

# INDIVIDUAL TRAINING ACCOUNT (ITA) & APPRENTICESHIP TRAINING ACCOUNT (ATA) POLICIES AND PROCEDURES

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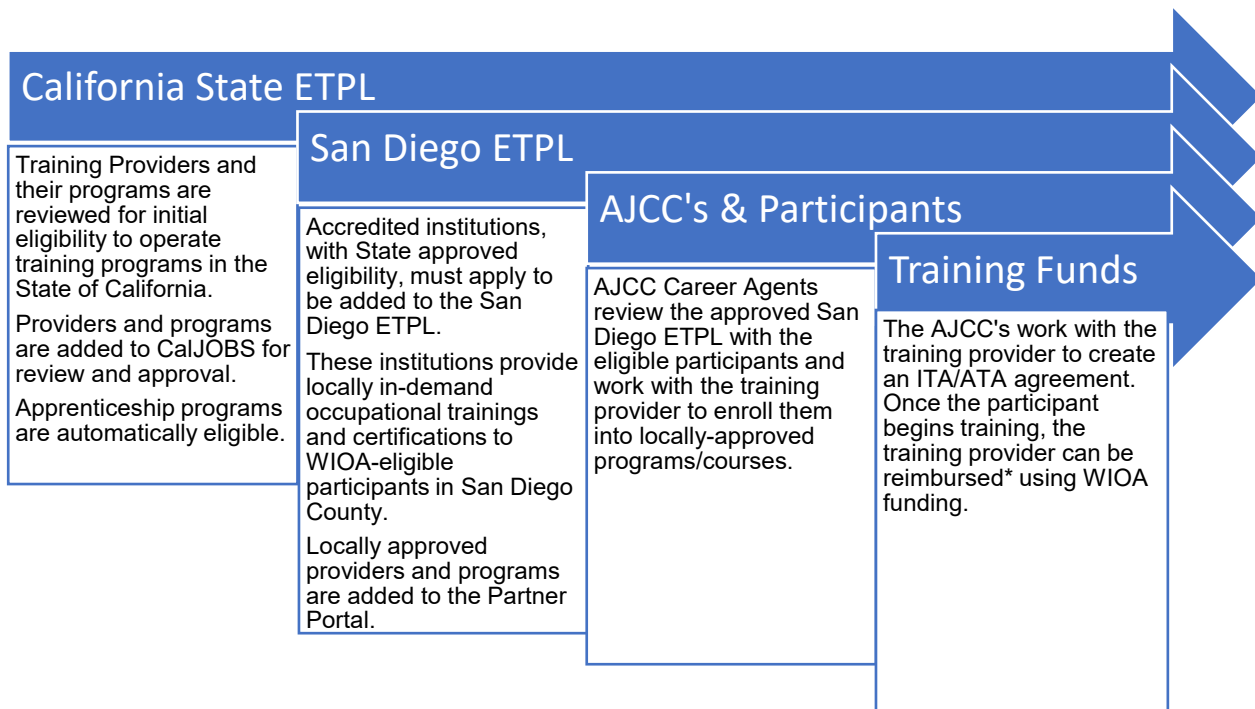
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## I. INTRODUCTION

An Individual Training Account (ITA) is designed to provide services to participants who are in need of training that prepares them for employment in in-demand occupations in the San Diego region. An Apprenticeship Training Account (ATA) is a formalized, structured training program that combines on-the-job learning with related practical and technical classroom instruction in a highly skilled occupation. The ITA/ATA Policy and Procedures is designed to ensure consistency among Training Providers and streamline the process for participants to obtain an ITA/ATA while ensuring the intent of the legislation for informed participant choice is still being met. The policy defines the Workforce Innovation and Opportunity Act (WIOA) tiers of service and outlines the process to issue, document, and track an ITA/ATA.

Participants may access training services through Training Providers who have met eligibility requirements set by the state in order to be listed on the state managed Eligible Training Provider List (ETPL). As the local Workforce Development Board (WDB), San Diego has additional eligibility requirements to ensure the trainings provided are in occupations with regional growth projections and locally sustainable wages, as well as meeting the needs of the region's employers.

The ITA & ETPL Policies and Procedures applies to Training Providers that currently have or are interested in listing programs on the San Diego ETPL to receive Workforce Investment and Opportunity Act (WIOA) funding. Approved Training Providers are subrecipients of San Diego Workforce Partnership (SDWP). *Please note that other Workforce Development Boards may have ETPL policies which vary based on their needs. A Training Provider interested in serving multiple Workforce Development Boards must review and comply with the ETPL policies of each area where they wish to operate. SDWP does not review or approve Training Providers to operate in areas outside of San Diego.*



\*ITA's & ATA's are reimbursed up to the cost of the program/course or up to the maximum reimbursement allowed, as per ETPL, ITA and ATA policy, whichever is less.

## II. ITA & ATA POLICIES AND PROCEDURES

The following sections list the requirements for the AJCC operator to provide ITA's/ATA's using the approved ETPL.

### A. ELIGIBILITY FOR ITA TRAINING SERVICES

Under the WIOA there are two levels of services: Basic and Individualized services. A determination that a participant needs individualized and/or training services can be made without regard to how long the individual has been receiving services at each level. Participants in Adult programs must meet eligibility requirements, before being provided training services. Eligibility for services is found in **SDWP Operations Manual, Chapter 7, Part 1: WIOA: Title I Adult Program Eligibility**.

Training services are available to those participants who are unable to find employment. Need and ability to benefit from WIOA funds must be established and the participant must have the skills and qualifications to successfully complete the training program. An individual's need for training shall be determined through an assessment. Participants with marketable skills within an ID occupation shall not be deemed eligible for WIOA funded training.

Under WIOA: Title I (Adult and DW), ITA's will be used when training at no cost cannot be found or provided in a timely manner. Participants must meet the financial need requirement of being unable to obtain grant assistance from other sources to pay partial or full costs of such training.

**All other training options and funding sources, including ETPL funds shall be exhausted prior to utilizing WIOA: Title I training funds.** Career Center staff shall monitor and track each participant's financial aid. ITA's will provide participants the maximum participant choice in services and in training schools, and the flexibility needed to obtain training in demand occupations in the changing economy of the San Diego Region. The Career Center training team is accountable for developing and managing an ITA process that provides training opportunities to participants who express an interest in, and need for, training opportunities. The Career Navigators must show evidence of exhausting all other funding sources through documentation in CalJOBS.

### B. ELIGIBILITY FOR ATA TRAINING SERVICES

A Registered Apprenticeship is industry-driven where employers determine the skills that are essential to sustain a quality workforce. Similar to ITA's or OJT's, Registered Apprenticeships target participants who need training and prepares them for in-demand occupations throughout San Diego County. However, unlike ITA's and OJT's, Registered Apprenticeships include both classroom and OJT training, and participants earn wages while training.

Apprenticeship training is an "Earn and Learn" model. The length of the apprenticeship training will vary by occupation. The apprentice is hired as an employee within the training field and earns wages once accepted into the program. To be a registered apprenticeship, an apprentice is required to attend a minimum of 144 hours **per year** of classroom training and obtain 2,000 hours of on-the-job training. Additional classroom training hours are accrued on a six-month basis with a requirement of 72 hours per period.

#### 1. ATA Program Admission

A registered apprenticeship's program sponsor must accept a participant prior the execution of an ATA. Sponsors are employers, or groups of employers, who identify the minimum qualifications applicants must meet in order to apply for their apprenticeship program. Minimum qualifications and

credentials to apply may include education, ability to physically perform the essential functions of the occupation and proof of age. Additional qualification standards, such as interviews, school grades and previous work experience may be required. Participants must be at least 18 years old to apply to a registered apprenticeship; however, the minimum age and minimum education requirements may be waived for Participants who are accepted and registered as a student/apprentice in the school-to-registered apprenticeship program.

Through the apprenticeship agreement, an apprentice receives supervised, structured OJT training combined with related technical classroom instruction that provides the knowledge required to perform at a highly-skilled level.

At the end of the apprenticeship, all apprentices must receive an industry-recognized credential. Some apprenticeship programs offer interim credentials as apprentices achieve important milestones during their apprenticeship.

## 2. Apprenticeship Training Procedures

The length of the WIOA supported apprenticeship training shall include the probationary period (varies by sponsor) and the first 144 hours of classroom training. These first 144 hours of training must take place within 18 months from the start of the program. The ATA will be used to support classroom activities of the apprenticeship program and not OJT training activities.

Once the participant (apprentice) progresses through the probationary period plus the first 144 hours of training, the participant shall be exited from WIOA as “entered employment.”

Registered apprenticeships must pay Apprentices, at minimum, the local minimum wage during the OJT for the duration of the program. Upon completion of the apprenticeship, it is the goal of the program that the self-sufficiency as identified per the San Diego Workforce Partnership is met upon placement in employment in a related occupation.

## C. MAXIMUM ITA/ATA REIMBURSEMENT

The ITA cap shall not exceed \$7,000, or the actual cost of the program, *whichever is less*.

Supportive Services can be used on an Approved Training if the training does not include all associated costs and/or training pre-requisites for the participant to be successful in training. Refer to **Chapter 4, Part 1: WIOA: Title I Adult Worker Program Activities**.

SDWP will only reimburse for costs related to classroom training. WIOA funds cannot be used to pay for wages or for any additional services that are duplication of services under WIOA Title I, including, but not limited to: case management and other career services provided through the AJCC.

## D. CAREER ASSESSMENT AND TRAINING RESEARCH

Following assessment and identifying the need for training, the Career Navigator shall guide the participant with conducting the following research:

1. Participant shall use [Career Coach](#) tool to explore local careers and educational programs.
2. The participant must consider the program cost, transportation, classroom setting (in-person/online), and if applicable, necessary accommodations for persons with disabilities.
  - a. If a training is online, the participant must have consistent access to internet, a computer, and any necessary equipment to complete the course.

3. The Career Navigator will enter the following CalJOBS standalone case note.

Subject line: Career Assessment and Training Research

*The participant completed Career Coach Assessment and researched Name of Training Program(s) using information on the approved San Diego Workforce Partnership Funded Trainings List. The participant chose Name of chosen Training Provider and has chosen the training program. List specific details regarding the participant's choice and how it connects to their assessment results. The participant has completed all pre-requisites and requirements for this training course, including List any prerequisites and requirements and is eligible to begin.*

## E. TRAINING AGREEMENT NUMBER

The following shall be used to assign Training Agreement numbers:

- Region Code (1 digit) + Program Code (1 digit) + WIOA App ID (8 digits) + Program ID (5 digits)

<b>Region Codes</b>	<b>Program Codes</b>
<b>E</b> - East	<b>A</b> - Adult
<b>M</b> - Metro	<b>D</b> - Dislocated Worker
<b>N</b> - North	
<b>S</b> - South	

- Program ID numbers for approved programs will be listed on the published ETPL on <http://workforce.org/etpl>
- If a Program ID number is less than 5 digits, the Career Navigator shall use zeroes (0) in front of the number
- The Program ID number will be entered on the Activity Code in CalJOBS and must match the Training Agreement

***Example Agreement Number: MA-12345678-00985***

## F. REQUEST FOR TRAINING FUNDS

The Career Navigator shall be responsible for the following training request documentation and data entry processes. Approved training requests will require the appropriate training activity code be entered into CalJOBS based on the selection from the training research, generation of the CalJOBS Activity Enrollment Form (Training Agreement), obtaining all the necessary signatures on the Training Agreement, uploading documentation to CalJOBS, and submission of participant information to the Training Request spreadsheet no less than seven (7) business days prior to the start date of training.

### Request for Training Process

#### 1. CalJOBS Activity Code Data Entry

The Career Navigator is responsible for the following:

- Add appropriate training activity code in CalJOBS
  - ITA - 300
  - ATA - 325
- Enter the required (\*) fields on each of the following tabs:
  - General Information
  - Service Provider
  - Enrollment Cost
- On the **General Information** tab:
  - Projected Begin Date
  - Projected End Date
  - **DO NOT** enter the Actual Begin Date
  - In the *Comments* field text box include:
    - Training Agreement Number
      - See Training Agreement Number below
      - Based on the current ETPL
    - Total Program Cost
      - Based on the current ETPL
      - Enter decimal place holders if necessary
    - Financial Aid: (if applicable)
      - Enter the amount of any financial aid received
      - Enter \$0.00 if no financial aid was obtained
    - Student Cost: (if applicable)
      - Enter any additional cost to the participant greater than the training amount and any financial aid received
      - Enter \$0.00 if there is no additional student cost
    - Include Priority Sector

EXAMPLE:

MA-12345678-00123 Total Program Cost: \$5,000.00 Financial Aid: \$1,000.00 Student Cost: \$0.00 Sector: Healthcare
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- On the **Service Provider** tab:
  - Use the ETPL spreadsheet from workforce.org to ensure selecting the correct Training Provider and Training Program
  - Select the Standard Occupational Code (SOC) based on the information found on the ETPL spreadsheet

- On the **Enrollment Cost** tab:
  - Zero all itemized fields (ex. Books, Tuition, etc.)
  - Enter the Other Cost field
    - Compare the Program Cost to the Max Training Cost
    - Use the minimum amount
- Review CalJOBS Data Entry
  - Generate the Activity Enrollment Form (Training Agreement) PDF
  - Review the Training Agreement for errors
    - Use the Training Agreement CalJOBS Data Entry Checklist

## 2. CalJOBS Activity Enrollment Form (Training Agreement)

The Career Navigator is responsible for the following:

- Generate the Activity Enrollment Form (Training Agreement) PDF
- Review the Training Agreement for errors
  - Use the Training Agreement CalJOBS Data Entry Checklist
- Obtain signatures after data is verified as accurate
  - Applicant Signature Line
    - Signed by the participant
  - Staff Signature Line
    - Signed by the training provider
  - Upload signed Training Agreement to CalJOBS
  - Case note to include:
    - Subject Line:  
Activity Code – Activity Code Description + “Request for Training”  
Example: “300 – Occupational Skills Training (Approved ETPL Provider)  
Request for Training”
  - Case note text:  
“Training Agreement signed and uploaded to CalJOBS. Awaiting training approval.”
- Notify TFC via [voucher@workforce.org](mailto:voucher@workforce.org)
  - Subject Line: Signed ITA Agreement – Participants First & Last Name.”  
Email Body— Participant’s WIOA# [Full Number] signed agreement attached to this email.”

*NOTE: No changes can be made to a signed Training Agreement. If there is an error found on the signed Training Agreement, a new Training Agreement MUST BE created, and new signatures obtained after corrections have been made.*

## 3. Training Agreement Review and Approval

The Training Funds Coordinator is responsible for the following:

- Review Training Agreement
  - Data entry
  - Verify signatures
- Select Programs link
- Title I – Workforce WIOA
- Expand the Activities/Enrollments/Services link
- Select the 300 Code
- Review data on the General Information page
- Select the Edit Activity link (top of page)
- Open the Enrollment Budget Tab

- Locate Budget Allocation Field
- Click the Edit link
- Add the Agreement amount in the \*Funded amount field
- Save

In the event the training activity code data entry and activity enrollment print out has missing information or incorrect information, the Training Funds Coordinator will notify the Career Navigator via the Corrections Spreadsheet in TEAMS. The Training Agreement will not be approved until the necessary modifications listed in the Corrections spreadsheet are completed. Any change to signed Training Agreement will require a new form to be generated and new signatures obtained from the participant and the training provider. Any changes to the training provider and/or program, office location, or customer group will require the submission of a Data Change Request (DCR). The date of the signatures will be the driving date to determine the agreement date.

Within two (2) business days of receipt of the complete and accurate authorization, the Training Funds Coordinator shall approve training by assigning appropriate budget to training in CalJOBS. The Career Navigator shall run CalJOBS reports to identify approved trainings for their participants.

The Career Navigator shall notify the participant and training provider of the approval via e-mail and attach the Training Agreement (CalJOBS Activity Enrollment Summary).

## G. TRAINING DOCUMENTATION

### 1. Activity Enrollment Summary (Training Agreement)

The Career Navigator shall confirm that the participant started training and shall document confirmation by entering into CalJOBS training code Actual Begin Date field after the participant has passed the training provider 'drop-date.' An attached case note will also be added to the activity indicating the participant has begun training.

### 2. Case Notes

The following sample case note shall be used:

*On Date I called Name of Training Provider to verify that Name of Participant started training on Date. I spoke with Name of Contact and Contact's Title. Name of Contact verified that Name of Participant attended training program on \*intended start date.*

\*If the participant's start date is different than the "projected start date" noted on the signed Training Agreement, an additional attached case note should be entered to document the change of start date and the reason for the change.

### 3. Voucher Notification

The Career Navigator shall notify the Training Funds Coordinator via ??? that the participant began training on the intended start date. The TFC can initiate the voucher processing steps below.



## H. VOUCHER

A voucher in CalJOBS will function as a request for payment to the training provider. The Funds Coordinator must enter a voucher for training in CalJOBS within seven (7) calendar days after the confirmation of the training start date.

### 1. Voucher Processing

Vouchers are submitted through CalJOBS in the **Budget Planning** tab of your training activity code and is to be completed by the Training Funds Coordinator.

#### Voucher Process

- Navigate to training activity code in participant program profile
- Use the (w) wizard icon to enter the activity code in edit mode
- On the **Budget Planning** tab:
  - Select the Add a Voucher link
  - Confirm the billing address for accuracy
    - If the billing address is not correct contact [inquiries@workforce.org](mailto:inquiries@workforce.org).
  - Reference No field
    - Enter the Training Agreement Number
  - Date field
    - Enter the date of the voucher request
  - Cost Details Section
    - Enter the total funded amount for the training in the Other Costs field
- Enter attached case note to training activity code
  - Case note to include:
    - Subject Line: Activity Code – Activity Code Description + “Voucher”  
Example: “300 – Occupational Skills Training (Approved ETPL Provider) Voucher”
  - Case note text: “Voucher entered and approved.”
- Voucher Approval
  - Programs Link
  - Title I – Workforce WIOA
  - Expand the Activities/Enrollments/Services link
  - Select the 300 Code
  - Select the Edit Activity link (top of page)
  - Open Budget Planning Tab
  - Expand Voucher Link
  - Click Edit Link
  - Manage Voucher Field
  - Verify Data
  - Select Approved
  - Scroll to bottom
  - Save

Once approved, the voucher status will be updated to “Approved.”

SDWP Finance Department shall run the CalJOBS Payment Report weekly for approved vouchers. Payment will be mailed directly to the training provider within 21 days of the report date. Once SDWP Finance Department has prepared the payment, the check number, check amount, and check print date will be entered into CalJOBS. Staff can run the CalJOBS Payment Report to view all vouchers that have been processed by SDWP Finance Department.

## I. DATA CORRECTIONS, VOIDS AND DISCONTINUATIONS

Participants, at their right, may discontinue training at any point during the program. It is the responsibility of the Career Navigator and Training Provider to work with each participant and ensure their training needs are met. However, a participant may not switch to a different program and/or provider under the same Training Agreement and may not be eligible for another ITA/ATA if they discontinue. Discontinuations will be evaluated on a case-by case basis by SDWP.

### 1. Data Corrections

An ITA/ATA correction occurs when the data in CalJOBS needs to be corrected and/or data needs to be inputted after a system closure in CalJOBS.

Data corrections must be submitted if **data related to the training activity code was inputted incorrectly and/or not entered and it has been more than 30 days.**

Reference **Chapter 5: CalJOBS Data Entry Policies and Procedures** for required fields and procedures.

### 2. Training Void

An ITA/ATA Void occurs when a participant decides to forego training: a participant does not start training and no costs are incurred.

#### Void Process

VOIDS can only be submitted if **no actual start date was entered and no voucher was submitted through CalJOBS.**

1. A Training Void requires a Data Change Request (DCR) be submitted to [CalJOBS@workforce.org](mailto:CalJOBS@workforce.org) for the completion status of the training code to be set to void. Reference **SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures** for required fields and procedures.
2. Enter an attached case note to the training activity code. Case note must include the following:
  - Subject Line: Activity Code – Activity Code Description + “VOID”  
Example: “300 – Occupational Skills Training (Approved ETPL Provider) VOID”
  - Case note text explaining the reason for void and if applicable the last day the participant attended training.

### 3. Training Discontinuation

An ITA/ATA Discontinuation occurs when a participant starts training and discontinues training. If the participant’s discontinuance is due to an unforeseeable emergency (i.e., documented illness) then the participant is eligible for reinstatement, based on approval.

#### Discontinuation Process

1. The Career Navigator shall enter the correct last date of training and ITA/ATA completion status.
  - If a start Date was entered and no voucher submitted, update the completion status to drop out of activity.
  - If a start date was entered and a voucher was submitted, update the completion status to unsuccessful completion.

2. The Career Navigator shall enter an attached case note to training activity code; case note must include the following:
  - Subject Line: Activity Code – Activity Code Description + “Update”  
Example: “300 – Occupational Skills Training (Approved ETPL Provider) Update”
  - Case note text explaining the reason for discontinuance and the last day the participant attended training

*Note: A DCR to remove a training activity code cannot be submitted for a discontinuance once payment has been received by the training provider unless a full refund has been received and processed by SDWP Finance Department. Any partial payment to the training provider also disqualifies the training activity code from being removed in CalJOBS.*

## J. REFUND POLICY AND PROCESS

Training Providers are required to refund all or a portion of the cost of the training if a participant does not complete the program or for any overpayment of program costs. If a provider has a tiered drop (i.e., allows for full and/or partial refunds depending on portion of program completed) and refund policy which has been approved by the accrediting body and is publicly available to all perspective students, that policy may be used; however, a copy must be provided to SDWP for review and approval. Examples of an overpayment may be for supportive service costs not utilized by the participant as part of the total cost (i.e., books, tools, fees, etc.). Refer to **ATTACHMENT – ETPL POLICIES AND PROCEDURES** for the ITA and ATA refund policy.

## K. PROGRESS REPORT & ATTENDANCE

The training provider must provide **CHAPTER 4. PART 3, ATTACHMENT – PARTICIPANT EVALUATION & PROGRESS REPORT FORM** on the participant’s progress and attendance to the AJCC by the tenth business day of each calendar month, as part of the ITA Agreement. In the event that the participant fails to attend school, the training provider must inform the AJCC within three (3) days of consecutive non-attendance. In the event the student is terminated for non-attendance, the school must refund the unused WIOA training funds within ten (10) business days of the student’s last date of attendance. If the training provider fails to provide progress and attendance reports, the Career Navigator shall contact the training provider or Participant to obtain this information. All attempts to obtain the reports must be entered into CalJOBS.