

State of Oregon
Department of Community Colleges and Workforce Development

AN OVERVIEW OF THE OREGON ELIGIBLE TRAINING PROVIDER CERTIFICATION SYSTEM

Background and Context for the Statewide List of Certified Eligible Training Providers

The new “Workforce Investment Act of 1998” (WIA)¹ calls for preparation of a *statewide list of eligible providers of education and training services*, together with the collection of performance information. These items are required to be disseminated and used in a variety of ways to make the new workforce investment system function more effectively. There is also opportunity for the Governor to set and require information on performance measures and to negotiate agreements regarding training providers’ performance standards.

The issue of “eligible” education and training providers is a key feature in the Workforce Investment Act. WIA calls for various education and training moneys to be disbursed through a system of “Individual Training Accounts” (ITAs). An ITA can be established if a Local Workforce Investment Board (L WIB) representative determines that training services are necessary for an individual to be able to become gainfully employed. Participants who are determined eligible for an ITA will have the choice to spend their funds on appropriate training delivered by eligible providers. As with any consumer-based system, efficient outcomes require the participants to have complete and accurate information on which to base their decisions.

The WIA calls on each state to establish a list of postsecondary public and private providers of occupational education and training who wish to be eligible to provide training under the WIA. To maintain eligibility, the training providers must agree to provide the state with up-to-date performance information on the occupational programs (courses of study) included on the eligibility list. By statute, this performance information must include at least graduation rates, job placement rates, and wages graduates earn, on average, after graduation.

A statewide list of eligible providers of training and education standardizes the collection and display of such information.

The 1998 WIA builds on previous workforce reforms. The goal is to continue to move the workforce development system towards greater integration, efficiency, accountability and performance. The eligible training and education provider list, the information it contains, and the standards of performance the list establishes, are key elements in a sound and reliable workforce development system.

¹ See H.R. 1385, “Workforce Investment Act of 1998”, Public Law 105-220, 105th congress, Aug. 7, 1998, 112Stat. 936, for exact terms, and “Workforce Investment Act: preview Draft of Regulatory Issues”, issued by the U.S. Dept. of Labor on December 9, 1998, for early federal advice on implementation.

How the workforce development system will operate and be viewed has changed substantially under the 1998 Workforce Investment Act legislation. Ultimately, the state is the accountable entity for the performance of the workforce system. The U. S. Department of Labor has established a system of both financial incentives and penalties based on certain performance criteria.

The state and local workforce investment board (L WIB) areas are required to share eligible training and education provider (ETP) lists and provide performance data with each other. This is accomplished through the ETP statewide list. Eligible Training and Education Provider lists will also be shared across state lines, on request.

The Governor is emphasizing the statewide eligible provider list as an important feature to the effective implementation and operation of the WIA in Oregon. The development of the Eligible Training Provider Certification System provides Oregon with a series of opportunities to develop a system in conjunction with other state initiatives, including:

- ◆ A cohesive system of education and training providers that reacts more quickly to labor market needs;
- ◆ Information available to training providers to assist in continuously improve programs and increase student, participant and program outcomes;
- ◆ A comprehensive list for Oregon citizens of all postsecondary training providers in the state and a consumer report card of training providers to assist Oregonians in making appropriate decisions for education and training.

On January 26, 1999, the Eligible Training Provider Certification Task Force composed of 21 knowledgeable professionals from a variety of public and private training provider institutions and businesses began to meet to review the requirements of the Workforce Investment Act and to recommend ETP certification criteria, standards, and processes that would move Oregon to a premier workforce development system.

The recommendations from the task force represent the collective thinking and expertise of knowledgeable professionals in the training industry in Oregon. The Task Force recommendations formed the basis for the attached criteria, performance measures, standards, and suggested application elements for Eligible Training and Education Provider Certification in Oregon.

The successful implementation of the Workforce Investment Act will produce a streamlined employment and training system. The result will be to combine the education and training system of preparing people for jobs with the employer-based system of recruiting, hiring and training workers. This is a change that can only occur with the collaboration and expertise of business and training providers. The true measure of success for the WIA will be demonstrated through the ability of the new system to provide improved services for employers and workers and to serve as a resource for business, labor and education.

REASONS FOR HAVING A STATE LIST OF CERTIFIED ELIGIBLE TRAINING PROVIDERS

1. Better information for education and training consumers
2. Greater range of choices of training and training providers'
3. Empowering individuals to make informed choices
4. Increasing the accountability of training service providers to the participants
5. Centralized list to provide one central point of information for training providers
6. Ease of access/convenience for persons interested in education and training
7. Business, labor and industry have access to a list of providers and programs to meet the needs of the current workforce
8. Consistency of information on training providers and certified programs across the state
9. Assists in identifying career areas where insufficient training resources are available to determine strategies to meet the gaps
10. Increases efficiency by having a streamlined central point of access for training programs
11. Provides opportunities for collaboration across public and private sectors (training providers, business, industry, labor, government)
12. Provides a framework to bring employment services, education and job training programs together into one system
13. Provides an avenue to strengthen the partnership between education and training and business, industry and labor.
14. All training providers and apprenticeship committees have the opportunity to showcase their programs as part of the ETPC system.

The Eligible Training Provider Application Process—At a Glance

Application Section	Application Section Content	Eligible Postsecondary Title IV* and National Apprenticeship Act** Institutions/Organizations	Non-Eligible Postsecondary Title IV and National Apprenticeship Act Institutions/Organizations	Certification Review Process	State Certification List and State Database
Part I	School/Institution/Organization Information	Required for Institution	Required for Institution	L/R WIB	Information Available on State Database
Part II	Program/Course of Study Information	Required for Each Program Submitted	Required for Each Program Submitted	L/R WIB	Information Available on State Database
Part III	Performance Criteria	Not Applicable	Required for Institution	L/R WIB	Information on File but not part of State Database

- Eligible Postsecondary Title IV institutions/organizations must be able to demonstrate that they have been approved by the U.S. Department of Education as being eligible to receive federal student financial aid.

** Eligible National Apprenticeship Act organizations must be able to demonstrate that they have been approved by the U.S. Department of Labor—Bureau of Apprenticeship and Training under the National Apprenticeship Act of 1938.

DESCRIPTION OF THE THREE PARTS OF THE APPLICATION

- Part I School/Institution/Organization—Two Pages--**This section will be completed by all applicants and provides the basic identifying information needed by local workforce investment boards, one stop operators, WIA participants and others regarding the institution/organization including the type of organization. The type of organization identified will determine the other segments of the application to be completed. To simplify the process, this section will only need to be submitted once with individual programs/courses of study information (Part II) included as part of the package. This section will also be included as part of the web-based Oregon eligible training provider certification system. This section will be completed by the institution/organization and submitted to and reviewed by the Local or Regional Workforce Investment Board.
- Part II Program/Course of Study Information—Three Pages--**This section is required to be completed for each program or course of study submitted for certification. Part II includes the information needed by participants, one stop operators, case managers, workforce investment boards and others to obtain the basic information needed to determine if a program would meet a participant's training objective. While this section is not intended to provide all applicable information, it is intended to provide users with sufficient information to select providers for further review and contact. This information will be available as part of the web-based Oregon eligible training provider certification system. This section will be completed by the institution/organization for each program/course of study and submitted to and reviewed by the Local or Regional Workforce Investment Board.
- Part III Performance Criteria—Comprehensive--**In the first year of the system, Part III will be completed only by institutions and organizations that are not automatically eligible as training providers for the first year. This will include all institutions/organizations that are not currently eligible to receive federal student financial aid (Title IV) or approved through the National Apprenticeship Act. These organizations/institutions will be demonstrating their capacity to offer quality programs through their responses to the indicators and evidence of the Governor-approved eligible training provider certification criteria. The state criteria have been developed to reflect the levels of program quality commonly found in processes to meet Title IV and National Apprenticeship Act standards. The state criteria are intended to assure that quality training and positive student outcomes result from education and training providers that are certified through the eligible training provider process. Local boards will have the ability to add additional criteria to the state criteria. This section will be completed at the institutional/organizational level and submitted to and comprehensively reviewed by the Local or Regional Workforce Investment Board.

The Eligible Training Provider Certification Process

1. STATE SENDS PACKET TO TRAINING PROVIDERS. The State will send a packet on the eligible training provider certification process to all known training providers in Oregon. The packet will contain:
 - An information letter regarding the process
 - Part I: School/Institution/Organization information;
 - Part II: Program/Course of Study Information and
 - Part III: Performance Criteria, Indicators and Evidence for schools/institutions/organizations that are not automatically eligible for certification.
 - Information on the training provider certification system
 - Contact persons for each of the Local/Regional Workforce Investment Board
 - The timelines for submission of the application materials to the Local/Regional Boards.
2. STATE SENDS PACKET TO LOCAL/REGIONAL WORKFORCE INVESTMENT BOARDS. The State will send the complete packet provided to the training providers to all Local/Regional Workforce Investment Boards. Materials and training will be provided to assist in the local review and certification of training providers. A list of all known training providers will also be provided to the Local/Regional Boards.
3. APPLICATION AND MATERIALS AVAILABLE ON WEB-SITE. The forms (application Parts I, II and III) to be utilized by training providers will be available on the Department of Community Colleges and Workforce Development (DCCWD) Web-site (<http://www.workforce.state.or.us>). The forms utilized for the ETPC application process are designed with specific fields and data elements to allow for ease of entry by training providers.
4. ELECTRONIC SUBMISSION OF APPLICATION. Application forms can be completed and submitted electronically. If necessary, the forms could be completed manually and submitted to the Local/Regional Board office. The application forms will be provided in the application packet and are also available for downloading from the web-site.
5. LOCAL BOARD REVIEW AND CERTIFICATION. Local/Region Workforce Investment Boards will be responsible to review the three elements of the application process. Boards will:
 - Review Part I to assure that the institution/organization information is complete, accurate and that assurances have been met. If the institution/organization is not Title IV or National Apprenticeship Act eligible, the application is incomplete without Part III of the application being completed and approved.
 - Review Part II to assure that all data elements for the program have been completed and are accurate. The Board will also make sure that the institution/organization information (Part I) has been submitted.
 - Review Part III to assure that the organization/institution has met the indicators for all eight criteria required by the Governor to be certified as a non-automatically eligible institution. Local/Regional Boards should review Part I and II only after assuring that these institutions have met the Part III criteria.
 - a. Information provided by training providers in Part III will not be available on the web-site and may be considered as proprietary information by the Local/Regional Board and by the State
 - b. Local /Regional Boards will assure that the review was completed in a knowledgeable and objective manner. The results of the review will be provided to the State and to the applicant.

- c. All Part III applications will be maintained on file and provided to the State office as requested. All application materials submitted electronically to the Local/Regional Workforce Investment Boards will be transferred into document files and maintained for three years.
6. **CERTIFICATION OF PROVIDERS BY LOCAL BOARDS.** The Local Workforce Investment Board will have responsibility for certifying training providers. Boards shall not certify entities as eligible training providers that do not meet the required criteria. Institutions that are not automatically eligible cannot be certified without meeting the eight criteria in Part III. Upon certification by the Local Board, the files will be submitted electronically to DCCWD for entry into the system.
 7. **RESULTS OF LOCAL BOARD REVIEW TO PROVIDERS.** The Local Workforce Investment Board will notify training provider applicants in writing of the results of the review. Providers not meeting application requirements will also be provided with the appropriate appeals process to the local board.
 8. **LOCAL BOARDS SUBMIT CERTIFIED PROVIDER INFORMATION FOR STATE LIST.** Information regarding the institution (Part I) and individual program/course of study (Part II) will be submitted electronically by the Local Workforce Investment Board to the Department of Community Colleges and Workforce Development for inclusion in the database.
 9. **STATE QUALITY ASSURANCE REVIEW.** The Department of Community Colleges and Workforce Development will receive the electronically submitted application materials from the local workforce investment boards.
 - DCCWD will review the information for completeness and conduct random surveys to assure accuracy of the information.
 - Application information found to be incomplete or inaccurate will be returned to the local certifying board for completion and resubmission. Correspondence will be provided to the Local Board staff and to the provider of the training program in question. Incomplete application records will not be included on the State List.
 9. **STATE CERTIFIED ELIGIBLE TRAINING PROVIDER LIST.**
 - The Certified Eligible Training Provider list will be formatted on a web-page. Basic information to be provided on the list will include:
 - a. Training Provider
 - b. Location and Contact Information
 - c. Program Title
 - d. Classification of Instructional Program Title
 - e. Length of Program/Program Duration
 - f. Modes of Instruction
 - g. Admission Requirements
 - h. Federal Financial Aid Available
 - i. Completion Award
 - j. Average Program Costs
 - Persons using the web-site will also be able to access electronically entered Part II— Program/Course of Study Information as a part of the web-site to assist participants in gaining information needed.
 - DCCWD will provide applicable eligible training provider certification information to the Employment Department to be included in the Oregon Labor Market Information System.
 - DCCWD will provide announcements to the Local/Regional Workforce Investment Boards, One Stop Operators, etc. of the availability of the ETPC Web-site prior to July 1, 2000.

ACCESS AND USE OF THE STATE CERTIFIED ELIGIBLE TRAINING PROVIDER LIST

1. **ACCESS TO THE STATE LIST FOR ALL.** All populations will be able to access the State List of certified programs offered by Eligible Training Providers through the Department of Community Colleges and Workforce Development web-site. This would be available at One Stop Centers as well as to anyone who has Internet access.
2. **STATE LIST AVAILABLE BY LOCATION, TRAINING PROGRAM TYPE ETC.** Participants will be able to access a list of eligible training providers by the programs of training of interest to them. They will be able to view the training providers from around the state that are certified to offer training programs in a specific program area.
3. **ACCESS TO INSTITUTION AND PROGRAM INFORMATION.** Participants will also be able to see more specific information about a program including information such as: a complete description of the program, mode of instruction for the program, methods of student evaluation, how often new programs begin, specific costs for the program, etc.
4. **TIE TO WEB-SITES FOR CERTIFIED PROVIDERS.** Participants will also be able to obtain contact information through web-sites as well as personal contact information for each program.
5. **PERFORMANCE MEASURES ON TRAINING PROVIDERS AVAILABLE IN THE FUTURE.** In future years, participants and others will also be able to see the completion rates for students in the program, students obtaining employment after completing the program, wages, etc.

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