

Rivers East Workforce Development Board

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RIVERS EAST LA ISSUANCE 2021-33 CHANGE 4

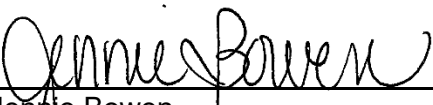
SUBJECT: RIVERS EAST ELIGIBLE TRAINING PROVIDER and CUSTOMER CHOICE

PURPOSE: To update the Local Area process and procedures to maintain compliance with CPS 11-2021 Change 1 "Eligible Training Provider Guidelines, Penalties, Appeal Process and Performance Reporting"

ACTION: Service Providers and Center Staff should review and ensure they are providing customers with the EPTL link within NCWorks Online.

EFFECTIVE DATE: June 17, 2019

REVISION DATE: June 30, 2025


Jennie Bowen
Workforce Development Director

Attachment

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The workforce development system, established under the Workforce Innovation and Opportunity Act (WIOA), emphasizes informed customer choice, job-driven training, provider performance, and continuous improvement. The selection of legitimate training providers and quality training programs is vital to achieving these core principles.

The State is charged with ensuring that data elements related to the initial application, continued eligibility, and performance information regarding approved training providers, and programs are entered into the supported State system, NCWorks Online (www.ncworks.gov).

Training providers and their associated training programs are initially approved to be on the State ETPL, and from the State's list each individual Local Area Workforce Development Board (WDB) can select the training providers and programs they wish to use within their region as necessary. Hence, **a training provider may be approved to be on the State ETPL, but the Rivers East WDB may choose to not opt-in to use a provider or some of its training programs for its specific region.**

For information on the process for establishing initial criteria for the State approval of training providers and their training programs to produce the Eligible Training Provider List, see [Commission Policy Statement, CPS 11-2021, Change 1](#). This policy also addresses the appeal process for denial, suspension, termination, and removal of training providers and/or training programs.

Role of The Rivers East WDB

As the Local Area WDB, Rivers East WDB will work in conjunction with the State to:

- Ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice and leads to competitive integrated employment for individuals; Commission Policy Statement: CPS 11-2021, Change 1 Page 4 of 22
- Confirm the State's Eligible Training Provider List is disseminated publicly through NCWorks Online, and its partner programs;
- Inform the State ETP Coordinator in cases where termination of an eligible provider should be considered using the State's Complaint and Appeals procedure set forth in this CPS 11-2021, Change 1;
- Inform the State ETP Coordinator of any changes reported by the training provider that ultimately affect their corresponding approved programs;
- Assist, when specifically requested by the State, in the collection of participant and non-WIOA participant performance information to manage individual and ETP program performance.
- Set additional information requirements and minimum performance levels for local providers beyond what is required by DWS's procedure. Provide comments and input into the DWS's development of the eligible training provider procedure by contacting the ETP Coordinator. Any additional requirements established by the WDB will only affect a program's eligibility and performance level eligibility requirements within the local area and must be monitored accordingly to ensure compliance; and,
- Remove any providers that fail to meet local performance standards from the local ETP list.
- Create an appeal process in accordance with the State's appeal procedure for providers of training to appeal a denial of eligibility from the local list of eligible training providers.

Rivers East ETPL Requirements

In addition to the qualifications and requirements set by the State in Part II and III of CPS 11-2021, Change 1, Rivers East WDB has the following criteria for Training Providers to be considered for the local ETP list:

- The training provider must be registered, and approved, as a provider in NCWorks, and the program(s) being requested for approval by the local area must be on the State ETPL
- The training program(s) being requested for approval by the local area must align with one or more of the established Career Pathways within the Rivers East region: Healthcare, Advanced Manufacturing, Agriscience & Biotechnology, or Business Support Services
- Training is competitively priced in the Rivers East region or current training providers do not meet the local area's needs
- Occupation median wage exceeds the current lower living standard income of 70%

Solicitation of Training Providers

The inclusion of new training programs on the Rivers East Eligible Training Provider List (ETPL) will be based on individual customer demand. No program will be added to the ETPL without a specific request from an eligible participant. When a customer expresses interest in a training program not currently listed, the Career Advisor must complete the Rivers East ETPL Staff Request Form. If the training provider and/or program is not already listed in NCWorks Online, designated board staff will contact the provider to invite them to apply for inclusion on the Rivers East ETPL and offer guidance on the necessary steps.

Program Costs

An eligible training provider must make available to the prospective students its schedules of tuition and fees. The training provider shall disclose all fees required to be paid by students (including tuition, required fees, books, supplies, activities, etc.), and any non-refundable fees must be so identified. A reduction in tuition, fees, or other charges may be implemented when there are specific criteria for student eligibility and selection procedures precisely disclosed within the policy at the institution. All students within the enrollment period that the reduction is offered shall be eligible to apply. The cost of the training to WIOA participants must not exceed the cost charged to any other student in the program. All costs necessary for the successful completion of a program must be clearly stated. A breakdown of cost must be identified for publication on the ETPL.

A breakdown may include the following:

- Tuition
- Fee
- Books
- Licensing cost
- Certificate fees
- Graduation fees
- Uniforms
- Tools
- Registration fees
- Supplies

Publication of Rivers East ETPL

The Rivers East Eligible Training Provider List (ETPL) is publicly available to prospective students through NCWorks Online to support informed decision-making when selecting training

providers. While financial coverage is an important consideration, the Rivers East Workforce Development Board strongly encourages customers to base their training and provider choices on the quality, relevance, and overall suitability of the program to their career goals.

Performance

Performance requirements are outlined in Part V of CPS 11-2021, Change 1.

Denials & Complaints

Customer Complaint - If a participant wishes to file a complaint against a Training Provider, Rivers East WDB staff will refer to the NCWorks Customer Complaint, Appeal, and Resolution Commission Policy Statement that can be found on the Commerce website. The DWS ETP Program Coordinator and staff, the DWS Ombudsman, and the Rivers East WDB will work transparently through the investigation process to ensure:

- A safe process is provided for the complainant.
- A thorough and efficient investigation into the allegations has been performed to determine the appropriate action.

Denials - A program may be denied eligibility for the Rivers East ETPL for the following reasons:

- The application is not complete, or information was not provided in a timely manner;
- The training provider has not complied with registering as a provider in NCWorks, and the program(s) being requested for approval by the local area are not on the State ETPL
- The training program does not align with one or more of the established Career Pathways within the Rivers East region: Healthcare, Advanced Manufacturing, Agriscience & Biotechnology, or Business Support Services
- The training is not competitively priced in the Rivers East region or current training providers already meet the local area's needs
- The occupation median wage does not exceed the current lower living standard income of 70%

Denial Notice – If a program is denied by the board, designated board staff will notify the Career Advisor. The notification will clearly outline the specific reason(s) for the denial to ensure transparency and support future decision-making.

Suspension/Removal – Reasons for suspension/removal are outlined in Part VI, Section E of CPS 11-2021, Change 1.