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## I. APPLICABILITY/SCOPE

This policy applies to all training providers delivering programs approved and funded by the Workforce Innovation and Opportunity Act (WIOA) and impacts all internal and external partners who are part of service delivery.

## II. PURPOSE

The purpose of this policy is to establish Local Workforce Development Area (LWDA) policy for inclusion, removal and performance standards for qualified Training Providers on the State Eligible Training Provider List (ETPL), as required by the Workforce Innovation and Opportunity Act (WIOA).

## III. BACKGROUND

WIOA requires the State of Arizona to maintain a list of Eligible Training Providers (ETP), whose occupational skills training qualifies for funding through the WIOA Title 1B (Adult and Dislocated Worker training services). Arizona's Eligible Training Provider List (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, Contracted Training and Customized Training are exempted from the ETPL policy.

## IV. DEFINITIONS

None.

## V. POLICY


### A. STATE, LOCAL WORKFORCE DEVELOPMENT AREAS AND TRAINING PROVIDER RESPONSIBILITIES

1. Role of the State: Designated agency for administration of WIOA, Department of Economic Security:
  - 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 LWDA, 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 DES ETPL Policy for details:

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

2. Role of (LWDA): Local Workforce Investment Area, ARIZONA@WORK City of Phoenix:


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- a. Assist in determining the initial eligibility of Training Providers
- b. Review programs for initial eligibility and coordinate with DES to ensure placement on the ETPL
- c. Notify DES of program denials including reason for denial
- d. Ensure dissemination and appropriate use of the ETPL throughout LWDA system
- e. Monitor Training Providers for compliance and performance by collecting performance data
- f. Assist in determining subsequent eligibility by evaluating performance data
- g. Consult with DES if removal of a training program or provider is considered due to lack of performance, compliance, or non-use of program(s) by WIOA participants
- h. Make recommendations to DES on initial and subsequent eligibility process, forms and policies

3. Role of Training Providers: Training Providers who apply to have their programs listed on the ETPL:
  - a. Fully complete the on-line AJC application for the appropriate local workforce development area
  - b. Provide documentation as requested by the State or LWDA
  - c. Submit initial and subsequent performance information
  - d. Collect information on **all students** attending a training program for WIOA annual reports to DOL
  - e. Update changes to provider and program information in AJC. It is the responsibility of the provider to ensure program information is accurate and updated always through regular review of what is published.
  - f. Provide progress reports on WIOA training participants; including copies of credentials received by WIOA participants to LWDA Career Advisors and contractor staff as requested
  - g. Provide access to student records for DES and/or LWDA reviews

**B. TRAINING PROVIDERS MUST MEET THE FOLLOWING QUALIFICATIONS TO BE ELIGIBLE**

1. 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.
2. 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
3. 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)
4. Have a physical and permanent Arizona mailing address (Post Office boxes are not considered a physical address). This requirement does not apply to third-party Providers.
5. Be a legal entity authorized to conduct business in Arizona
6. 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 the Performance Standards Section.
7. Have a written and published refund policy. A policy stating no refunds is not acceptable.

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8. Have a written and published student grievance policy that provides the process for filing a complaint with the training provider.
9. 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
  - h. The Genetic Information Nondiscrimination Act of 2008
10. Training Providers that have been debarred by any state or by the federal government are not eligible to be on the ETPL
11. Training program must result in an Industry Recognized Credential as defined by the Department of Labor in TEGL 15-10

**C. TECHNOLOGY-BASED TRAINING**


Technology-based training (on-line learning) Training Providers must meet the following requirements in addition to those previously mentioned:

1. Be licensed to provide training in Arizona or be included on the ETPL of a state with which Arizona has a reciprocal agreement. This does not apply to third party Providers.
2. Have a mechanism for tracking and reporting student participation in the training program
3. Have a mechanism for student interaction with an instructor or instructors
4. Ensure periodic assessment of each student
5. Policy in place describing the responsibilities of the Training Provider and participant in the distance learning experience
6. Provide LWDA Career Advisors and contractor staff with student progress reports and a certificate of completion

**D. SUBCONTRACTING OF TRAINING SERVICES (THIRD PARTY TRAINING PROVIDERS)**

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

1. 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
2. All third-party Training Providers must be licensed for post-secondary training by the appropriate state or federal agency as required
3. Out of state third party Training Providers must be on that state's ETPL
4. ETPL Training Provider ensures that third party Training Providers comply with all WIOA and ETPL requirements and make information available during monitoring
5. 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

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6. 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 LWDA
7. Third party Providers will assist the ETPL Provider in collecting and submitting performance data
8. 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
9. ETPL Providers must verify and provide the following when partnering with third party Training Providers:
  - a. school's license
  - b. liability insurance
  - c. performance data
  - d. instructor qualification requirements
  - e. testimonials of other schools that subcontract with the Provider (minimum of two)
10. ETPL Training Providers must make information on the third-party vetting process available for review by the State ETPL Coordinator and LWDA during monitoring activities
11. ETPL Training Providers cannot partner with third party Providers located outside of the U.S.

E. CREDENTIALS

Training programs on the ETPL must result in an industry-recognized credential. The Training Credential Checklist (Attachment A) will be used by the LWDA ETPL Coordinator to determine if a program meets the definition as outlined in the DOL TEGl 15-10 and DES WGL 2-13.


1. Approval of Training programs must meet the following definition of a credentialed program:
  - a. Educational Diplomas, Certificates, and Degrees
  - b. Apprenticeships Certifications or Certificates
  - c. Personal Certifications
  - d. Occupational Licenses
  - e. Other Skill Certificates
2. Training programs must meet one or more of the following credential attributes:
  - a. Industry Recognized
  - b. Stackable
  - c. Portable
  - d. Accredited
3. Definitions of each credential and their attributes are on the Training Credential Checklist.

F. RECIPROCAL AGREEMENTS

Arizona currently has reciprocal agreements with several other states. As a result, LWDA 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 and New Mexico.

G. TRAINING PROVIDER APPLICATION PROCESS

Training Providers must complete the on-line application in [azjobconnection.gov](http://azjobconnection.gov). Please refer to the ETPL Procedures for further instruction of the application process.

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H. TRAINING PROGRAM REVIEWS AND TIMEFRAMES:

Once a Training Provider has been approved by the State, the LWDA ETPL Approver will review **programs** submitted for inclusion on the ETPL. The Training Provider has **30 calendar days** to submit a complete application (includes required information in AJC and Training Credential Checklist (Attachment C) for each program submitted). The LWDA ETPL Coordinator must approve or deny the program within **30 calendar days of receipt of the completed application**. After the LWDA ETPL Approver has reviewed and approved a program, it is submitted to the State ETPL Coordinator for final approval. The State has **30 calendar days** to review the program and make final approval if requirements are met. Programs will not appear as WIOA-approved in AJC until final approval by the State. Programs are approved initially for one year and are reviewed annually for subsequent eligibility by the LWDA ETPL Approver.

I. SUBSEQUENT ELIGIBILITY OF PROGRAMS:


All ETPL programs will be reviewed annually for subsequent eligibility by November 30 to ensure that Training Provider and program information is up-to-date and performance standards are met. The LWDA ETPL Coordinator will notify Providers by August 15 of the process and request that Providers review program information and make necessary changes, add performance data, etc. Training Providers must keep information in AJC current. Failure to do so may result in removal. LWDA will determine if programs meet all performance measures and recommend approval or denial of subsequent eligibility. The State will verify data for final approval. LWDA will notify Training Providers in writing if performance goals are not met; in which case that Provider and/or program(s) will be removed from the ETPL within 30 calendar days. Removal will not affect participants currently enrolled in the program(s).

J. PERFORMANCE MEASURES:

1. Training Providers must collect and enter program specific performance data into AJC for all participants, (WIOA and non-WIOA), during the evaluation period – the last program year beginning July 1 through June 30 to include the following measures and goals:
  - a. The number of students participating in the program
  - b. The number of students completing - 50%
  - c. The number of students employed after completion – 65%
  - d. The average hourly wage at placement in employment – minimum wage + 15%
2. The LWDA ETPL Coordinator will review performance data submitted by the Providers and will also use AJC data to determine performance of **WIOA participants**:
  - a. Completion and entry into unsubsidized employment – 50%
  - b. Retention rate of those who completed and entered employment for six months – 65%
  - c. Average quarterly wage at six months of employment – 70% LLSIL for a family of one

K. MONITORING TRAINING PROVIDERS:

LWDA will monitor approved Training Providers at least every two years. In addition to the above performance measures, monitoring includes verification of the information in AJC, compliance with items on the Training Provider Assurances (Attachment B), verifications of licenses,


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accreditations and certificates of liability insurance, along with a random selection of programs to be reviewed. The State ETPL Coordinator will monitor local areas for compliance with the ETPL policy.

L. 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 Phoenix Business and Workforce Development Board and the Arizona Department of Economic Security will be in agreement about non-placement or removal. The denial of a training program is sent to the Provider by email via the AJC website. 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. As some Training Providers will not have this information, this requirement may be waived for the year of initial eligibility in order to give the Training Provider time to develop a data system.
  - e. Training program does not support the demand occupations for the area.
  - 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 LWDA in any capacity.
  - k. When a Training Provider or program is denied for any reason other than the lack of documentation or information, the Training Provider must wait six months to reapply.
2. A training **Program** must be removed from the ETPL for the following reasons:
  - a. The State or LWDA has determined the Training Provider supplied inaccurate information
  - b. The training program no longer meets the WIOA definition of training services
  - c. The program does not meet minimum performance standards
  - d. No WIOA participants have been enrolled in the program for a period of two years
  - e. The occupation is no longer in demand in the local area
3. A Training **Provider** must be removed from the ETPL for the following reasons:
  - a. All of the Training Provider's programs have been removed

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- 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

M. APPEALS:

An Appeal Process has been created and may be utilized if you feel the above policy has been adhered to and an error has been made resulting in an unfavorable decision. Please refer to the ETPL Procedures for further instruction of the Appeal process.

N. TRACKING OF TRAINING PARTICIPANT COMPLAINTS:

The LWDA ETPL Coordinator will track complaints by WIOA participants related to ETPL Training Providers on the ETPL Complaint Log. All complaints related to ETPL Providers and programs will be submitted to the State ETPL Coordinator by the end of each quarter.

**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. Attachments noted below:

- A. Training Credential Checklist
- B. Training Provider Assurance Form



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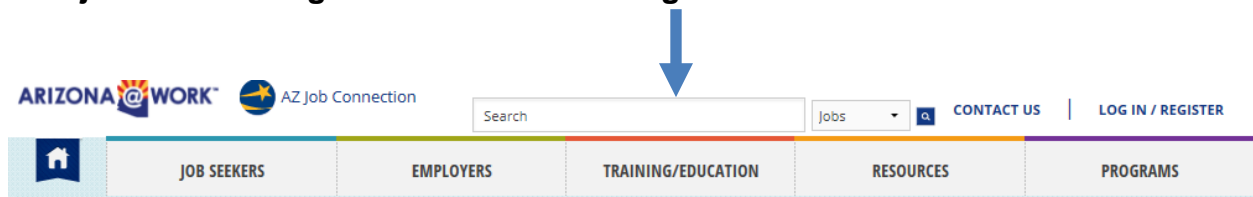
## ATTACHMENT A

### PROCEDURES: Eligible Training Provider List (ETPL)

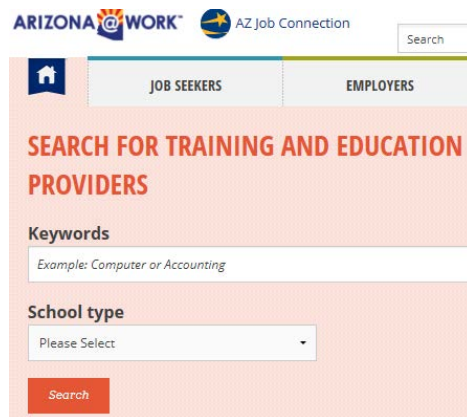
Arizona@Work City of Phoenix Career Advisors ensure customers in need of training are equipped with the skills and qualifications required to successfully complete WIOA funded training. Only approved Training Providers on the ETPL may be used for WIOA-funded training. On-the Job Training and Customized Training are exempt from ETPL policy.

WIOA participants will follow the below procedures when perusing Occupational Skills Training.

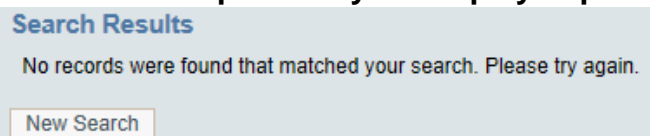
1. **Visit [azjobconnection.gov](http://azjobconnection.gov) and select “Training/Education”**




2. **Conduct search for training program by typing in Keywords. It is not required nor is it advised to the select School Type, but this is an option to filter your search.**



3. **A “New Search” option may be displayed providing additional search criteria.**





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**School & Training Provider Search**

Enter your search criteria, then click the 'Search' button to view the results.

Training Type

School Name

School Type

Location

Zip Code (US)  -

Program Name Contains

CIP Code (for Workforce Staff only)

Local Area

Services Provided

WIOA Approved

Approved Youth Providers

4. Schools offering the training entered will be displayed.

**Search Results**

Showing 1-5 of 5 providers matching criteria.

Name	City	County	Type
------	------	--------	------

5. Select school of interest, then select Programs link to view Program Names.

**Details**

**Related Links:** [More Info](#) | [Programs](#)


6. Only programs identified as “Yes” for WIOA Approved can be considered for training.

**Programs**

**Related Links:** [Details](#) | [More Info](#)

Program Name	WIOA Approved
Advanced Welding I	Yes

7. Select WIOA approved program and review Program Description for suitability.

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**Details**

**Related Links:** [Cost Items](#) | [Demand Occupation](#) | [Performance](#)

**Program Name:** [Advanced Welding I](#)  
[Similar Program in Area](#)

**Description:** [Program Synopsis Advanced Welding I](#)

8. **The Credential identified in the Program Description MUST be earned upon completion of training.**
9. **Upon identification of WIOA approved program of interest, consult with Case Manage for further instruction.**
10. **If the program of interest is not on the ETPL, ask your Case Manager to contact the City of Phoenix ETPL Coordinator. Getting a program added to the ETPL for a school that is already approved typically happens rather quickly. For new schools on the ETPL, this process could take more time.**

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## ATTACHMENT B

# Program Synopsis (Template)

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

-----

**A. Course Objective:**

Description:

Competencies to be achieved:

**B. Total Cost of Program (include all costs to student including testing, licensure):**

\$

**C. Provide a list of all books required for the program (even if cost of books is included in tuition):**

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

**E. WIOA Contact for Enrollment Status /Credential Verification:**

Name:

Email:

Phone number:

**F. Direct Website link to the program:**


**G. Additional information:**

- Background check requirements for licensing and background restrictions for working in the occupation:
- Other requirements needed:

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

**I. Credentials: (The following questions must be answered along with a supporting explanation for each)**

- *Industry Recognized: (Developed and offered by, or endorsed by a nationally-recognized industry association or organization representing a sizeable portion of the industry sector)*  
Yes or No:  
Nationally Recognized Industry Association or Organization:
- *Stackable: (Part of a sequence of credentials)*  
Yes or No:  
Career Pathway:

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- *Portable: (Recognized in other geographical areas; by other educational institutions; or by other industries/companies)*  
Yes or No (Explain):
  - Accredited Curriculum: (This is referring to the course being accredited, not the test or school)  
Yes or No:  
Accrediting Agency and link to website:
- J. Credential Attainment Rate: Percentage of students in the last 24 months who obtained a postsecondary credential, or secondary school diploma or its recognized equivalent, during participation or within one year after exit from the training program.