



Workforce
Development Board
Contra Costa County

Workforce Development Board of Contra Costa County

Eligible Training Provider List

POLICIES and PROCEDURES

Program Year 22-23

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Background

Workforce and Innovation Act (WIOA) programs fund career technical education and training services to eligible individuals. The Eligible Training Provider List (ETPL) is a list of training providers and programs that meet the requirements to provide WIOA-funded training services.

The ETPL exists to provide customer-focused employment training resources for WIOA enrolled participants. The ETPL is California's statewide list of qualified training providers and offers a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs.

Training providers apply to be on the ETPL through the local workforce development board where they are headquartered AND where instruction occurs. In Contra Costa County (excluding the City of Richmond), training providers should follow the policies and procedures outlined by the Workforce Development Board of Contra Costa County (WDBCCC) in this document.

The WDBCCC ETPL Coordinator will review providers and their programs for eligibility upon application and annually thereafter. The WDBCCC will also provide ongoing technical assistance, support, and oversight.

IMPORTANT NOTICE about Provider responsibilities (Assurances form)

By applying to be on or remain on the ETPL, the Provider agrees to do the following:

- 1) Comply with Equal Opportunity and Non-Discrimination requirements
- 2) Enter their Provider and Program information into CalJOBS
- 3) Respond to communications with the ETPL Coordinator and WIOA program staff
- 4) Comply with WDBCCC staff who will monitor for compliance and review eligibility annually
- 5) Upload copies the following to CalJOBS (or you may attach these to an email to the WDBCC ETPL Coordinator):
 - a. Signed copy of the *Assurances form* that the provider will meet these requirements (a sample of this form is included on page 12)
 - b. Copy of the training provider's accreditation and approval statuses of their programs

For questions, please contact the WDBCCC ETPL Coordinator at:

etplcoordinator@ehsd.cccounty.us

ETPL ELIGIBILITY: Training PROVIDER Eligibility

Training PROVIDER Eligibility
(program eligibility in next section)

Training Providers must be accredited by their accrediting bodies. The eligibility criteria for training providers is based on the type of provider and reviewed annually.

The Provider must sign and submit the Assurances form stating in will comply with its obligations as outlined previously (a sample of this form is included on page 12).

Public or Private Postsecondary Schools (profit or non-profit) - Training providers must have current Approval to Operate or Verification of Exemption by [Bureau for Private Postsecondary Education \(BPPE\)](#), the Accrediting Commission for Schools (ACS) [Western Association of Schools and Colleges \(WASC\)](#); or the [WASC Senior College and University Commission \(SCUC\)](#).

Adult Education Secondary Schools - Training provider must be an eligible provider of adult education and literacy activities under Title II of WIOA. Adult education and/or literacy activities must be offered concurrently, or in combination with occupational skills training.

Registered Apprenticeships - DOL registered apprenticeships and DIR DAS approved apprenticeships and their programs are *automatically eligible to be listed on the CA ETPL and should contact the CA ETPL coordinator for assistance* (wsbetpl@edd.ca.gov).

Pre-Apprenticeships - Training providers must have a letter of commitment from a DOL registered or DIR DAS approved apprenticeship program. To be listed on the CA ETPL, the pre-apprenticeship program must award an industry-recognized credential or certificate (see p 18 for the discussion on what is an industry-recognized credential or certificate).

Distance Education – Online distance education training and education providers should consult WSD 21-03 and apply through the California ETPL coordinator.

ETPL ELIGIBILITY: PROGRAM Eligibility

Training PROGRAM Eligibility

Training Providers, once verified by WDBCCC staff, enter Program information into CalJOBS. These programs must also be approved by the accrediting body. Additionally, all Providers must record student outcomes (sometimes referred to as “performance”) such as credential rate and employment placement. Private post-secondary training providers’ outcomes (performance) must meet certain levels as well. New programs will be exempt from performance requirements until such information is available. The WDBCCC reviews each individual training program annually for continued eligibility.

New and programs are reviewed by WDBCCC staff and **referred to the California EDD for approval**. Additionally, the California EDD performs routine reviews of existing ETPL Programs for eligibility.

Programs must meet the following requirements:

- Training programs must be for occupations in in-demand industry sectors identified by the State, Region or WDBCCC. In-demand or priority industry sector information must be verified with the State Board and/or Local Board.
- The program leads to at least one of the following:
 - Industry-recognized credential, national or state certificate, or degree, AND/OR
 - Training-related employment *as a result of gaining measurable technical skills for a specific occupation* (see p 18 for the discussion on credentials and measurable skills gains).
- The program and location must be approved by the accrediting body (BPPE, WASC, SCUC. Etc.)

All Training Providers must record outcomes (performance) in CalJOBS

While all Providers are required to enter the above data in CalJOBS for each program annually, Public Postsecondary Community Colleges, CSUs, UCs, and Adult Education Secondary Schools are not required to meet any specific outcome (performance) levels.

Private Post-Secondary Education programs must meet outcomes (performance) standards

Though outcomes (performance) entered into CalJOBS are not verified by any agency, Private-Post Secondary Education Programs should make an effort to enter data to the best of their knowledge.

The Performance standards for such programs are:

- Program Completers % - Of individuals who exited the program (Program Exiters), 50% successfully completed the training program (did not withdraw or transfer out of the program).
- Employment Rate 6 months after exit - Of individuals who successfully completed the training program (Program Completers), 50% are employed within six months of graduating from the training program. For occupations for which the state requires passing an examination, the six month period begins after the announcement of the examination results for the first examination available after a student completes the program.
- While Providers are required to enter performance data in CalJOBS for each program, they are not required to submit supporting documentation. Further, data is a total overall and not by individual records.

ETPL ELIGIBILITY: ETPL Provider and Program application process

Getting on and staying on the ETPL

To apply to be included on the ETPL, training providers will apply in the Local Area (often this is the county) in which they are headquartered or delivering instruction. Applicants will follow the steps below:

STEP ONE: Create a PROVIDER USER account in CalJOBS
(Please see instruction found in the WDBCCC CalJOBS for Training Providers)

Training provider records/accounts may or may not already exist in CalJOBS. Existing training provider accounts can be accessed and updated by authorized “Users”. In either case, you can follow the instructions for creating a new PROVIDER account and/or Provider USER account.

Because the training PROVIDER account is a formal record of a real business, it must be verified by WDBCCC staff. **You will need your FEIN/EIN for this process**

Your User account (and Provider record) will be “pending” until reviewed and approved by the local ETPL Coordinator. For prompt service, PLEASE NOTIFY THE ETPL COORDINATOR of your pending by emailing us at etplcoordinator@eshd.cccounty.us.

- If the ETPL Coordinator does not already have documentation of your accreditation, you should upload documentation directly to CalJOBS or you may attach a copy to your email to the ETPL coordinator. The same applies to the required signed *Assurances form*.
- You may want to take advantage of our online resources:
 - i. **New Provider Orientation and Monthly ETPL Office Hours** – join the ETPL Coordinator hosts a monthly virtual meeting where providers can ask questions and get advice.
 - ii. For more information, go to wdbccc.com/etpl

STEP TWO: Create a training PROGRAM in CalJOBS

Training Program eligibility is for one year. Programs are reviewed and approved for continued eligibility each year.

- 1) Enter your training program information in CalJOBS following the instructions in WDBCCC CalJOBS for Training Providers.

- a. To be eligible, training programs must lead to an industry-recognized credential, national or state certificate, or degree AND/OR Training-related employment *as a result of gaining measurable technical skills for a specific occupation.* (see p 18 for the discussion on credentials measurable skills gains).
 - b. Providers must enter performance for the program in CalJOBS for the most recent completed program year (July 1-June 30). Programs new to the ETPL must have existed long enough to have completed at least one year's data.
 - c. All new training programs or *material changes* to existing programs must be reviewed by the ETPL Coordinator for approval. For prompt service, PLEASE NOTIFY THE ETPL COORDINATOR of any new programs or changes requiring review and approval at etplcoordinator@eshd.cccounty.us
 - i. *Material changes* include but may not be limited to the following:
 - 1. Program cost
 - a. The cost submitted in CalJOBS for the ETPL should match the cost of a member of the general public enrolling in the program without assistance from WIOA. This information should be available in the provider's brochure or website. If the WDBCCC works out a different cost with the provider for a specific WIOA participant or group of participants in subsidized training, this will be reflected in the Individual Training Account (ITA) agreement and not on the ETPL.
 - 2. Expected/potential outcomes of participation in the program (credentials, skills gains, employment placement, etc.)
 - 3. Core curriculum or associated occupation/industry
 - d. Training programs must be for In-Demand occupations and industries. The WDBCCC will evaluate the program based on the information entered in CalJOBS.
- 2) Upload a copy of the accrediting body approval for the program(s) in CalJOBS or you may attach them to an email to etplcoordinator@eshd.cccounty.us

Once all the above steps are completed, your Provider and Program information will be reviewed by the ETPL Coordinator and referred to the CA EDD for approval. Programs are reviewed annually for eligibility on the ETPL by the WDBCCC (usually in October). Additionally, the California EDD reviews program records in CalJOBS for eligibility at various times.

Note, additionally, Providers will also be monitored annually for *compliance* with legal requirements (which is done through a site visit by WDB staff usually in May). Compliance Review looks at the training provider's compliance with Equal Opportunity and Non-Discrimination laws and verifies the suitability of the provider's premises for instruction. More information about Compliance Review and these requirements can be found in the next section.

ANNUAL COMPLIANCE REVIEW: Background, Policies and Procedures

Background

As part of the Workforce and Innovation Act (WIOA), the WDBCCC reviews training providers to ensure compliance with Equal Opportunity and Non-Discrimination requirements as well as to prevent fraud, waste, and abuse. This is done through an annual compliance review (sometimes referred to as “Compliance Review”) which includes a physical site visit by WDB staff. It is important to note that Compliance Review and Continued Eligibility, the annual review of the Provider’s accreditation and programs are two distinct components of the ETPL. And, they may or may not occur simultaneously.

Overview: Scope of annual Compliance Review

The WDBCCC conducts the following annual Compliance Reviews of the Provider including:

- 1) On-site inspection of the Provider’s physical location - The WDBCCC will conduct on-site reviews of the Training Provider’s facilities to ensure physical premises and business practices conform to expectations set in their description on the ETPL and their informational resources (including the business’s policy and procedure).
- 2) Compliance with WIOA Section 188 Equal Opportunity and Nondiscrimination requirements – The WDBCCC will verify that training providers comply with the [Nondiscrimination and Equal Opportunity Procedures](#) set forth by the State of California (WSD17-01). (a sample of this form is included on page 14)

Key Terms Defined

- Eligible Training Provider List (ETPL) – The ETPL is the list of approved training programs and their providers that may receive WIOA funds for occupational training for eligible WIOA participants.
- Training Provider – Any approved provider of training programs that lead to industry valued credentials and/or training related employment. ETPL training providers are BPPE, WASC, ACCJC, or DAS certified programs.
- Programs – Classes or training programs that lead to industry valued credentials and/or training related employment.
- Participants – Individuals enrolled in WIOA programs are participants (as opposed to “students” which includes all non-WIOA enrolled students as well).
- Findings – Documented instances of non-compliance with a WIOA, Federal, State, or Local Area policy or requirement. Findings include a statement of the compliance criterion/criteria and the conditions found. Findings also include staff

recommendations to resolve the findings.

- Compliance Review Report – A report issued by the WDBCCC after Compliance Review summarizing any findings or lack thereof. This report may include recommendations (and the requirements those recommendations relate to) and a requirement that the Training Provider submit a Response or Corrective Action Plan.
- Response – A written response by Training Providers to any findings. Responses may include comments, disagreement or agreement. A response may be to contest the basis of a finding. A Corrective Action Plan may be submitted along with or instead of the Response.
- Corrective Action Plan (CAP) – A written plan submitted by the Training Provider outlining how they will become compliant and by when. It should address each finding individually.
- Closure Letter – A written confirmation of resolution of all Findings contained in a particular Compliance Review Report transmitted to the Training Provider by the WDBCCC.
- Formal Communication – Communication that is part of the record pertaining to the Program Compliance Review Event. This may include emails and physical mail. Phone calls are not considered part of formal communication as there is no way to refer back to the content of such conversations. Anything the Provider wishes to be included in the formal record should be contained in some written form.
- Program Year – WIOA Program Years begin July 1st each year and end June 30th the following year. Program Years are generally referred to by the abbreviation PY, followed by the last two digits of the year in which they start, followed by a dash, and followed by the last two digits of the year in which they end. For example, PY18-19 refers to the Program Year that begins July 1, 2018 and ends June 30, 2019.

ETPL Compliance Review Procedures

Overview

The WDBCCC will conduct a Compliance Review of each Training Provider each Program Year in which WIOA participants participate in at least one of the provider’s programs.

The WDBCCC will outline all instances of non-compliance (or “Findings”), in a Monitoring Report. The report will be provided to the Training Provider, and shall be available for review by the State of California, U.S. Department of Labor or other agencies as appropriate. The WDBCCC will also retain any Responses, Corrective Action Plans and Closure Letters it issues

in the process of resolving instances of non-compliance. In the event of Findings, the WDBCCC will continue to monitor the training provider until the issue(s) is/are resolved

The Compliance Review Process

The WDBCCC will communicate and confirm in writing to the Training Provider its intention to initiate ETPL Compliance Review. This communication will include the scope of the Compliance Review and will serve to establish a date for the on-site review.

Compliance Review staff will also provide a copy of the *WIOA Section 188 Equal Opportunity and Non-Discrimination Compliance Checklist* (a sample checklist is included at the end of these policies and procedures on page 14). The training provider should submit the completed checklist on or before the date of the Compliance Review. This may be done electronically.

Training providers are encouraged to review these policies and procedures. Training providers are also encouraged to review the [Nondiscrimination and Equal Opportunity Procedures](#).

On the date of the Compliance Review, Compliance Review Staff will meet briefly with Training Provider staff to:

- Describe the scope and purpose of the Compliance Review
- Discuss any questions, comments or concerns regarding the process or specific Compliance Review elements

The procedure for transmission of Compliance Review Reports, Responses, and other communications is as follows:

- A. Upon completion of On-Site Compliance Review, the WDBCCC will issue a Compliance Review Report to the Training Provider within 30 days.
- B. If the report contains no Findings. The process may conclude.
- C. If the Monitoring Report included Findings, the Training Provider must submit Response and a Corrective Action Plan (CAP) within fifteen (15) working days from issuance of the Compliance Review Report.
- D. The WDBCCC will schedule and validate any corrective actions included in the CAP and reiterate this process until all findings are resolved.
- E. After WDBCCC staff has verified that all instances of non-compliance have been corrected, the WDBCCC will issue Closure Letter.

Non-compliance can lead to the Provider and/or its Programs being removed from the ETPL.

Elements of the Monitoring Report and Compliance Review:

- **Monitoring Report** – Compliance Review staff will provide a written report that outlines: a) the objectives, scope and methodology of the Compliance Review; b) clearly stated Findings (areas in which the subrecipient is out of compliance); c) recommendations; and d) whether corrective action is required.
- **Response** – Training Providers, when receiving a Compliance Review Report shall submit with a written response to any findings with comments, indicating disagreement, and/or including agreement through a Corrective Action Plan.
- **Corrective Action Plan** – Where Monitoring Reports include findings, Training Providers shall include a Corrective Action Plan with their response. Corrective Action Plans should address each finding, a plan to address the finding (whether that is by following staff recommendations or proposing an alternative resolution), and a timeframe in which the Training Provider believes resolution can be achieved.
- **Closure Letter** – Upon the resolution of all Findings in a Monitoring Report, the WDBCCC will issue a letter confirming the “closing” of the findings. Such a letter is not required when Compliance Review Reports do not include Findings.
- **Formal Communication** – All Reports, Responses, Closure Letters and written communication relevant to the documentation of the Compliance Review process will take place by email or physical mail.
- **Fraud** - If compliance review staff suspect possible fraud or abuse, they will cease the Compliance Review. The WDBCCC will then make a determination regarding submission of an Incident Report to the State EDD.

For Assistance

If you have any questions, require assistance, or would like to schedule a phone or in-person appointment, please email at etplcoordinator@eshd.cccounty.us. Generally, appointment hours are M-F from 10-4PM and require 5-10 working days advance booking.

Instructional Materials

- WDBCCC - CalJOBS for Training Providers v2.0

Further Reference Materials

- [ETPL Policies and Procedures](#) (WSD15-07att1)
- [Nondiscrimination and Equal Opportunity Procedures](#) (WSD17-01)
- Complete CalJOBS Provider User Guide

SAMPLE FORMS: Assurances Form, WIOA Section 188 Equal Opportunity and Non-Discrimination Compliance Checklist

(SAMPLE) CA ETP ASSURANCES FORM

A completed and signed California (CA) Eligible Training Provider (ETP) Assurances Form must be uploaded to the documents section of the Provider Profile in CalJOBS.

Part A.

I certify that [Insert Name of School/Organization]:

- (a) Is a legal entity, registered to do business in the state of California (CA).
- (b) Has not been determined to be ineligible to receive federal funds.
- (c) Is in compliance with *Workforce Innovation and Opportunity Act* Section 188 and Title 29 Code of Federal Regulations Part 38.
- (d) Has demonstrated effectiveness in operating occupational classroom or distance training program(s).
- (e) Agrees that training provider facilities, classroom instruction, relevant financial records, and attendance records may be reviewed by state, federal and/or local monitors or auditors to ensure compliance with funding requirements.

Part B.

I certify that I:

- (a) Have reviewed the annual student data reporting requirements for the Eligible Training Provider Performance Report (ETP Report) established for training providers. Please refer to the ETP Report Required Data listed below.
- (b) Will begin collecting required student data elements that are not currently being collected.
- (c) Will report and submit the ETP Report data for all students trained in each of my school/organization's training programs listed as approved on the Eligible Training Provider List (ETPL) to the Employment Development Department by the due date.

I understand that my school/organization's application for program approval on the CA ETPL will not be processed without receiving this Eligible Training Provider Assurances Form.

Name of Training Provider (School/Organization) _____

Mailing Address _____

City, State, Zip Code _____

Phone Number (###) ###-####

(SAMPLE) CA ETP ASSURANCES FORM

Print Name of School/Organization Representative _____

Title of School/Organization Representative _____

Signature of School/Organization Representative

Date

(SAMPLE) WIOA Section 188 Nondiscrimination and Equal Opportunity Compliance Checklist	
SUBRECIPIENT NAME:	
ADDRESS:	
CONTACT NAME: <i>(FIRST NAME, LAST NAME)</i>	
CONTACT INFORMATION: <i>(EMAIL AND PHONE NUMBER)</i>	
<p><u>Please Note:</u></p> <ul style="list-style-type: none"> • The term “Subrecipient” refers to any Employer, ETPL Provider, and WDBCCC WIOA service provider. • The Equal Opportunity Compliance Review WIOA Section 188 Checklist is a requirement of all WIOA Title I-financially assisted programs as part of annual Compliance Review for compliance. • For information about Nondiscrimination and Equal Opportunity requirements, see “Nondiscrimination and Equal Opportunity Procedures – WSD17-01”. 	
<p>Please indicate the number of Nondiscrimination and/or Equal Opportunity complaints you have received in the past 12 months:</p>	

A. Policy and Procedure Compliance	Yes/No
1. Does your agency have policies and procedures ensuring nondiscrimination on the basis of race; color; religion; sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity); national origin; age; disability; political affiliation or belief?	
2. Does your organization have clear policies and procedures for complaints regarding equal opportunity and nondiscrimination?	
3. Are participant rights and program/service information available as necessary in languages other than English?	
4. Are auxiliary aids (e.g. interpreters, readers, Braille materials) available to applicants and/or participants with aural, visual and/or physical disabilities?	
5. Are applicants/participants informed of their rights to equal opportunity and non-discrimination?	
6. Does your facility have the ability to communicate with hearing impaired applicants and employees by telephone (TDD)?	
7. Is your overall program accessible to the visual, hearing, or speech impaired?	
8. Does your program ensure WIOA services are available to individuals with disabilities?	
9. Are Equal Opportunity Posters prominently displayed in a location frequented by applicants/participants?	
10. Does your agency engage affirmatively and proactively to outreach to people with disabilities?	

(If you answered "No" to any of the above, you may add written comments to the final page)

B. Employment Practices and Policies	Yes/No
1. Are rates of pay and all other forms of compensation equal for all employees in the same class, including individuals with a disability?	
2. Are all hiring, promotion, assignment, training, and other employment practices/opportunities applied to all employees?	
3. Are employees provided reasonable accommodations based on disability?	

4. Do all persons, including individuals with a disability, have access to an established grievance procedure that provides due process in resolving complaints alleging discriminatory action prohibited by these policies?	
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(If you answered “No” to any of the above, you may add written comments to the final page)

C. Facilities	Yes/No
1. Are any parking spaces clearly identified with sign posts and ground painting as reserved for individuals with a disability?	
2. Is each designated parking space at least 12 feet wide? (Some vans have wheelchair elevator lifts that require extra space on the side of the van.)	
3. Are individuals with a disability able to get from the accessible parking to the building’s entrance without: <ul style="list-style-type: none"> a. Going behind any vehicle other than their own? AND b. Crossing any type of barrier, e.g., steps, steep slopes, curbs, grass, low spots on ground/pavement, buckled concrete, etc.? 	
4. Can individuals with a disability enter the building through an accessible front entrance or an alternative entrance?	
5. Are information/public counter areas accessible to individuals with a disability entering the building?	
6. Is at least one public telephone accessible to individuals with a disability?	
7. Does each meeting room have a doorway that provides a width at least 32 inches when open?	
8. Is the floor level within 60 inches of a doorway leading to each meeting room, both inside and outside?	
9. Is there enough space in the meeting rooms for people on crutches or in wheelchairs to maneuver safely between the table and the wall and around the chairs?	
10. Do doorways leading to the restrooms provide an opening at least 32 inches wide?	
11. Does each restroom have at least one toilet stall with a doorway that opens at least 32 inches?	
12. Is the toilet stool in the accessible stall mounted so a person in a wheelchair would find it accessible after the door is closed?	
13. Is the disabled accessible toilet stall equipped with grab handles?	
14. If the restrooms are set up for a single-occupancy, are the toilet stools accessible to individuals with a disability?	
15. Does at least one accessible building doorway provide a width at least 32 inches when open?	
16. Can the building entrance doors be opened with one hand?	

17. Is the floor level within 60 inches of the building's doorway, both inside and outside?	
18. Do elevators allow access to all levels of the building?	
19. Are the elevators accessible from the accessible entrance?	
20. Does the open elevator door provide a width of at least 32 inches?	
21. Are the elevator controls within 42-48 inches of the floor?	
22. Do the elevator control panel and each elevator entrance have raised numbers and Braille symbols?	

(If you answered "No" to any of the above, you may add written comments)

Optional Written Responses – be sure to reference the question number that each response is referring to (example: "#13....").

Policy and Procedure Compliance – Optional Written Responses
Employment Practices and Policies – Optional Written Responses
Facilities - – Optional Written Responses

APPENDIX: Definitions and FAQ

Industry Recognized/Valued Credentials

ETPL Programs must provide training services that lead to:

- an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements AND/OR
- Employment in a specific occupation after receiving measurable technical skills.

Recognized postsecondary credentials are awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to gain employment or advance within an industry/occupation. These technical or industry/occupational skills generally are based on standards developed or endorsed by businesses or industry associations.

Certificates awarded by workforce development boards are not included in this definition, nor are work readiness certificates, because neither type of certificate is recognized industry-wide, nor do they document measurable technical or industry/occupational skills necessary to gain employment or advance within an occupation.

Recognized postsecondary credentials reflect technical or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment.

While there is no comprehensive list of approved credentials, more information on how to determine what may be considered a credential can be found in [TEN 25-19](#).

Please note the training program does not have to issue the credential, but the training program should prepare the individual to obtain the credential. For example, a Class A Truck Driving program does not issue the Class A driver's

license, but it should prepare the individual to pass the state-issued exam to obtain the license. For more information on if a training leads to an industry-recognized credential, please see DOL's [Credential Attainment Decision Tree](#).

Further, to be eligible, a program that does not lead to a credential may instead lead to training related employment as long as the program provides a measureable occupational skills gain.

What is training related employment?

“An eligible ETPL program must prepare graduates for a specific occupation related to the training that was provided. This means that programs must award measurable technical skills, rather than general skills that are broadly required for employment. These measurable technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations.”

Understanding Performance/Outcomes in CalJOBS

The data recorded in CalJOBS are for the “Program Year” in question (program years are from July 1 to June 30 each year. Program Year 21, for example begins on July 1, 2021 and ends on June 30, 2022):

- **Total Enrollments** – How many students were enrolled in the program at any time during that program year?
- **Total Program Exiters** – How many enrolled students completed or left the program for any reason during the program year?
- **Total Completers** – How many enrolled students successfully completed the program during the program year?

- **Credentials** – How many students received recognized credentials during the program year?
- **Employed in 2nd Quarter** – Of the students who successfully completed the program during the program year, how many were employed within 6 months?
- **Median 2nd Quarter Earnings** - Of the students who were employed within 6 months, what was the median earnings for months 4, 5, and 6 after completion? For assistance with understanding Median and Average Earnings, see the appendix at the end of these policies and procedures.
- **Average 2nd Quarter Earnings** - Of the students who were employed within 6 months, what was the average earnings for months 4, 5, and 6 after completion? For assistance with understanding Median and Average Earnings, see the appendix at the end of these policies and procedures.
- **Employed in 4th Quarter** - Of the students who successfully completed the program during the program year, how many were employed within 12 months?
- **Median 4th Quarter Earnings** - Of the students who were employed within 12 months, what was the median earnings for months 10, 11, and 12 after completion? For assistance with understanding Median and Average Earnings, see the appendix at the end of these policies and procedures.
- **Average 4th Quarter Earnings** - Of the students who were employed within 12 months, what was the average earnings for months 10, 11, and 12 after completion? For assistance with understanding Median and Average Earnings, see the appendix at the end of these policies and procedures.