of initial eligibility.

Continued Eligibility- Subsequent eligibility review process for training programs to remain on ETPL. Review process conducted on a bi-annual basis contingent on initial eligibility approval date.

Training Providers- Businesses and schools approved to receive WIOA funding for training programs listed on the ETPL. Training providers are required to submit eligibility documentation at the time of application for eligibility review.

WIOA Participants- Individuals approved to participate in one or more Title 1B program.

Program Year- The period of July 1 through June 30.

Arizona Job Connection (AJC)- Case management system of record utilized by:

1. Arizona’s case managers for participant case management;
2. Training providers to apply for and manage training program content; and
3. WIOA participants use to review training programs that qualify for WIOA program funding.

V. POLICY


A. ETPL ROLES & RESPONSIBILITIES

1. Role of DES:
 - a. Maintain statewide list of eligible training providers and programs approved by Local Workforce Development Boards (LWDB).
 - b. Review training provider applications within 30 calendar days to determine if they meet requirements for approval.
 - c. Notify training providers and local areas of training provider and program removals.
 - d. Establish criteria for initial eligibility and performance standards for continued eligibility.
 - e. Monitor training providers for compliance
 - f. Consult with local areas, verify program performance and remove those failing to meet performance.
 - g. Take appropriate action against ETPs intentionally providing inaccurate information or violating WIOA requirements.


Refer to the Workforce Arizona Council ETPL Policy for details:

https://des.az.gov/sites/default/files/media/etpl_policy_final10_3_16.pdf?time=1629731444211

2. Role of ARIZONA@WORK City of Phoenix:
 - a. Ensure ARIZONA@WORK City of Phoenix service providers have access to the and possess a clear understanding of its functionality and application.
 - b. Review initial eligibility for training programs within 45 days

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- c. Coordinate with the DES ETPL Coordinator to ensure that approved training programs are placed on the DES ETPL in a timely manner.
 - d. Monitor the ETPs for compliance issues and to ensure performance data requirements are met.
 - e. Research and collect cost and training program information from training providers.
 - f. Evaluate performance data of all training programs during the continued eligibility review to verify data meets the minimum levels of performance.
 - g. Consult with the DES ETPL Coordinator regarding the termination of an eligible training provider.
 - h. Initiate the removal of training programs that do not meet performance data standards and that are not in compliance with the ETPL requirements. Notify training providers and the DES ETPL Coordinator regarding the denial of training programs.
 - i. Work with DES to ensure there are a sufficient number and types of programs and training services. The programs should include training providers with expertise in the following areas:
 - i. Knowledge of assisting individuals with disabilities
 - ii. Knowledge of adult education and literacy activities
 - j. Provide the eligible training providers an opportunity to appeal a denial and a termination of a training program that includes the following:
 - i. Opportunity for a hearing at the local level;
 - ii. A timely decision; and
 - iii. A right to appeal the decision.
3. Role of Training Providers: Training Providers who apply to have their programs listed on the ETPL:
- a. Complete the on-line AJC application. Once the application is started, the training provider will have 30 days to complete the AJC application and upload supplemental documents.
 - b. Submit initial performance data based on all students that have attended training program prior to application submission within the 30-day AJC application timeframe.
 - c. Submit annual performance reported to the system of record during the required timeframe.
 - d. Agree to and make performance data available to validate information submitted for reporting
 - e. Inform ARIZONA@WORK City of Phoenix of any changes or updates training program information in AJC. It is the responsibility of the training provider to ensure program information is accurate and always updated through regular review of what is published.
 - i. Notify DES and ARIZONA@WORK City of Phoenix of changes such as point of contact, transition of school’s location, impending sale, or closure; and update the system of record.


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- f. Provide monthly progress reports on WIOA training participants; including copies of credentials received by WIOA participants to Career Advisors and contractor staff within 30 days of achievement and as requested.
- g. Develop a uniform method for contacting students for follow-up and establish procedures for recordkeeping.
- h. Create and maintain a database for collecting student performance, reporting data, and supplemental wage data.
- i. Provide access to student records for DES and ARIZONA@WORK City of Phoenix monitoring.
- j. Can not withhold services or credentials to/for the WIOA participant for delayed payment of training services.
- k. May provide general information about WIOA and may not guarantee eligibility or enrollment. Training provider must not:
 - i. Advise students that they will be eligible for training services or WIOA funds to attend the training program;
 - ii. Promote the training program as free of cost through ARIZONA@WORK City of Phoenix; and
 - iii. Claim that a share of training costs is covered by ARIZONA@WORK City of Phoenix.



Training providers that have prospective students interested in training can refer them to the nearest ARIZONA@WORK job center: <https://arizonaatwork.com/locations/city-phoenix/city-phoenix-locations>

B. Eligible Training provider List requirements

1. DES reviews the following types of providers:
 - a. An institution of higher learning that provides a program that leads to recognized postsecondary credential
 - b. Entities that provide registered apprenticeship programs
 - c. Other public and private providers of training programs, including joint labor-management organizations and providers of adult education and literacy activities when such activities are provided in combination with occupational skills training
 - d. Local Boards, upon the state’s approval of a waiver.
2. Eligibility Requirements:
 - a. Be a Postsecondary Educational Institution eligible to receive federal funds under Title IV of the Higher Education Act of 1965; or a registered apprenticeship program; or other public/ private provider of training programs including community-based organizations.
 - b. Be licensed by the appropriate Arizona or Federal licensing authority such as the Arizona Board of Nursing, Arizona Board of Cosmetology, Federal Aviation Agency, etc. for a period of 12 months directly prior to application

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- c. Private post-secondary institutions not licensed by an Arizona or Federal authority must be licensed by the Arizona State Board of Private Post-Secondary Education
www.azppse.state.az.us
- d. Register and maintain an active registration with the System for Award Management website: <https://sam.gov/content/home> and provide Unique Entity Identifier (UEI) when requested.
- e. Register as a City of Phoenix vendor through the City of Phoenix Procurement website: <https://www.phoenix.gov/procure>.
- f. Private post-secondary training providers, who apply for an Arizona Private Postsecondary license and are denied due to a determination that the training program is not vocational in nature, are not eligible to be listed on the ETPL.
- g. Have a physical and permanent Arizona mailing address (Post Office or P.O. Boxes are not considered a physical address). This requirement does not apply to third-party training providers.
- h. Be a legal entity authorized to conduct business in Arizona.
- i. Have been in licensed operation at least 12 months prior to application (apprenticeship programs are exempted from this requirement) and can demonstrate a proven record of students successfully completing programs in accordance with the performance standards specified in **Section 4. Training Program Performance Requirements**.
- j. Have a written and published refund policy. A policy stating no refunds is not acceptable.
- k. Training providers of adult education and literacy activities that are provided in combination with occupational skills training, the training provider of the adult education must be listed on the Arizona Department of Education’s list of Adult Basic Education (ABE) in Basic Reading, Writing, and Mathematics Skills and GED® Preparation Classes. No additional licensing is required for the provider of the adult education. The provider of the occupation skills training must be licensed if a training license is required by law.
- l. Have a written and published student grievance policy that provides the process for filing a complaint with the training provider.
- m. Comply with non-discrimination and equal opportunity provisions of all Federal and State applicable laws:
 - i. Section 188 of the Workforce Investment Act of 1998;
 - ii. Section 188 of the Workforce Innovation and Opportunity Act of 2014;
 - iii. 29 CFR 37, Title VI of the Civil Rights Act of 1964;
 - iv. Age Discrimination Act of 1998;
 - v. Sections 504 and 508 of the Rehabilitation Act of 1973;
 - vi. Title IX of the Education Amendments of 1972;
 - vii. Title II Subpart A of the Americans with Disabilities Act of 1990; and
 - viii. The Genetic Information Nondiscrimination Act of 2008.
- n. Training Providers that have been debarred by any state or by the federal government are not eligible to be on the ETPL.

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- o. Training programs must result in an Industry Recognized Credential as defined by the U. S. Department of Labor in the [Training and Employment Guidance Letter No. 15-10](#).
- p. Training Providers must have the ability to:
 - i. Offer programs that lead to recognized postsecondary credentials;
 - ii. Meet the needs of local employers and participants;
 - iii. Serve individuals with barriers to employment; and
 - iv. Serve individuals who are employed.
- q. Training Providers must offer training programs that are:
 - i. Job driven training programs.
 - ii. Aligned with industry sector strategies and career pathways; and/or
 - iii. Related to ARIZONA@WORK City of Phoenix Targeted Industry Sectors:
 - o Healthcare
 - o Construction
 - o Professional Services
 - o Information Technology
 - o Manufacturing

3. INITIAL AND CONTINUED ELIGIBILITY APPROVAL PROCESS

- A. Initial Program Criteria: Once training providers are approved for inclusion on the ETPL, training programs may be added to ETPL for consideration. These programs are then evaluated for initial eligibility by ARIZONA@WORK City of Phoenix ETPL Coordinator. Training programs should align with in-demand industry sectors and occupations identified by the Board. Programs will not appear as WIOA-approved on the ETPL until final approval by ARIZONA@WORK City of Phoenix.

Program data submission requirements:

- i. Training providers can add one or more programs to the AJC website if it supplies all required program level data for each program. Program data should include all students enrolled in the training program for the previous twelve months.
- ii. Program Synopsis Template- Document must be completed in full, verifying the information aligns with program synopsis section in AJC. Information entered on this form must be entered in the designated section in AJC.
- iii. Training Program Credential Checklist: Complete the sections that align with the credential type the training program leads to and upload into AJC.
- iv. ETPL Coordinator will review training programs for accuracy and completeness, including review of initial performance data. If training program is new, entering zero is permissible. If it is determined that the training program meets DES and ARIZONA@WORK City of Phoenix requirements, ETPL Coordinator will update training program status. Once approved, the training program will appear as WIOA-approved on the ETPL.

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B. Continued Eligibility Criteria

- i. All ETPL programs will be reviewed one year after initial eligibility expires and then every two years for continued eligibility. All approved training providers are required to submit performance data on all training participants as required by WIOA Section 116(d)(4). In addition, ARIZONA@WORK City of Phoenix will review training provider performance specifically for WIOA participants.
- ii. Training providers that have programs subject to continued eligibility must adhere to the following criteria:
 - o Establish a format/system for reporting WIOA and non-WIOA students that have completed training;
 - o Enter performance data for all students (WIOA and non-WIOA) enrolled in a training program;
 - o Complete continued eligibility document issued by ETPL Coordinator and submit by deadline issued;
 - o Notify the ETPL Coordinator of any changes made to program content, including program cost;


Training providers will have thirty days to complete these required tasks to determine eligibility. Failure to submit information in a timely manner can result in programs being removed from ETPL until information has been received. Performance data submitted for continued eligibility should meet the performance requirements outlined in **Section 4: Training Program Performance Requirements**.

C. ETPL Coordinator will be responsible for:

- i. Reviewing program information in AJC and verifying training program checklist to determine program results in industry recognized credential;
- ii. Verifying required documents are current and uploaded into AJC;
- iii. Notifying training providers of training programs that are due for continued eligibility review and email continued eligibility documents to be completed in full and returned.
- iv. Determining inf programs meet all performance measures and recommend to DES removal of programs not meeting performance goals.
- v. Ensuring programs that are renewed will be reviewed again two years from the approval date.

4. TRAINING PROGRAM PERFORMANCE REQUIREMENTS

To ensure the quality and consistency of services delivered, training providers are required to meet performance measures established by ARIZONA@WORK City of Phoenix and DES through annual performance reporting and continued eligibility review. Performance measures criteria for

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ARIZONA@WORK City of Phoenix can be found at: <https://arizonaatwork.com/locations/city-phoenix/plans>.

Training providers must understand ARIZONA@WORK City of Phoenix performance measures are negotiated every two years and are subject to change. These measures were established to align with the goals and objectives set forth by the Board and to certify providers deliver service effectively and efficiently.

- A. Training providers are required to report on WIOA and non-WIOA participants in the following areas:
- i. Total number served;
 - ii. Total number exited;
 - iii. Total number completed;
 - iv. Credential attainment rate;
 - v. Employment rate during 2nd quarter (six months) after exit;
 - vi. Employment rate during 4th quarter (one year) after exit; and
 - vii. Median earnings during 2nd quarter after exit.

In the event training program performance data does not meet requirements, training providers will be notified by ETPL Coordinator and will be required to submit an explanation.



- B. Training Program Outcomes: Training programs must lead to at least one of the following credentials:
- i. Industry recognized certificate or certification;
 - ii. Certificate of completion of a Registered Apprenticeship Program (RAP);
 - iii. License recognized by the State involved or Federal government; or
 - iv. Associate or Baccalaureate degree.

6. PAYMENT AND ENROLLMENT PROCESS

Training providers must register to become a City of Phoenix vendor to receive payment for training services provided to WIOA participants. Invoices cannot be processed by ARIZONA@WORK City of Phoenix Fiscal Agent until the training provider has registered online: <https://www.phoenix.gov/finance/eProcurement/register-to-become-a-vendor>. Training providers should submit their invoice within 30 days of the WIOA participant’s training start date. All invoices will be paid within 45 days from the invoice date.

<https://www.phoenix.gov/administration/departments/finance/procurephx-vendor-registration.html>

Cost proposals: Upon customers’ approval for WIOA approved training services, training providers must submit a cost proposal on company letterhead and include the following:

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- a. Training provider’s contact information;
- b. Vendor number;
- c. Name of student;
- d. Name of training program;
- e. Scheduled start and end date of training – must have a start date 10 days or more from the date of cost proposal;
- f. Training program cost and other cost items (confirm costs align with program cost listed on ETPL); and
- g. Additional information as requested/required by the service provider.

Once the training proposal is received, case managers will complete a training packet and submit for management approval. If the student is required to pass an exam related to their coursework to achieve the credential, a copy of the credential must be submitted to the case manager.

Invoicing: Submitting invoices to ARIZONA@WORK City of Phoenix for reimbursement must include:

- i. Reference Authorization Number provided by ARIZONA@WORK City of Phoenix;
- ii. Reference Participant Name and Participant ID; and
- iii. Name of training program, training location, start and end dates

E-MAIL INVOICE TO:

hsd.Invoices@phoenix.gov

Subject Line: Fiscal Section, HSD

Phone (602) 262-6776

MAIL INVOICE TO:

City of Phoenix, Human Services Department



200 W. Washington St., 19th Floor

Phoenix, AZ 85003



7. DIRECT TRAINING CONTRACTS WITH BOARD

Contracts for training services may be used only when the Board has fulfilled consumer choice requirements, and one or more of the following applies, as described in [20 CFR § 680.320](#) and under the following conditions:

- A. The training services provided are OJT, IWT, Customized Training.
 - i. The PBWD Board Local Plan must describe the process to be used in selecting providers under a contract for services.
 - ii. The determination process must include a public comment period of at least 30 calendar days for interested providers.
- B. The Board has determined there is a training services program offered by a community-based organization, or by another private organization in the area, that has demonstrated effectiveness in serving individuals with barriers to employment.

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- C. The Board will develop criteria used in determining demonstrated effectiveness as it applies to individuals with barriers to employment. Criteria may include, but is not limited to:
- a. Financial stability of the organization;
 - b. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as:
 - i. Program completion rate;
 - ii. Attainment of skills;
 - iii. Certificates or degrees the program is designed to provide;
 - iv. Placement in unsubsidized employment after training;
 - v. Retention in employment; and
 - vi. The specific programs alignment with workforce investment needs, to be identified in the Local Plan.
- D. Service to individuals with barriers to employment, including those in one or more of the following categories:
- i. Displaced homemakers;
 - ii. Low-income individuals;
 - iii. American Indians, Alaskan Natives and Native Hawaiians;
 - iv. Individuals with disabilities;
 - v. Older Individuals (55 years and over);
 - vi. Ex-offenders or justice involved;
 - vii. Youth who are in or aged-out of the foster care system;
 - viii. Homeless individuals;
 - ix. Individuals who are English language learners, have low levels of literacy, and/or have substantial cultural barriers;
 - x. Eligible migrant and seasonal farmworkers;
 - xi. Individuals who are within two years of exhausting their lifetime eligibility under TANF;
 - xii. Single parents (including single pregnant women);
 - xiii. Long-term unemployed individuals; and
 - xiv. Other groups determined by the Department of Economic Security (DES) to have barriers to employment.
- E. The Board has the authority to decide that it is most appropriate to contract with an institution of higher learning or other eligible training provider of training services to facilitate the training of multiple individuals in- demand industry sectors or occupations.
- F. The contract does not limit consumer choice.
- G. The PBWD Board enters a pay-for-performance contract and ensures that the contract is consistent with [20 CFR § 683.510](#) (Federal Register: Workforce Innovation and Opportunity


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Act). The Board will not use more than ten percent of local funds for a pay-for-performance contracts.

- H. The Board may determine that providing training through a combination of vouchers (ITA) and contracts meets the needs of the participants. This approach may be used for placing participants in Registered Apprenticeships (RA) and other similar types of training.
- I. If a current or former military member is awarded vocational credit towards their certification or an evaluation of the military member’s Joint Service Transcript (JST), as per [Arizona Revised Statute \(A.R.S\) 15- 1898 15-1898 - Awarding of academic and vocational credits; policies; current and former military members; definitions \(azleg.gov\)](#), the Board will work with community college and university partners to determine the appropriate point of contact and steps the veteran will need to take to have his/her JST evaluated by the community college or university.
 - i. The Board will develop local policies and coordinate with the community colleges and universities to determine the correct amount of the individual ITA after it is determined that a veteran will receive academic or vocational credit based on his/her skills, knowledge, and competencies acquired during military service. The cost of the program may be less than the total program cost listed on the ETPL.
 - ii. The Board will have an agreement on file with the community college or university that details any amount initially paid by the PBWD Board using WIOA Title I-B funds and indicating that the PBWD Board will be reimbursed if, later, it is determined that the veteran will receive academic or vocational credits for his/her knowledge, and competencies acquired during military service.

8. TECHNOLOGY-BASED TRAINING

- A. Technology-based training (on-line learning) Training Providers must meet the following requirements in addition to those previously mentioned:
 - i. Be licensed to provide training in Arizona or be included on the ETPL of a state with which Arizona has a reciprocal agreement, along with proof of licensure within that state. This does not apply to third party Providers;
 - ii. Have a mechanism for tracking and reporting student participation in the training program;
 - iii. Have a mechanism for student interaction with an instructor or instructors;
 - iv. Ensure periodic assessment of each student;
 - v. Policy in place describing the responsibilities of the Training Provider and participant in the distance learning experience; and
 - vi. Provide the ARIZONA@WORK City of Phoenix Career Advisors and contractor staff with student progress reports, certificates of completion, and the industry recognized credential.


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9. SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS)

A. ETPL Training Providers may partner with third party Training Providers under the following circumstances:

- i. ETPL Training Provider must disclose the program is offered through a third-party Training Provider and identify the name of the third party in the Program Synopsis in AJC;
- ii. All third-party Training Providers must be licensed for post-secondary training by the appropriate state or federal agency as required;
- iii. Out-of-state third party Training Providers must be on that state’s ETPL;
- iv. ETPL Training Provider ensures that third party Training Providers comply with all WIOA and ETPL requirements and make information available during monitoring;
- v. Credential received by a participant’s successful completion of the program must be issued by the Arizona ETPL Training Provider and display that Provider’s name, not the third-party Provider;
- vi. ETPL Provider is responsible for collecting initial and subsequent program performance data and entering the data into AJC in the timeframes as specified by DES and / or the PBWD Board;
- vii. Third party Providers will assist the ETPL Provider in collecting and submitting performance data;
- viii. ETPL Provider must provide participants and third-party Providers a description of the responsibilities related to the program of the ETPL Provider, third party Provider and participant;
- ix. ETPL Providers must verify and provide the following when partnering with third party Training Providers:
 - school’s license;
 - liability insurance;
 - performance data instructor qualification requirements; and
 - testimonials of other schools that subcontract with the Provider (minimum of two).
- x. ETPL Training Providers must make information on the third-party vetting process available for review by the State and Local ETPL Coordinators during monitoring activities; and
- xi. ETPL Training Providers cannot partner with third party Providers located outside of the U.S.

10. RECIPROCAL AGREEMENTS

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Arizona currently has reciprocal agreements with several other states. As a result, ARIZONA@WORK City of Phoenix customers have access to other training programs through these states’ ETPL systems if a comparable training program is not available on Arizona’s ETPL. Currently the states that have established reciprocal agreements are Nevada, Utah, Montana, and Missouri.


Out-of State Training providers from reciprocal states interested in the Arizona ETPL should comply with the following:

- A. Must adhere to the expectations of the Workforce Arizona Council and the local area ETPL policy to which they are assigned.
- B. Must have their training programs listed on their home state ETPL for programs to be considered for inclusion, proof status, and include the home state ETPL Coordinator contact information.
- C. If an out-of-state training provider loses eligibility in their home state, they must report this information and they will be removed from the Arizona ETPL.
- D. Will be responsible for submitting performance data based on any trainings that occurred by Arizona-based customer.

11. DENIAL OR REMOVAL OF TRAINING PROVIDERS AND PROGRAMS:

The decision to deny or remove a Training Provider from the statewide list is a serious one. The Board and DES will agree about non-placement or removal. When a training program decision is reached, the denial or request for removal of a training program is sent to the Training Provider and the DES ETPL Program manager. When a training provider or program is denied for any reason other than lack of documentation or information, the training provider must wait a minimum of two years to reapply. The application to the ETPL will be evaluated by the ARIZONA@WORK City of Phoenix ETPL Coordinator and the Board.

- A. A Training Provider can be removed from the ETPL for the following reasons:
 - i. The application is not complete or not submitted within an appropriate time frame issued.
 - ii. Training provider has no active training programs listed on the ETPL.
 - iii. Training Provider is out of compliance with the Act, regulations, or any agreement executed under WIOA.
 - iv. Training provider makes false claims to perspective participants about costs or WIOA eligibility.
 - v. Training Provider is not accredited, licensed, or certified by the proper agency overseeing training by the organization or loses its accreditation, license, or certifications.
 - vi. It is determined that the Training Provider intentionally supplied inaccurate information.
 - vii. The Training Provider substantially violated any requirement under WIOA.

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- viii. The Training Provider misrepresented WIOA or ARIZONA@WORK City of Phoenix in any capacity.
- ix. Violation of the ARIZONA@WORK City of Phoenix Code of Conduct.
- B. A training Program must be removed from the ETPL for the following reasons:
 - i. The AZ DES or PBWD Board has determined the Training Provider supplied inaccurate information.
 - ii. The training program no longer meets the WIOA definition of training services.
 - iii. The training program does not meet minimum performance standards.
 - iv. Violation of ARIZONA@WORK City of Phoenix Code of Conduct.
 - v. No WIOA participants have been enrolled in the program for a period of two years.

12. MONITORING TRAINING PROVIDERS:


ARIZONA@WORK City of Phoenix will monitor a minimum of 15% of approved training programs every program year. In addition to the performance measures, monitoring includes verification of the information in AJC, compliance with items on the training provider assurances, verifications of licenses, accreditations, and certificates of liability insurance, along with a random selection of programs to be reviewed. Quality Assurance Integrity Administration, in collaboration with DES ETPL Coordinator, will monitor training providers every year, ARIZONA@WORK City of Phoenix will be monitored every two years for compliance.

11. TRAINING PROVIDER APPEALS

Board staff shall inform DES in writing of their request for removal of an eligible training provider/program and include the reason for removal. The Board shall inform the training provider in writing; including the reason for removal. Training providers have a right to appeal any DES or Board decision or action that has an adverse effect on the organization. Appeal regarding the eligibility of a training provider or program for the local ETPL must be filed with ARIZONA@WORK City of Phoenix within 45 days. The ARIZONA@WORK City of Phoenix appeals policy for training providers includes an information resolution process and an opportunity for a hearing. The process for removing a training provider is detailed in the DES and ARIZONA@WORK City of Phoenix standard of work document.

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All

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other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION
ATTACHMENT A – Eligible Training Provider Code of Conduct