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ARIZONA@WORK City of Phoenix Eligible Training Provider Code of Conduct

Mission Statement

The mission of the ARIZONA@WORK City of Phoenix eligible training provider list is to empower job seekers by offering access to training programs that lead to industry-recognized credentials and meaningful employment opportunities.

Introduction

This Code of Conduct outlines the principles, standards, and expectations that guide our behavior and interactions within the City of Phoenix, Workforce Innovation Opportunity Act (WIOA) participants, and the Eligible Training Providers (ETP). It serves as a framework to promote integrity, respect, and accountability in all our actions. By adhering to these expectations, we aim to foster a safe, inclusive, and ethical environment for everyone. This Code is not intended to cover every possible situation but provides a foundation for ethical decision-making and responsible conduct.

Professional Behavior Expectations

Training providers serve as trusted partners in Arizona's workforce system and are expected to demonstrate professionalism in every aspect of their operation, particularly in how they treat WIOA participants and collaborate with WIOA staff. Key expectations include:

1. Respectful, Ethical Interactions

- Treat all students, ARIZONA@WORK staff, and partners with courtesy, respect, and impartiality during all interactions
- Avoid discriminatory language, biased treatment, or dismissive behavior, especially toward individuals with barriers to employment.
- Accept full responsibility for all actions, decisions, and obligations related to participation on the ETPL, without deflecting blame or accountability.

2. Dependability and Punctuality

- Begin and end classes on time, as scheduled.
- Notify students and workforce staff immediately of any changes to course schedules, instructors, or delivery format.
- Honor all reporting deadlines, meetings, and program obligations with WIOA staff.

Communication with WIOA Participants

1. Clear, Honest Information

Provide participants with full disclosure about:

- Program objectives and requirements

- Tuition and fees
- Course schedules and attendance policies
- Credentials earned upon completion
- Expected job opportunities
- Avoid overpromising or inflating outcomes to encourage enrollment.

2. Responsive and Supportive

- Respond to student questions, concerns, or needs in a timely, respectful, and thorough manner.
- Offer individualized attention when appropriate, especially for students requiring academic support or accommodations.
- Provide a clearly explained grievance procedure with multiple contact options.

3. Confidentiality

- Protect all personally identifiable information (PII) in compliance with FERPA, WIOA regulations, and Arizona state privacy laws.

Communication with ARIZONA@WORK and WIOA Staff

1. Collaborative and Transparent

Treat workforce development professionals as partners. Share information that supports participant success, such as:

- Attendance issues
- Withdrawals or dropouts
- Early alerts on performance issues
- Notify staff promptly of any concerns or disruptions affecting WIOA participants.
- Work collaboratively with ETPL Coordinator and ARIZONA@WORK staff/partners to achieve performance goals
- Communicate with ETPL Coordinator regarding technical assistance and data performance questions
- Address conflicts professionally, seek to understand, focus on solutions, and resolve issues respectfully

2. Proactive Reporting

- Submit required reports (e.g., performance outcomes, completions, credentials) accurately and on time.
- Maintain openness to questions, audits, or reviews by state or local agencies.

3. Professional Boundaries

- Refrain from lobbying or pressuring WIOA staff for referrals or participant enrollments.
- Avoid any personal, financial, or inappropriate relationships that could suggest favoritism or undermine public trust.
- Comply with ETPL policies set forth by State and the City of Phoenix
- Report any forms of disrespect towards training provider staff
- Value diversity and respect the opinions and beliefs of all parties involved with ETP services

Training Provider Prohibitions

- Training Providers must not guarantee eligibility or assure enrollment, but may provide general information about WIOA and ARIZONA@WORK services
- Training providers must not withhold services or credentials to the participant for delayed payment for training services
- Demonstrate any form of unethical behavior
- Training providers may not divert from ARIZONA@WORK branding
- Not engage in discrimination, harassment, or bullying behavior

Complaints and Unprofessional Behavior

The Phoenix Business Workforce Development Board will track participant complaints related to training providers on the ETPL and forward copies of complaints to ETPL Coordinator for review. Board staff will review and address any unprofessional or unethical behaviors. Failure to resolve complaints or patterns of unprofessional conduct may result in removal from the ETPL, or other corrective action as determined by the City of Phoenix.

ETPL Policies and Procedures

To remain on the City of Phoenix's ETPL, a training provider must adhere to the roles and responsibilities, qualifications, and continued eligibility requirements assigned by the Workforce Arizona Council and the State ETPL Coordinator for training providers.

In agreement with the [DES WIOA policy](#), training providers must adhere to the City of Phoenix Local Workforce Development Area (LWDA) policy for eligible training providers. All the City of Phoenix LWDA policies and procedures can be found here [Policies | ARIZONA@WORK \(arizonaatwork.com\)](#)

The focus of the City of Phoenix Eligible Training Provider List (ETPL) is to align with:

- [Workforce Innovation and Opportunity Act \(WIOA\) of 2014](#);
- [Training and Employment Guidance Letter \(TEGL\) 8-19](#): WIOA Title I Training Provider Eligibility and State List of ETP's and Programs;
- [Training and Employment Guidance Letter \(TEGL\) 3-18](#);
- [Workforce Arizona Council Eligible Training Provider List Policy](#);

ARIZONA@WORK City of Phoenix Target Industry Sectors

ARIZONA@WORK City of Phoenix will give priority consideration to programs that lead to post-secondary credentials that align with the targeted industry sectors of focus as determined every two years by the Phoenix Business and Workforce Development Board and updated in the City of

Phoenix Local Workforce Development Area Plan every two years. A copy of the City of Phoenix Local Workforce Development Area Plan be found [here](#)

Target Industry Sectors
<ul style="list-style-type: none">• Professional Services – positions in administrative support, customer contact center/customer service, finance, accounting, banking, insurance, business management
<ul style="list-style-type: none">• Construction – positions in trades, apprenticeships, electrical, plumbing, HVAC, pipefitting, sheet metal
<ul style="list-style-type: none">• Healthcare – positions in all areas of allied health, healthcare practitioners, pharmacy, physical therapy, health technologists, biomedical, laboratory, research
<ul style="list-style-type: none">• Manufacturing – positions in computer-assisted drafting, machining, production technology, installation and repair, maintenance workers, machinery, fabrication
<ul style="list-style-type: none">• Information Technology positions in software development, cybersecurity, networking, engineering

Standard of Work (ETPL Complaints and Concerns) provides detailed explanation of the complaint process.

Resources

ARIZONA@WORK Training Provider Registration instructions- [AZ Job Connection - AZ Job Connection](#)

Attachment- **ARIZONA@WORK website-** <https://arizonaatwork.com/locations/city-phoenix/eligible-training-providers>

Acknowledgment of ETPL Policy and Code of Conduct

By signing below, I acknowledge that I have received, read, understood, and agree to comply with all guidelines, responsibilities, and expectations set forth therein. I further affirm that all staff associated with our organization are informed of and adhere to these standards.

I _____ (insert name & Training Provider) acknowledge receipt of the City of Phoenix ETPL Policy and Code of Conduct on _____. I have reviewed and understand its contents and agree to comply with the guidelines outlined within. Any questions or concerns regarding the policy will be directed to the City of Phoenix ETPL Coordinator.