	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input checked="" type="checkbox"/> Procedure <i>Function:</i> Governance	Page 1 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

### 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 (PBWD) 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 PBWD Board to create an effective list eligible training provider that promotes informed customer choice and performance accountability.

### III. BACKGROUND


WIOA requires the AZ 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](http://www.azjobconnection.gov) (AJC), Arizona's case management and reporting system.

ARIZONA@WORK City of Phoenix staff ensure customers in need of training are equipped with the skills and qualifications required to successfully complete WIOA funded training. Only approved Training Providers on the ETPL may be used for WIOA-funded training. On-the Job Training (OJT), Incumbent Worker Training (IWT) and Customized Training are exempt from the ETPL 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. **The AZ DES governs the registered apprenticeships programs.**

### IV. DEFINITIONS

**Industry Recognized Credential:** Industry-recognized credentials are those that reflect the specific competencies needed for a given industry or occupational area.

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 2 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

**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 Registered Apprenticeship is a proven model of apprenticeship that has been validated by the Department of Labor and/or by the AZ DES.

## V. POLICY

### 1. ETPL ROLES & RESPONSIBILITIES

#### A. Role of AZ DES, the designated State agency for administration of WIOA:


- a. Establish criteria for initial eligibility and performance standards for subsequent eligibility.
- b. Develop and maintain the ETPL throughout Arizona.
- c. Review training provider applications and programs approved by the local areas; place those approved on the ETPL within 30 calendar days.
- d. Notify training providers and local areas of training provider and program denials made by the State.
- e. In consultation with the local area, verify program performance and remove those failing to meet performance.
- f. Take appropriate action against ETPL Training Providers intentionally providing inaccurate information or violating WIOA requirements.

*Refer to the AZ DES ETPL Policy for details:*

[https://des.az.gov/sites/default/files/media/etpl\\_policy\\_final10\\_3\\_16.pdf?time=1629731444211](https://des.az.gov/sites/default/files/media/etpl_policy_final10_3_16.pdf?time=1629731444211)


#### B. Role of ARIZONA@WORK City of Phoenix:

1. Ensure the ETPL is distributed and used properly through the local area.
2. Assist the AZ DES with determining the initial eligibility of training providers.
3. Coordinate with the AZ DES to ensure that approved training programs are placed on the state ETPL in a timely manner.
4. Monitor the ETPL training providers for compliance issues and to ensure performance data requirements are met.

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 3 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

5. Review initial training programs for eligibility at the local level.
6. Research and collect cost and program information related to programs from training providers.
7. Implement the AZ DES procedures used to determine continued eligibility of all programs listed on the ETPL.
8. Evaluate the training provider performance data during the subsequent review to ensure the data meets the minimum performance qualifications.
9. Consult with the AZ DES regarding the termination of an eligible training provider.
10. Initiate the removal of training programs that do not meet performance data standards and that are not in compliance with the ETPL requirements of the WIOA.
11. Notify the training providers and the AZ DES ETPL Coordinator regarding the denial of training programs at the local level (LWDA).
12. Works with the State of Arizona (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:
  - a. Knowledge of assisting individuals with disabilities
  - b. Knowledge of adult education and literacy activities
13. Provide the eligible training providers an opportunity to appeal a denial and a termination of a training program that includes the following:
  - a. Opportunity for a hearing at the local level;
  - b. A timely decision; and
  - c. A right to appeal the decision.

- C. Role of Training Providers: Training Providers who apply to have their programs listed on the ETPL:
- a. Fully complete the on-line [Arizona Job Connection](#) (AJC) application for the appropriate local workforce development area.
  - b. Submit the **Training Provider Assurances** (WIO-1040A) form to the AZ DES ETPL Coordinator.
  - c. Provide documentation as requested by the AZ DES and local area.
  - d. Submit initial and subsequent performance information.

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input checked="" type="checkbox"/> Procedure <i>Function:</i> Governance	Page 4 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- e. Collect information on all students attending a training program for WIOA annual reports to the U.S. Department of Labor.
- f. Update changes to provider and program information in AJC. It is the responsibility of the training provider to ensure program information is accurate and updated at all times through regular review of what is published.
- g. Provide progress reports on WIOA training participants; including copies of credentials received by WIOA participants to Career Advisors and contractor staff as requested.
- h. Notify the AZ DES and the local area of changes in ETPL contact, a school move, sale, or closure.


## 2. ELIGIBLE TRAINING PROVIDER LIST REQUIREMENTS

### 1. AZ DES approves 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
- 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](http://www.azppse.state.az.us)

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input checked="" type="checkbox"/> Procedure <i>Function:</i> Governance	Page 5 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- d. 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.
- e. 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.
- f. Be a legal entity authorized to conduct business in Arizona.
- g. 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 5. Training Program Performance Requirements.
- h. Have a written and published refund policy. A policy stating no refunds is not acceptable.
- i. 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.
- j. Have a written and published student grievance policy that provides the process for filing a complaint with the training provider.
- k. Comply with non-discrimination and equal opportunity provisions of all Federal and State applicable laws:
  - a. Section 188 of the Workforce Investment Act of 1998;
  - b. Section 188 of the Workforce Innovation and Opportunity Act of 2014;
  - c. 29 CFR 37, Title VI of the Civil Rights Act of 1964;
  - d. Age Discrimination Act of 1998;
  - e. Sections 504 and 508 of the Rehabilitation Act of 1973;
  - f. Title IX of the Education Amendments of 1972;
  - g. Title II Subpart A of the Americans with Disabilities Act of 1990; and

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 6 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	


h. The Genetic Information Nondiscrimination Act of 2008.

- l. Training Providers that have been debarred by any state or by the federal government are not eligible to be on the ETPL.
- m. 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](#) .
- n. Training Providers must have the ability to:
  - a. Offer programs that lead to recognized postsecondary credentials;
  - b. Meet the needs of local employers and participants;
  - c. Serve individuals with barriers to employment; and
  - d. Serve individuals who are employed.
- o. Training Providers must offer training programs that are:
  - 1) Job driven training programs.
  - 2) Aligned with industry sector strategies and career pathways; and/or
  - 3) Related to ARIZONA@WORK City of Phoenix Targeted Industry Sectors:
    - Healthcare
    - Construction
    - Advanced Business Services
    - Information Technology
    - Manufacturing

### 3. INITIAL TRAINING PROGRAM ELIGIBILITY AND APPROVAL PROCESS

#### 1. Initial Program Criteria

- a. Completeness of ETPL application in AJC.
- b. **Credential attainment Rate** (Percentage of students in a class that obtained the credential associated with the coursework) data provided for initial eligibility (**must be at least 50%**).


	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 7 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- c. Training provider must complete the **Program Synopsis Template** and return it in Word format to the local area ETPL Coordinator.
- d. Training provider must complete the **Training Program Credential Checklist** (ATTACHMENT F) and return it in PDF format to the local area ETPL Coordinator.
- e. Occupational demand in the local workforce area must show a least 5% growth projection.

#### 4. SUBSEQUENT TRAINING PROGRAM ELGIBILITY PROCESS

##### 1. Subsequent Program Criteria

- a. All ETPL programs will be reviewed one year after initial approval and then bi-annually for subsequent approval.
- b. The training provider will need to develop a method for collecting student performance and reporting data including the following:
  - i. Develop a method for identifying participants to contact for follow-up;
  - ii. Develop a uniform way to conduct follow-up;
  - iii. Conduct follow-up as close to the reference period as possible;
  - iv. Train staff to conduct follow-up;
  - v. Implement procedures to improve quantity and quality of participant responses; and
  - vi. Create a database and procedures for supplemental wage information reporting.
- c. Performance and reporting data include **all** students in a training program, not just WIOA students.
- d. Comply with reporting timeframes (July 1 – June 30).
- e. Additional Criteria for ETPL subsequent approvals:
  - i. Program has been attended by WIOA participants in the last two years;
  - ii. Program synopsis on the Arizona Job Connection website must be accurate and updated as needed; and

	<b>Effective Date:</b> 7/14/2022	<b>Type:</b> X Policy <input type="checkbox"/> Procedure <b>Function:</b> Governance	Page 8 of 17
	<b>Revised Date:</b> 7/14/2022	<b>Section # &amp; Title:</b> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<b>Date Approved:</b> 7/14/2022	<b>Subject # &amp; Title:</b> .908 Eligible Training Provider List	

- iii. Occupation continues to show at least 5% growth.

### 5. TRAINING PROGRAM PERFORMANCE REQUIREMENTS


The WIOA performance requirements for **initial** training program eligibility are described in the table below.

<b>WIOA Performance Measures</b>	
<i>ETPL Performance outcomes must include <u>all</u> students (WIOA and Non-WIOA) enrolled in a training program.</i>	
<b>Initial Training Program Eligibility</b>	
1.	Submit a completed application on the <a href="#">Arizona Job Connection</a> website and meet all state and local criteria.
2.	The credential attainment rate for the training program must be equal to or greater than 50%.
3.	Provide correct training program information on the Arizona Job Connection website
4.	Occupational demand demonstrates at least a 5% growth projection rate.

The WIOA performance requirements for subsequent training program eligibility is described in the table below.

<b>WIOA Performance Measures</b>	
<i>ETPL Performance outcomes must include <u>all</u> students (WIOA and Non-WIOA) enrolled in a training program.</i>	
<b>Subsequent Training Program Eligibility</b>	
1.	The employment rate during the second quarter (six months) after exit must be equal to or greater than 50%.
2.	The employment rate during the fourth quarter (one year) after exit must be equal to or greater than 65%.
3.	The median earnings of program participants who are in unsubsidized employment during the second quarter (six months) after exit from the program must be equal to or greater than the 70% level of the <a href="#">Lower Living Standard Income Level (LLSIL)</a> for a family of one for the current year for the specific LWDA.
4.	Training Program completion rate must be equal to or greater than 50%.
5.	The credential attainment rate must be equal to or greater than 50%.
6.	Occupational demand continues to demonstrate at least a 5% growth projection rate.



	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 9 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

7.	Training Program has been attended by WIOA participants in the last two years.
8.	Training Program information is accurate on the Arizona Job Connection website.


## 6. APPROVAL TIME LIMITS

The time limits for initial ETPL approval include:

1. The training provider has 30 calendar days to submit a completed training provider application, submit all documents, and forms requested by the State ETPL Coordinator. **Incomplete ETPL applications will be deleted after 30 calendar days.**
2. Once the application in AJC is complete, the State ETPL Coordinator must make an eligibility decision within 30 calendar days of the receipt of a complete application. During the 30 calendar days the State ETPL Coordinator may consult with the local area ETPL Coordinator, regarding local criteria, sector strategies and demand for the training.
3. Once the training provider has been approved as a provider, then the training provider must submit at least one training program for approval to complete the application process. The training provider has 15 calendar days to supply additional information as requested by the local area ETPL Coordinator for training program approval.
4. The local area ETPL Coordinator has 30 calendar days to approve or deny the training program after receipt of the completed documents from the training provider.
5. **Incomplete programs will be denied after 30 calendar days.**
6. Once the local area ETPL Coordinator approves the training program, the State ETPL Coordinator has 30 calendar days to provide final training program approval or denial. If the State ETPL Coordinator approves the training program, it is added to the Arizona ETPL.
7. For **continued eligibility**, a training provider has 30-days to respond to LWDA and upload the performance data in the Arizona Job Connection. If there is no response and the data is not uploaded within 30-days, the program will be denied at subsequent level.

## 7. PAYMENT AND ENROLLMENT PROCESS


Payment and enrollment instructions for City of Phoenix eligible training providers:

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 10 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

1. A training provider assisting a potential student who has **not yet enrolled** or participated in the WIOA program will refer the candidate to ARIZONA@WORK City of Phoenix using the information located in ATTACHMENT E- ARIZONA@WORK Job Center Referral Instructions.
2. For a student interested in a training program who is **already enrolled** and actively participating in the WIOA program, the training provider must submit a proposal using these instructions:
  - a. Provide the Career Advisor with a proposal on the school's letterhead via email, to include:
    - i. Name of student;
    - ii. Name of program;
    - iii. Proposed start and end date of training;
    - iv. Must have a start date 10 days or more from the date the proposal is being provided;
    - v. Cost of tuition and other cost items (ensure cost aligns with information in AJC); and
    - vi. Training provider's contact information.
3. Once the training proposal is received, the ARIZONA@WORK City of Phoenix Career Advisor will complete a training packet and submit for management approval.
4. If/once the training is approved, the Career Advisor will provide the training provider with a signed/approved training voucher prior to the start date of training.
5. Training providers will provide the Career Advisor with monthly updates of the students' progress and a copy of the training certification at completion of the coursework.
6. If the student is required to pass an exam related to their coursework in order to achieve the credential, a copy of the credential must be submitted to the Career Advisor.
7. Submitting invoices to ARIZONA@WORK City of Phoenix for reimbursement must include:
  - a. Original invoice (not a copy);
  - b. A unique invoice number;
  - c. Reference Authorization Number provided by ARIZONA@WORK City of Phoenix;
  - d. Reference Participant Name and Participant ID;
  - e. All Invoices will be paid 30 days from invoice date on a percentage of completion basis; and
  - f. Submit invoice to one of the following (this information can also be found on the voucher):

**E-MAIL INVOICE TO:**

**MAIL INVOICE TO:**

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 11 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

[hsd.Invoices@phoenix.gov](mailto:hsd.Invoices@phoenix.gov)

**Subject Line:** Fiscal Section, HSD

Phone (602) 262-6776

City of Phoenix, Human Services Department

200 W. Washington St., 19<sup>th</sup> Floor

Phoenix, AZ 85003

## 8. MARKETING AND OUTREACH

### 1. Local Area Recruitment of training providers:

The ARIZONA@WORK City of Phoenix local area ETPL Coordinator will use outreach activities to recruit training providers with programs that are in targeted industry sectors and are aligned with the PBWD Board Strategic and Local Plans. Outreach responsibilities include:

- a. Work with businesses and training providers to ensure training providers offer high quality programs that result in federally recognized and locally recognized credentials, employment, or measurable skill gains.
- b. Coordinate with other local areas to develop an inclusive, but not duplicative, process for soliciting training provider applications.

### 2. Training Provider Recruitment of Potential Students:


Training Provider must **not**:

- a. Tell students that they will be eligible for training services or WIOA funds to attend the training program;
- b. Promote the training program as free through ARIZONA@WORK City of Phoenix; and
- c. Claim that a share of training costs is covered by ARIZONA@WORK City of Phoenix.


## 9. DIRECT TRAINING CONTRACTS WITH THE LWDB

Contracts for training services may be used only when the PBWD 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:


1. The training services provided are OJT, IWT, Customized Training.
  - a. The [PBWD Board Local Plan](#) must describe the process to be used in selecting providers under a contract for services.

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 12 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- b. The determination process must include a public comment period of at least 30 calendar days for interested providers.
  2. The PBWD 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.
  3. The PBWD 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 program's alignment with workforce investment needs, to be identified in the Local Plan.
  - c. 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;

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 13 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- 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.
4. The PBWD 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.
  5. The contract does not limit consumer choice.
  6. 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 Act](#) ). The PBWD Board will not use more than ten percent of local funds for a pay-for-performance contracts.
  7. The PBWD 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.
  8. 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 PBWD 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.
    - a. The PBWD 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

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page <b>14</b> of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

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.


- b. The PBWD 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.

## 10. TECHNOLOGY-BASED TRAINING

1. Technology-based training (on-line learning) Training Providers must meet the following requirements in addition to those previously mentioned:
  - b. 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;
  - c. Have a mechanism for tracking and reporting student participation in the training program;
  - d. Have a mechanism for student interaction with an instructor or instructors;
  - e. Ensure periodic assessment of each student;
  - f. Policy in place describing the responsibilities of the Training Provider and participant in the distance learning experience; and
  - g. Provide the ARIZONA@WORK City of Phoenix Career Advisors and contractor staff with student progress reports, certificates of completion, and the industry recognized credential.

## 11. SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS)


1. ETPL Training Providers may partner with third party Training Providers under the following circumstances:
  - a. 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;

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 15 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- b. All third-party Training Providers must be licensed for post-secondary training by the appropriate state or federal agency as required;
- c. Out of state third party Training Providers must be on that state’s ETPL;
- d. ETPL Training Provider ensures that third party Training Providers comply with all WIOA and ETPL requirements and make information available during monitoring;
- e. 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;
- f. 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;
- g. Third party Providers will assist the ETPL Provider in collecting and submitting performance data;
- h. 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;
- i. ETPL Providers must verify and provide the following when partnering with third party Training Providers:
  - i. school’s license;
  - ii. liability insurance;
  - iii. performance data instructor qualification requirements; and
  - iv. testimonials of other schools that subcontract with the Provider (minimum of two).
- j. 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
- k. ETPL Training Providers cannot partner with third party Providers located outside of the U.S.

## 12. RECIPROCAL AGREEMENTS

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 **New Mexico, Nevada, Utah, Montana, and Missouri.**

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 16 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

### 13. 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 PBWD Board and the AZ DES will agree about non-placement or removal. The denial of a training program is sent to the Training Provider by email. When a training provider or program is denied for any reason other than lack of documentation or information, the training provider must wait six months to reapply.


1. A Training **Provider** or program may be denied **initial** eligibility for the following reasons:

- a. The application is not complete or not submitted within an appropriate time frame.
- b. Programs from Providers that do not submit required documentation within 30 calendar days of request will be removed.
- c. The program does not meet the definition of WIOA training services.
- d. Performance data is not included with the application or does not meet the minimum performance standard.
- e. Training program does not support the demand occupations for ARIZONA@WORK City of Phoenix.
- f. The Training Provider is out of compliance with the Act, regulations, or any agreement executed under WIOA.
- g. The Training Provider is not accredited, licensed, or certified by the proper agency overseeing training by the organization or loses its accreditation, license, or certifications.
- h. It is determined that the Training Provider intentionally supplied inaccurate information.
- i. The Training Provider substantially violated any requirement under WIOA.
- j. The Training Provider misrepresented WIOA or ARIZONA@WORK City of Phoenix in any capacity.

2. A training **Program** must be removed from the ETPL for the following reasons:

- a. The AZ DES or PBWD Board has determined the Training Provider supplied inaccurate information.
- b. The training program no longer meets the WIOA definition of training services.
- c. The training program does not meet minimum performance standards.



	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 17 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- i. The LWDA will review the occupation related to the program and issue a waiver for one year if the occupation meets the LWDA occupational growth percentage rate of 5%.
- d. No WIOA participants have been enrolled in the program for a period of two years.
- e. The occupation is no longer in demand for ARIZONA@WORK City of Phoenix.

3. A Training **Provider** must be removed from the ETPL for the following reasons:


- a. All the Training Provider’s programs have been removed.
- b. The Training Provider has not maintained required licenses and liability insurance or is found to be noncompliant with the Training Provider Assurances.
- c. The Training Provider is out of compliance with the Act, regulations, or any agreement executed under WIOA.
- d. The Training Provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility.

**14. MONITORING TRAINING PROVIDERS:**

ARIZONA@WORK City of Phoenix will monitor approved Training Providers at least every two years. 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. The State ETPL Coordinator will monitor ARIZONA@WORK City of Phoenix for compliance with the ETPL policy.


**15. WIOA PARTICIPANT COMPLAINTS AND CONCERNS**

The PBWD Board will track participant complaints related to training providers on the ETPL and forward copies of complaints to the State ETPL Coordinator. Please refer to ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns) for a detailed explanation of the complaint process.

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 18 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

## 16. TRAINING PROVIDER GRIEVANCES AND APPEALS

1. Training providers have a right to appeal any DES or PBWD Board decision or action that has as an adverse effect on the organization. An adverse action resulting from a uniform change in federal or state law is not appealable unless the law was misapplied to the person or entity seeking the hearing. Appeals regarding the eligibility of a training provider are to be filed with AZ DES. All other appeals are filed with ARIZONA@WORK City of Phoenix regardless of which entity denied eligibility. The ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns) will be followed.
  - a. The training provider must file a complaint.
  - b. The PBWD Board will conduct a fact-finding investigation.
  - c. The PBWD Board has ten calendar days to respond to the training provider’s complaint with a written response (email or a paper letter).
  - d. If a resolution is not found, the PBWD Board will hold an informal conference with the training provider.
  - e. A non-resolution at the informal conference will result in a local hearing with the training provider and the PBWD Board.
  - f. The PBWD Board will hold the hearing 30 calendar days from the informal conference.
  - g. Provide the training provider with a 10-day calendar notice of the hearing including the following:
    - I. The date, time, and place of the hearing;
    - II. A statement of the complaint;
    - III. The name, address, and telephone number of the contact person issuing the notice;
    - IV. A statement of hearing procedures; and
    - V. Relevant documents, including those submitted by the training provider.
  - h. A written decision will be issued to the training provider within 60-days of the hearing including the following:
    - I. The names of the parties;
    - II. A statement of the alleged violation or violations;
    - III. A statement of facts;

	<i>Effective Date:</i> 7/14/2022	<i>Type:</i> X Policy <input type="checkbox"/> Procedure <i>Function:</i> Governance	Page 19 of 17
	<i>Revised Date:</i> 7/14/2022	<i>Section # &amp; Title:</i> 900 Governance	
<b>Phoenix Business and Workforce Development Board</b>	<i>Date Approved:</i> 7/14/2022	<i>Subject # &amp; Title:</i> .908 Eligible Training Provider List	

- IV. A statement of decisions and reason for the decision;
- V. A statement of corrective actions or remedies if any to be taken; and
- VI. A notice of the right to appeal and instruction on how to appeal at the state level [etpl\\_policy\\_final10\\_3\\_16.pdf \(az.gov\)](#) Section 615 (.04).

#### 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 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

1. ATTACHMENT A – Standard of Work (Eligible Training Provider List (ETPL) Complaints and Concerns)
2. ATTACHMENT B – Training Program Synopsis Template
3. ATTACHMENT C - Eligible Training Provider Code of Conduct
4. ATTACHMENT D - Arizona Job Connection (AJC) Registration Instructions
5. ATTACHMENT E - ARIZONA@WORK Job Center Referral Instructions
6. ATTACHMENT F – Training Program Credential Checklist

Process Name – Eligible Training Provider List (ETPL) Complaints and Concerns

Date: 12/07/20  
Revised Date: 03/03/21

**Purpose** – WIOA participants often share concerns or complaints involving their training experience with their Career Advisors. Below are the procedures to be followed when addressing concerns brought to your attention.

Step (1, 2, 3...)	Process Step (list of the critical process steps)	Dialogue (clear and simple descriptions, appropriate level of detail for the task)
1	<b>If complaint is identified as an EEO complaint, follow EEO steps. If not applicable go to step 2.</b>	If the concern/complaint identified is of a <b>discriminatory nature</b> , notify the ETPL Coordinator immediately and follow the steps identified in the Equal Employment Opportunity (EEO) document shared with the participant. Please also review the <a href="#">ARIZONA@WORK City of Phoenix Non-Discrimination Policy</a> and <a href="#">Equal Opportunity Policy in this occurrence</a> .
2	<b>Identify the nature and severity of the complaint</b>	Assess the nature of each training related concern or complaint brought to your attention to determine the severity of the issue at hand. <i>*A Participant MUST attempt to resolve their concerns with the school in writing and share this documentation with their Career Advisor.</i>
3	<b>Contact the training provider (school) by phone to resolve the complaint on the customers behalf</b>	Many concerns are quickly and effectively resolved by phone, which is the first step that Career Advisors should take in addressing non-discriminatory matters. Please contact the training provider (school) and attempt to resolve the issues related to the complaint. <b>Document all conversations with the training provider and if the complaint was resolved.</b>
4	<b>Speak with your Supervisor</b>	The Career Advisor's supervisor should be involved in the process at this point to add additional support or provide suggestions towards resolution.
5	<b>Contact the training provider (school) by email to resolve the complaint on the customers behalf</b>	If unsuccessful in contacting the training provider (school) by phone, email is the next best method of communication in resolving concerns. Send an email to the training provider in an attempt to resolve the concern/complaint. <b>Keep copies of all email communication.</b>

6	<b>If communication with the training provider (school) does not resolve concerns, customer completes Training Feedback Form</b>	If the communication with the training provider (school) does not result in a positive outcome, the Training Feedback form should be completed by the participant and given to the Career Advisor. <b>A copy of the Training Feedback form is attached to this Standard of Work.</b>
6	<b>Submit complaint to the City of Phoenix ETPL Coordinator</b>	If the concern is still unresolved, the Career Advisors will then submit the completed Training Feedback form via email to the Eligible Training Provider List (ETPL) Coordinator Sylvia L. Hokey at <a href="mailto:sylvia.hokey@phoenix.gov">sylvia.hokey@phoenix.gov</a> . <b>Be sure to include all documentation from telephone and email communication to the ETPL Coordinator, along with the Training Feedback Form and disclose any action taken to resolve the concern/issue.</b> (This includes action taken by the participant, Career Advisor or their Supervisor) The Local ETPL Coordinator will provide notice by forwarding all complaint related materials to the State ETPL Coordinator and PBWD Board staff.
7	<b>ETPL Staff will review complaint to determine further action</b>	Training Feedback form and documentation will be reviewed by the Local ETPL Coordinator. The Local ETPL Coordinator will work with Program Managers/Career Advisors to address each concern in a timely matter. Depending on the nature of each concern, Local ETPL Coordinator may seek guidance from the State ETPL Coordinator.
8	<b>Timelines for ETPL complaint resolution</b>	Staff will work to resolve ETPL related complaints as quickly as possible and within 30 calendar days of receipt of the complaint. Action taken by the Local ETPL Coordinator may result in the removal of a training program from the ETPL and additional action may be imposed on a training provider (school) as determined by the State of Arizona ETPL Coordinator. Career Advisors will be provided progress updates throughout the investigation process until the complaint is resolved.

**\*Please note: Training Providers listed on the ETPL are required to uphold their agreement to provide training services to participants in the same manner in which they provide training services to non-WIOA participants. Career Advisors and Supervisors are encouraged to contact the Local ETPL Coordinator directly, Sylvia L. Hokey ([sylvia.hokey@phoenix.gov](mailto:sylvia.hokey@phoenix.gov)), with any training-related concerns or issues.**

**ARIZONA@WORK City of Phoenix  
Training Program Synopsis Template**

**Please submit completed form in Word format.**

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**A. Course Objective:**

Description:

Competencies to be achieved:

**A.1. If you are using a third-party training provider to deliver the training for the program, please provide the information below:**

Name of third-party training provider:

Address of third-party training provider:

Student fees associated with third-party training:

**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: (Very important, must be accurate)**

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 link to the school's refund policy):**

**I. Credentials: (Answer each question yes or no)**

- **Industry Recognized:** *Developed and offered by or endorsed by a nationally recognized industry association or organization representing a sizable portion of the industry sector; a credential that is sought or accepted by companies within the industry sector for purposes of hiring or recruitment, which may include credentials from vendors of certain products. (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:** *A credential is considered stackable when it is part of a sequence of credentials offered by the same or a different training provider. A stackable credential can be accumulated over time to build up an individual's qualifications and help them to move along a career pathway or up a career ladder to different and potentially higher paying jobs. (Part of a sequence of credentials).*

**Yes or No:**

- **Career Pathway:**
- **Portable-** *A credential is considered portable when it is recognized and accepted as verifying the qualifications of an individuals in other settings-either in other geographic areas, educational institutions, or by industries/employing companies. (Recognized in other geographical areas; by other educational institutions; or by other industries/companies).*

**Yes or No:**

- **Accredited:** *The goal of accreditation of an educational program is to ensure that the education provided by institutions of higher education meets acceptable levels of quality. The U.S. Department of Education webpage, accreditation in the United States provides lists of regional and national accrediting agencies recognized by the Secretary of Education as reliable authorities conserving the quality of education or training offered by the institutions of higher education or higher education programs they accredit. (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 within one year after exit from the training program.*



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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 provide job seekers with training programs that lead to gainful employment.

**ETPL Policies and Procedures:** The focus of the City of Phoenix Eligible Training Provider List (ETPL) is to align with the Department of Economic Security's WIOA policy for eligible training providers. The complete list of DES Title I-B policy and procedures can be found here [Title I-B Policy and Procedure Manual | Arizona Department of Economic Security \(az.gov\)](#) .

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 Arizona Department of Economic Security 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 training program must continue to meet the City of Phoenix projected occupational growth rate of 5%.

### **The ARIZONA@WORK City of Phoenix targeted industry sectors are:**

- **Advanced Business Services** – positions in administrative support, customer contact center/customer service, finance, accounting, banking, insurance
- **Construction** – positions in trades, apprenticeships, electrical, plumbing, HVAC, pipefitting, sheet metal
- **Healthcare** – positions in all areas of allied health, healthcare practitioners, pharmacy, physical therapy, health technologists, biomedical, laboratory, research
- **Manufacturing** – positions in computer-assisted drafting, machining, production technology, installation and repair, maintenance workers, machinery, fabrication
- **Information technology** positions in software development, cybersecurity, networking, engineering

***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](#).***

ARIZONA@WORK City of Phoenix ETP Staff and the eligible training providers are equally responsible for maintaining effective communication practices.

**ARIZONA@WORK City of Phoenix Eligible Training Provider Coordinator will:**

- Respond within a timely manner to the concerns from eligible training providers.
- Communicate with the eligible training providers regarding the ETPL application, initial, and subsequent process.
- Act as a liaison between DES (State of Arizona) and the eligible training providers when there are technical issues or policy questions.
- Review initial programs and subsequent data within the 30-day timeframe as instructed by DES.
- Conduct research and provide an analysis of programs listed on the City of Phoenix ETPL.

**ARIZONA@WORK City of Phoenix Eligible Training Providers will:**

- Communicate and provide updates to the ARIZONA@WORK City of Phoenix ETP Staff regarding student progress as instructed by DES (State of Arizona).
- Work to resolve student issues and questions within a timely manner.
- Remain transparent and update program information on the Arizona Job Connection.
- Communicate in a timely manner with the ETPL Coordinator.
- Provide program data, credential checklist, and program synopsis forms to ETPL coordinator within a timely manner.
- During the subsequent review period, the eligible training provider will need to upload the data into the Arizona Job Connection website within a week of notification. **(The evaluation period is the last two program years, which begins July 1st and ends June 30th the second year).**
- Communicate with the eligible training provider coordinator regarding technical issues and data performance questions.

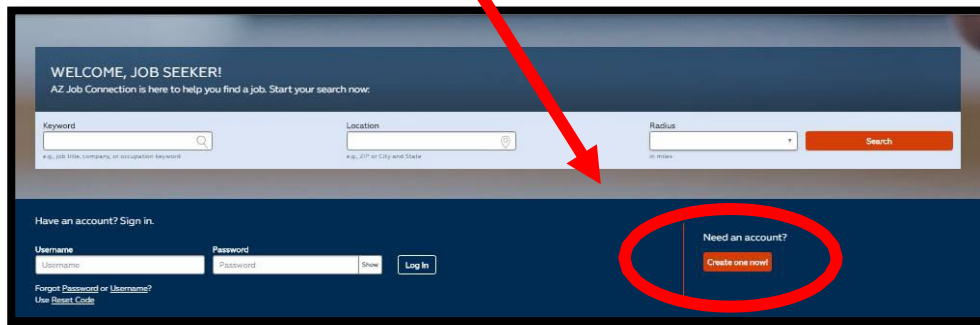


## Registering with Arizona Job Connection

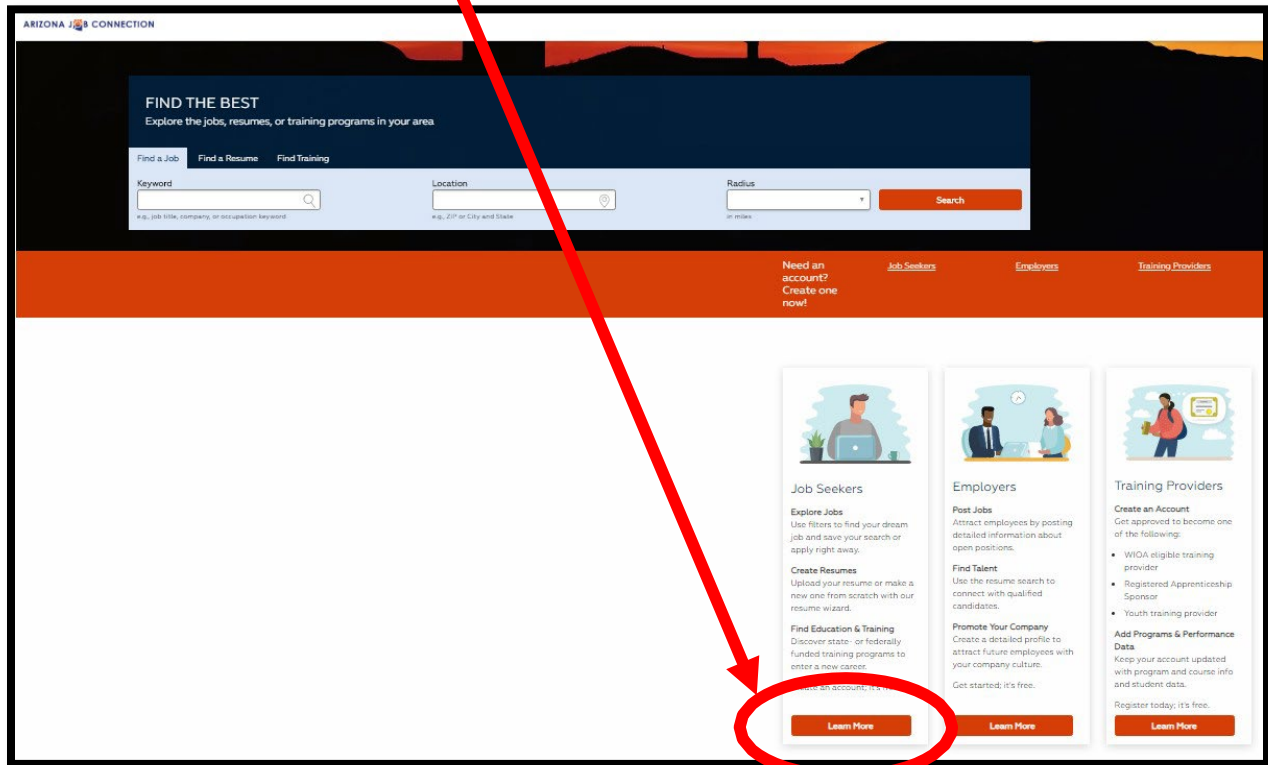
Things to know about the Arizona Job Connection (AJC) Website before you log on.

- The Arizona Job Connection can be found at: [azjobconnection.gov](http://azjobconnection.gov)
- DO NOT USE the “back button” anywhere on the AJC website.
- If you “cancel” or “decline” in any area, your registration will not be saved and you will have to start over.

1. On the new page, click on “Create One Now”



2. From the home page, click on “Learn More” under “Job Seekers”.





3. Set up your Job Seeker Account (All REQUIRED fields MUST be completed to secure your eligibility for services.)

The registration is approximately 2 pages and it will take you directly into creating a profile where you will list all of your previous work experience, education, resume, etc.

Basic registration was created automatically in AJC and meets the registration requirement for unemployment benefits. Existing accounts can reset passwords by email/text/reset code. Select 'Login/Register', 'Forgot Username/Password' and follow the prompts. For more help email [dershelpdesk@azdes.gov](mailto:dershelpdesk@azdes.gov) include the last 4 of SSN, Name, DOB, Address, Username and Phone.

**What does the AJC website offer? You'll want to check out two locations.**

1. **Job Seekers:** Here you'll be able to start looking for work that utilizes your skills and experience.
2. **Training Providers:** Here you'll be able to research training and education, some offered at no cost to you, to help move you forward into a new career.

**Did you know:**

- We offer in person and virtual meetings with Career Advisors?
- You may be eligible for no cost/low-cost training and education to further your career?
- We help with Job Leads, Job Matching and Targeted Recruitments?

Call any one of these three location phone numbers, and they'll help guide you to the correct associates that can serve you best!

**North**  
9801 N 7<sup>th</sup> Street  
Phoenix, AZ 85020  
602.861.0208

**West**  
3406 N. 51 Avenue  
Phoenix, AZ 85031  
623.245.6200

**South**  
4635 S Central Avenue  
Phoenix, AZ 85040  
602.771.0630



### REFERRALS VIA JOB CENTER EMAILS

The Training Provider will facilitate the enrollment process by having customers:

- a. Create Arizona Job Connection Account (see ATTACHMENT E-Arizona Job Connection (AJC) Registration Instructions)
- b. Complete My Next Move career assessment ( <https://www.mynextmove.org/>) and advise student/customer to save scores for initial discussion with Career Advisors
- c. Understand the partnership with ARIZONA@WORK City of Phoenix that leads to “warm hand-off”
  - i. Letting potential students know that they will be contacted by a career advisor from ARIZONA@WORK City of Phoenix to discuss program fit and eligibility
- d. Refer to job centers based on customers proximity to center by emailing job center email boxes:
  - o Email Subject Line: "Name of School" and “Name of Training Program” Referral
  - o Email Body: first name, last name, phone number and email.
    - North: [arizonaatworknorth@phoenix.gov](mailto:arizonaatworknorth@phoenix.gov)
    - West: [arizonaatworkwest@phoenix.gov](mailto:arizonaatworkwest@phoenix.gov)
    - South: [arizonaatworksouth@phoenix.gov](mailto:arizonaatworksouth@phoenix.gov)

