

# ON-THE-JOB TRAINING (OJT) POLICY AND PROCEDURES

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## I. INTRODUCTION

WIOA was signed into law in July 2014 and strengthens existing workforce development and adult education programs by serving low-income adults, dislocated workers, and youth who are most in need and face barriers to employment. Additionally, WIOA expands on the education and training options that are available to job seekers and businesses, with the goal of increasing access to better careers and professional advancement. These programs also help disadvantaged & unemployed adults, as well as eligible youth earn wages while learning through support services and effective employment-based activities.

Work-based learning activities involve building worker skills and establishing pathways to higher wages and career opportunities. Work-based learning strategies emphasize business engagement, incorporate training objectives while job-seeking participants are working, and lead to unsubsidized employment. A key advantage of work-based learning is that job seekers and participants can “earn while they learn” and achieve improved employment and earnings outcomes.

In addition to the advantages for job seekers, work-based learning opportunities provide businesses with opportunities to help develop and retain a skilled workforce utilizing WIOA resources.

For additional information regarding Work-Based Learning under WIOA: Title I, please visit:

- TEGL 19-16, “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules. “
- Workforce GPS page on Work-Based Learning for Adults and Dislocated Workers: [https://ion.workforcegps.org/resources/2017/03/09/12/20/Work-Based\\_Learning\\_-\\_Adult\\_and\\_Dislocated\\_Worker\\_Programs](https://ion.workforcegps.org/resources/2017/03/09/12/20/Work-Based_Learning_-_Adult_and_Dislocated_Worker_Programs)

## II. PURPOSE OF ON-THE-JOB TRAINING (OJT)

OJT is a proven, evidence-based strategy under WIOA that provides for reimbursements to businesses to help compensate for the costs associated with skills upgrading and loss of production for the training of newly hired employees. OJT funds provide reimbursements to businesses of up to 50 percent of the wage rate of OJT participants (in certain circumstances up to 75 percent) to help defray the personnel training costs of new employees. OJT programs can assist businesses who are looking to expand and who need additional staff trained with specialized skills. In an OJT program, the business is generally the entity providing the training, which helps to ensure all training is relevant to the job into which the participant is placed. In some instances, however, the employer offering the OJT, may require the participant to receive additional training, if the position requires it, e.g., more specialized IT skills. In such cases, an outside training provider may be hired.

Target Populations - On-the-Job Training target populations include adult and dislocated workers, presently unemployed and underemployed workers, as well as out-of-school youth. Individuals must meet WIOA eligibility criteria to participate in OJT programs.

### 1. OJT Funds under WIOA AND Registered Apprenticeship (RA) Programs

One type of OJT opportunity that can be utilized under WIOA is through placing WIOA participants into Registered Apprenticeship (RA) programs. There are five components to every RA program:

- 1) Employer Involvement – Employers are the foundation of the RA program and must be the provider of OJT;
- 2) On-the-Job Training – Every RA program includes an OJT component lasting at least one year;

- 3) Related Technical Instruction – Every RA program includes a classroom training or academic component (with an annual recommendation of 144 hours) to supplement on-the-job learning and training;
- 4) Wage Progression – Every RA program must have at least one incremental wage increase commensurate with an increase in skills;
- 5) National Occupational Credential – The RA Completion Certificate is a recognized post-secondary credential under WIOA.

### III. ON-THE-JOB (OJT) POLICIES AND PROCEDURES

#### A. ON-THE-JOB TRAINING REQUIREMENTS

##### 1. Part time vs. Full time:

OJT must be full-time, regular employment (minimum of 32 hours per week) unless otherwise approved by the Manager of Business Services.

##### 2. OJT duration must be limited to the time necessary for a customer to become proficient in the occupation for which the customer is receiving OJT.

- Duration of training shall be no more than 26 weeks (1,040 hours maximum) or 6 months whichever comes first.
  - Example: 1,040 hours x hourly wage x reimbursement rate = amount of reimbursement
  - Only hours worked and trained on the job shall be reimbursed. Vacations, holidays, sick leave, personal leave, union dues, jury duty, commissions, bonuses, and overtime compensation for work in excess of the maximum hours per week authorized by law will not be reimbursed.
- Length of training should be based on individual assessments of the participant's background, skills, and barriers to employment.
  - BSR should consult with the employer(s) and use the Occupational Information Network's (ONET) Specific Vocational Preparation Range (SVP) to determine the appropriate occupational training needed. Using the SVP provided by ONET, the following duration times are recommended in addition to the participant's past skill and experience.

Specific Vocational Preparation Range (SVP)	
Level	Timeframe
Level 1	< 1 month
Level 2	1 month
Level 3	< 1 month – 3 months
Level 4	>3 months – 6 months
Level 5 - 9	>6 Months

##### 3. Funding Limits:

- Up to **50%** of the participants wages, for the extraordinary costs of providing the training and additional supervision related to the OJT.
- In limited circumstances, the reimbursement may be up to **75%** of the participants wages upon approval of the Manager of Training Services.
- Assessment for increased reimbursement will take into account the following factors:
  - The characteristics of the individual being trained, and their individual barriers to employment

- Size of the employer, with an emphasis on small businesses,
- Quality of the employer-provided training and advancement opportunities,
- Relation of the training to the competitiveness of the participant in the job market

#### 4. OJT Wage Requirement:

OJT should meet the Workforce Partnership's approved target self-sufficiency wage as determined by the Workforce Partnership. An OJT request that does not meet the self-sufficiency wage must be approved by the Manager of Business Services, and will be assessed against the following elements:

- a) Must pay the current minimum wage as dictated by the state of California AND:
  - b) Documented, historical or written evidence of step raises that lead to a higher wage and self-sufficiency for the candidate within a year of training completion; or
  - c) Documented, historical or written evidence of career ladders or advancement opportunities that can be directly linked to the successful completion of the OJT; or
  - d) Quality of employer-provided training and competitiveness of the participant post training
- Further definitions of these benefits are listed below:

- **Step Raises:** A regular schedule or calendar of raises that a person becomes eligible for based on the amount of time they spend on the job.

For example: An OJT candidate may start out at \$18.00 per hour but know that every six months their pay will increase by .50 cents per hour. These types of raises are often found in labor or union positions and retail work.

- **Career Ladders:** Many occupations and industries offer clear career ladders. Through established career ladders, customers shall have the opportunity to acquire the necessary skills to enter and move up in the workforce. Each step in a career ladder must lead to greater challenges, responsibilities and/or the opportunity for increased wages.

For example: A customer may start out as a receptionist making minimum wage, with the knowledge that after the customer grows proficient in that position, it could lead to career advancement and higher wages as an office assistant, executive assistant, or office manager.

## B. EMPLOYER PRE-SCREENING FOR OJT

OJT is provided under an agreement with an employer in the public, private non-profit, or private sector. Prior to entering into an OJT agreement, a pre-screening should be conducted to ensure that the employer meets the minimum standards and can provide both training and employment to an OJT participant. If additional training is needed, Business Services should ensure that a third-party training provider is included in the agreement.

### 1. Employer checklist must include at a minimum:

- The employer is a valid company in the State of California
  - The BSR must check the business entity's status on the Secretary of State's webpage.sos.ca.gov
  - The BSR must check that the employer is not debarred or suspended [www.sam.gov](http://www.sam.gov) Click the "Search Records" button

- The business has not exhibited a pattern of failing to provide OJT participants with continued employment;<sup>1</sup>
- The business verifies WIOA funds will **not** be used to relocate operations in whole or in part<sup>2</sup>;
- The business has operated at its current location for at least 120 days. If less than 120 days and the business relocated from another area in the U.S and individual(s)/employees were not laid off at the previous location as a result of the relocation;<sup>3</sup>
- The business is not utilizing OJT participants to fill job openings as a result of a labor dispute;<sup>4</sup>
- OJT funds will not be used to directly or indirectly assist, promote, or deter union organizing;<sup>5</sup>
- The OJT will not result in the full or partial displacement of employed workers;<sup>6</sup>
- Participant wages to be paid are:<sup>7</sup>
  - At the same rate, including periodic increases, as other participants or employees who are similarly situated in comparable occupations with the same employer, and who have equivalent training, experience, and skills;
  - In any event, no less than the higher of the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1) or the applicable Federal, State, or local minimum wage;
- Participants must be provided benefits (e.g., workers' compensation, health insurance, unemployment insurance, retirement benefits) at the same level and to the same extent as other participants or employees working a similar length of time and doing the same type of work;<sup>8</sup>
- The employer will comply with the non-discrimination and equal opportunity provisions of WIOA law and regulations.<sup>9</sup>

## 2. Equal Opportunity

Training provider must comply with all Equal Opportunity (EO) Policies and Procedures as outlined in **Chapter 9: Nondiscrimination & Equal Opportunity Policy and Complaint Procedures**. This includes compliance with grievance and criminal activity reporting requirements. Training Provider may be monitored by SDWP or a third-party monitor each year and must complete **ATTACHMENT - EO WIOA SECTION 188 COMPLIANCE CHECKLIST** found in **Chapter 8: Monitoring** during each annual review period.

## 3. Conflict Of Interest

No grantee, contractor, sub-grantee, or sub-contractor will engage in any conflict of interest, real, implied, or apparent, in the selection, award or administration of a WIOA funded contract or grant. OJT Contracting must be conducted by training professionals and Employers in a manner that is objective and independent of personal interests.

An OJT-related conflict of interest can arise in several ways:

- a) The business owner or the trainee's direct supervisor is a member of the trainee's immediate family. In this instance, it is not advisable to approve the training plan;
- b) The business owner or the trainee's direct supervisor is a member of a WIOA staff person's immediate family. In this instance, the WIOA staff person should declare the conflict in writing and should have no involvement with the execution, oversight, reimbursement or monitoring of the OJT contract or related training plans;

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<sup>1</sup> 20 CFR 680.700(b)

<sup>2</sup> 20 CFR 683.260(a)(1)

<sup>3</sup> 20 CFR 683.260(a)(2)

<sup>4</sup> 20 CFR 680.840

<sup>5</sup> 20 CFR 680.830

<sup>6</sup> 20 CFR 683.270

<sup>7</sup> 20 CFR 683.275(a)

<sup>8</sup> 20 CFR 683.275(c); 20 CFR 683.280(b), 20 CFR 680.700(b)

<sup>9</sup> 20 CFR 683.285

- c) A WIOA participant receiving OJT may be a member of a WIOA-funded staff person's immediate family. In this case, refer to the above-cited policy letter. It is impermissible for a publicly funded employee to favor or appear to favor a family member;
- d) Similar issues arise when a close relationship exists between the trainee, an employer, the trainee's direct supervisor or a WIOA-funded staff person. The close relationship could be a "significant other" or a business partner. These types of close relationships are hard to define precisely. The key is to preserve public trust and to avoid the appearance of favoritism. When in doubt, declare the conflict to your supervisor and handle the situation in a way that removes any hint of favoritism.

## C. TRAINEE ELIGIBILITY

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 **Chapter 7. Part 1: WIOA Title I Adult Program Eligibility**.

As necessary, to meet the needs of the employer, the career center staff shall conduct recruitments for the OJT. The announcement shall include qualifications, job description (if applicable), training information, deadlines for recruitment, and a summary of the recruitment procedure. The Intake and Eligibility Specialist shall complete eligibility for all prospective employees/trainees.

### 1. New Hire

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 in-demand occupation shall not be deemed eligible for WIOA funded training.

A new hire may begin the OJT 2 weeks after their hire date to allow time for the onboarding process. The OJT start date must begin once the participant is fully enrolled in WIOA and on a new a pay period.

### 2. Currently Employed Workers

Upgrades a currently employed worker may be placed into an OJT with the same Employer only when the following criteria are met:

- The employed worker meets WIOA eligibility, and
- The Employer meets all OJT employer requirements, and
- The OJT relates to the introduction of new technologies, introduction to new production or service procedures; or
- The OJT supports the acquisition of new skills necessary for upgrading to a new job that requires the additional skills, or
- The OJT provides training in the required workplace literacy

Providing OJT's to employed workers is different than "Incumbent Worker" training through WIOA. An incumbent worker is an individual who is employed, but an incumbent worker does not necessarily have to meet the eligibility requirements for intensive and training services for unemployed adults and dislocated workers.



An OJT candidate must meet these eligibility requirements. In the circumstance where the Employer proposes to upgrade the employee by training for a job that requires substantially different or higher-level skills, the current employee must also, as a result of successfully completing the OJT:

- Expect a wage gain by the end of the training period commensurate with incumbent positions; or
- Expect an upgrade to a new position.

The Employer will be encouraged to “backfill” with a new hire for the employee’s previous position through the Career Center or when training is complete.

### 3. Employer Referrals

An employer may sometimes refer an applicant for a vacant position in order to determine whether the applicant is eligible for WIOA and appropriate for training through an OJT Training Plan. This practice is allowed under WIOA. AJCC BSRs shall assess the circumstances to determine whether an OJT is appropriate in the same way they would assess an individual participant.

An applicant who is referred to the AJCC by an employer can be registered into an OJT only after eligibility for WIOA has been verified and after the assessment process has documented a need for and ability to benefit from the training offered by the employer.

## D. CAREER ASSESMENT & CUSTOMER TRAINING CONTRACT

The Career Navigator shall guide the participant with conducting the following prior to approving an OJT.

### Career Assessment and Training Research Process

1. Review [ATTACHMENT - CUSTOMER TRAINING CONTRACT](#) with the participant and upload the signed contract to CalJOBS activity code 202 (Career Guidance/Planning).
2. The participant shall create a profile on [Career Coach](#) and complete the career assessment to explore local careers and educational programs that match their assessment results and interests. The Career Navigator shall attach the participants results to CalJOBS activity code 204 (Interest and Aptitude Testing).
3. The Career Navigator will enter one of the following standalone case notes in CalJOBS:
  - a. If the participant is completing an OJT as a new hire and is NOT a reverse referral, please enter the following:

Subject line: Career Assessment

Content: *The participant completed* Name of Assessment *and researched* Name of Occupation. *The participant is a good fit for the training because* list how the assessment results supports the training program. *The participant meets all requirements for this training and is eligible to begin.*

- b. If the participant is a currently employed worker:

Subject line: Assessment and Research Waived

Content: The participant’s assessment and research has been waived. *Name of Employer (Training Provider)* has assessed individual to ensure participant is a good fit for the position.

## E. OJT SETUP

The Business Service Representative (BSR) shall be responsible for the following to ensure the employer and the occupation are entered into CalJOBS and that the training agreement has been assigned prior to submitting the training agreement.

### 1. REQUEST OJT AGREEMENT NUMBER

Once an OJT opportunity has been identified for the participant, an agreement number shall be requested from the Workforce Partnership's finance department.

The following shall be used to assign Training Agreement numbers:

- Region Code (1 digit) + Funding Code (1 digit) + Employer ID (4 digits) + sequence (3 digits)

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

**Example Agreement Number: EA-1234-001**

### New OJT Employers

For new employers, an employer ID shall be requested from the Business Service Representative via email to [newvendorsetup@workforce.org](mailto:newvendorsetup@workforce.org) by sending a completed ATTACHMENT – NEW VENDOR REQUEST FORM, found in **Chapter 6. Financial Management**. Please allow up to three (3) business days to receive a new employer ID.

A new vendor request MUST include the following:

- ATTACHMENT – NEW VENDOR REQUEST FORM;
- W9; and
- Attachment - EO WIOA Section 188 EEO Compliance checklist, found in the Workforce Partnership's Operations Manual, Chapter 8. Oversight and Monitoring.

### Existing OJT Employers

For existing employers, the Business Service Representative must request a new agreement number via email to [newvendorsetup@workforce.org](mailto:newvendorsetup@workforce.org) (what to include in email) Please allow up to two (2) business days to receive a new agreement number. Attachment - EO WIOA Section 188 EEO Compliance checklist is **required once per program year (July – June)**.

### 2. CREATE A PROVIDER PROFILE IN CALJOBS

The Business Service Representative is responsible for creating a profile for the employer in CalJOBS prior to the training start date.

#### **Create a Provider Profile for the Employer in CalJOBS**

##### a) Search for Existing Provider (Employer)

The Business Service Representative is responsible for the following:

- Log into CalJOBS with your provider access
- Select **Manage Providers** from the **Services for Workforce Staff** section of the navigational menu
- Select **Assist a Provider**



- Using the **Provider Name 1** field, search the name of the employer
  - Complete a thorough search to verify if the employer already exists prior to creating new provider profile

*If the provider (employer) is found there is no need to create a provider profile. If the provider (employer) is not found follow the next steps to create a provider profile.*

### b) Create a New Provider Profile (Employer Information) – if applicable

The Business Service Representative is responsible for the following:

- Log into CalJOBS with your provider access
- Select **Manage Providers** from the **Services for Workforce Staff** section of the navigational menu
- Select **Create a Provider**
- Enter all the required (\*) fields in the Provider Information section
- For the following fields use these selections:
  - Status: Active
  - LWIA Region: San Diego Workforce Partnership
  - Type of Entity: Other
  - This provider is an accredited postsecondary education institution: No
- Ensure that the billing address entered is the remittance address for the employer.
- Select Save

The next page will be the **Provider Type Details** page.

- Select the checkbox for PS – OJT
- Select Save

After the page saves successfully, CalJOBS will automatically navigate to the **Provider Profile, General** tab.

- Next, select the **Locations** tab
- If the participant will be working at a location other than the one listed, use the **Add Location** button
  - Enter all the required (\*) fields for an additional Main Address, Billing Address and Mailing Address
  - Select Save
- Next, select the **Contacts** tab
- Add a contact by selecting the **Add Contact** button
- Enter the following fields:
  - First Name
  - Last Name
  - Title
  - Telephone Number
  - Email Address
- In the **Contact Locations** section, select a **Contact Type** from the available drop-down menu.
- Check the box for **Selected** next to the address at which the participant will be training
- Select Save

### 3. CREATE THE PROVIDER PROGRAM (OCCUPATION INFORMATION)

A Provider Program can be created for each contracted OJT within the Provider Profile.

The Business Service Representative is responsible for the following:

- Log into CalJOBS with your provider access
- From within the Provider Profile, select the **Program Services** link beneath the **Provider**

### **Programs** folder

- Select the **Add Program Services** button
- Select PS – OJT for Service Type
- Enter the following fields:
  - Status: Active
  - Program/Service Names: Fill in the OJT job title
  - Program/Service Description: OJT skills and responsibilities
  - This program of study or training services has the following potential outcome(s):
  - Employment
  - This is a Pay for Performance Contract: No
  - Job Title: Fill in the OJT job title
  - Wage per Hour: Fill in the hourly wage
    - Required Format: XX.XX (include two decimal places)
  - Hours per Week: Fill in the planned hours per week
    - Required Format: XX.X (include one decimal place)
  - Track Enrollment Costs: Yes
  - Worksite Required: No
- Skip the **Acceptance Information** section
- Select Save
- Scroll down to **Program/Service Customer Group**
  - Select Edit **Customer Group Details** link
  - Check the box for:
    - Adult, Dislocated Worker, and National Dislocated Worker Grant (NDWG)
- Select the Save button at the bottom of the page
  - Scroll down to the Program/Service Occupation
- Select **Occupation Details** link
- Select Add **Occupation** link
  - Search for the appropriate SOC Code
  - Select the Save button
- Scroll down to the **Program/Service Cost Details**
  - Select **Edit Cost Details** link
  - Select **Add Cost Items** link
  - Select **Total OJT Wage Costs** link
    - Enter **Wage** with contracted hourly wage
      - Required Format: XX.XX (include two decimal places)
  - Select **Hourly** for **Wage** Type from drop-down menu
    - Enter **Duration**
      - Total number of contracted hours
    - Enter **Wage Reimburse Rate**
      - Percentage of reimbursement
  - Select Save button
- Scroll down to the **Program/Service Locations**
  - Select **Edit Location Details**
    - Check the box for **Selected** for the location at which the participant will be training
    - Select Save
- **Program setup is now complete**
  - Logout of CalJOBS

## F. OJT AGREEMENT AND REQUEST FOR TRAINING FUNDS

The Business Service Representative 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, 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 no less than five (3) business days prior to the start date of training.

### Request Training Funds

#### 1. CalJOBS Activity Code Data Entry

The Business Services Representative is responsible for the following:

- Log into CalJOBS with your personal case management staff account
- Navigate to an individual participant profile
- Add appropriate training activity code in CalJOBS
  - 301 – On-The-Job Training
- Enter the required (\*) fields on each of the following tabs:
  - General Information
  - Service Provider
  - Enrollment Cost
- On the **General Information** tab:
  - Projected Begin Date (participant cannot start prior to the projected begin date but may start after the projected begin date)
  - Projected End Date (the Training Agreement should always reflect the accurate end date. However, after the Training Agreement has been submitted to the employer, change the Projected End Date in CalJOBS one month past the actual end date in effort to allow time to close out the activity before the system closes)
  - **DO NOT** enter the Actual Begin Date
  - In the *Comments* field text box include:
    - Training Agreement Number:
      - Type just the agreement number (See Training Agreement Number above for format)
    - Priority Sector:
      - On the next line type “Priority Sector:”
      - Type the priority sector name, refer to ([Priority Sectors - San Diego Workforce Partnership](#))
    - Project (if applicable):
      - On the next line type “Project:”
      - Type the project name as determined by SI and Client Services
        - If it is a project collaboration with Sector Initiatives include project name (Sector Initiatives)
        - Example: Cyberhire (Sector Initiatives)
    - Specific Vocational Preparation Range:
      - On the next line type “SVP: Level”
      - Type the appropriate level number
      - See OJT Requirements above for definitions of SVP Level

EXAMPLE:

**MA-1234-001**  
**Priority Sector: ICT Project:**  
**Cyberhire (Sector Initiatives)**  
**SVP: Level 4**

- On the **Service Provider** tab:
  - Use the Select Provider link to search the employer's name and make a selection
  - Use the Select Services, Course or Contract link to select the appropriate training program name
- Use the Select Occupational Code link to select the appropriate SOC code
- Select the Next button at the bottom of the page to save selections
- On the **Enrollment Cost** tab:
  - Verify data is correct in the following fields:
    - Total OJT Wage Costs
    - Wage
    - Wage Type
    - Duration
    - Wage Reimburse Rate
      - Applicable box is checked

If all fields are correct, no data entry is required on this tab. If any errors exist in any of the fields mentioned above, please correct them on this tab.

- Select the Next button at the bottom of the page
- Navigate to the **Closure Information** tab.
- Select Finish button
- Click Print Form

## 2. CALJOBS ACTIVITY ENROLLMENT FORM

The Business Service Representative is responsible for the following:

- Generate the Activity Enrollment Form (Training Agreement) PDF
- Review the Training Agreement for errors
  - Verify the following information:
    - Customer information
    - Funding/Grant
    - Activity code
    - Projected start and projected end dates
    - Agreement number
    - Comments Box is formatted correctly and complete
    - Provider and program selections
    - Training costs
- Complete an OJT Service Plan Form
- Merge Activity Enrollment Form PDF with OJT Service Plan Form
- Obtain signatures after merged form is verified as accurate
  - Activity Enrollment Form PDF
    - Applicant Signature Line
      - Signed by the participant
    - Staff Signature Line
      - Signed by the Business Services staff/manager
  - OJT Service Plan Form
    - Employer Signature Line
      - Signed by the Employer
- Enter attached case note to training activity code.
  - Case note to include:
    - Subject Line: Activity Code – Activity Code Description + “Agreement Uploaded”  
Example: “301 – On-the-Job Training – Agreement Uploaded”
  - Case note text: “An OJT Agreement Packet has been completed and signed by all


- parties. All documentation has been uploaded to CalJOBS.”
- Upload OJT Training Agreement to case note
  - Add OJT Training Agreement to the participants folder in SharePoint
  - Notify Training Funds Coordinator via shared document link

*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 APPROVAL

The Training Funds Coordinator will review the CalJOBS data entry and signed OJT Training Agreement of those participants with a 301-activity code and assigned budget in CalJOBS.

The Training Funds Coordinator is responsible for the following:

- Navigate to the 301-training activity code in the participants program profile
- Use the (W) wizard  icon to enter the activity code in edit mode
- Enter the **Enrollment Budget** tab
  - Select the correct budget
    - Example: OJT DW FY24
  - Add the OJT training amount to the Fund Amount field
- Navigate to the **Closure Information** tab
- Enter attached case note to training activity code
- Case note to include:
  - **Subject Line:** Activity Code – Activity Code Description + “Request for Training” Example: “301 – OJT Request for Training”
  - **Case note text:** “OJT Training Agreement reviewed and approved by the Training Funds Coordinator.”
- Forward approved OJT Training Agreement to the Finance department via email.

In the event the CalJOBS data entry and/or Training Agreement has missing or incorrect information, the Training Funds Coordinator will notify the Business Service Representative via the Training Document Correction log. The Training Agreement will not be approved until the necessary modifications requested are completed. Any change to signed Training Agreement will require a new form to be generated and new signatures obtained from all signees. Any changes to the CalJOBS data entry of training provider and/or program, office location, or customer group will require the submission of a Data Change Request (DCR).

The BSR will run CalJOBS reports to identify approved training. The Business Services Representative shall notify the training provider of the approval via e-mail and attach the Training Agreement.

#### a) Activity Enrollment Summary (Training Agreement)

The Business Service representative shall confirm that the participant started training and shall document the confirmation by entering into the CalJOBS training code the Actual Begin Date. An attached case note will also be added to the activity indicating the participant has begun training.

### b) Case Notes

In the 301 Training Activity Code navigate to the Closure Tab. The following sample case note shall be used:

*On Date I called Name of Training Provider to verify I 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.*

### c) Projected Start Date

If the participant's actual start date is different than the "projected start date" noted on the signed Training Agreement do not make any changes to the projected start date in CalJOBS, instead an additional case note should be entered to document the change of start date, and the reason for the change. Notify the Training Funds Coordinator of the new projected start date.

## G. OJT VOUCHER

A voucher in CalJOBS will function as a request for payment to the training provider. The Training Funds Coordinator must enter a voucher for training in CalJOBS at monthly or midpoint and completion of training.

### 1. Voucher Processing

Vouchers are submitted through CalJOBS in the Budget Planning tab of your training activity code and are to be completed by the Business Service Representative, Training Funds Coordinator, and Finance Analysis.

#### Voucher Process


The Business Services Representative is responsible for collecting necessary documents from the OJT business partner and uploading them to participants folder in SharePoint and will notify the Training Funds Coordinator via shared document link.

These documents include:

- Hours of verification (applicable only when nearing the fiscal year end and projecting hours is necessary)
- Payroll Records (Identify Payment Schedule when notifying the Training Funds Coordinator)
  - Example: "Mid-Point Payroll for Jane Doe"

#### a) Generating the Voucher

The Training Funds Coordinator is responsible for the following:

- Generate OJT Voucher
  - Navigate to the 301-training activity code in the participants 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
- Approval Status field
  - Pending approval
- Reference No field
  - Enter the Training Agreement Number
- Date field
  - Enter the current date as the voucher request date
- Beginning Date field

- Enter the start date of the payroll period as entered on the Clarification of Hours Form
  - Ending Date field
    - Enter the end date of the payroll period as entered on the Clarification of Hours Form
  - Cost Details Section
    - Duration field
      - Enter the total number of hours worked.
        - CalJOBS will auto calculate the total amount based on the hourly wage that was provided.
    - Comment Box
      - Enter the payment schedule type following this format:  
“Payment Schedule: Schedule Type”  
Schedule Type Options:
        - For monthly payments: “Monthly (invoice #)”
        - For mid-point payments: “Midpoint”
        - For end of the fiscal year payments: “End of the Fiscal Year”
        - For final payments: “Completion”Examples:  
Payment Schedule: Monthly 1  
Payment Schedule: Midpoint  
Payment Schedule: End of Fiscal Year  
Payment Schedule: Completion  
Only enter one payment schedule type
    - Select the Save button when complete
    - Select the Print link to generate the Program Service Voucher PDF
  - Upload the Voucher into the participant folder in SharePoint and notify the BSR
  - Once notified by BSR, check participant folder for signed Voucher
  - Verify signatures on signed voucher
  - Merge required documentation to create the OJT Voucher packet
  - Required documentation
    - Signed OJT Voucher
    - Clarification of Hours Form
    - Payroll Records
    - Discontinuance Memos are to be uploaded in Caljobs as a separate document (*when applicable*)
  - Review the OJT Voucher packet for accuracy and completeness
  - Enter the 301 activities to upload and approve the OJT Voucher
    - Navigate to the **Budget Planning** Tab
    - Expand the Voucher Link
    - Click Edit Link
    - Manage Voucher Field
      - Update Approval Status to Approved
      - Select the Save button when complete
- Once approved, the voucher status will be updated to “Approved.”
  - Navigate to the **Closure Information** Tab
  - Enter attached case note to training activity code
    - Case note to include:  
Subject Line: Activity Code – Activity Code Description + “Voucher - payment schedule” Example: “301 – OJT Training Voucher - Midpoint”
    - Case note text: “Voucher entered and approved by the Training Funds Coordinator”



- Attached the OJT Voucher packet to the Case note

The Workforce Partnership Finance Department will run the CalJOBS Payment Report weekly for approved vouchers. Payment will be mailed directly to the training provider within 30 days of the report date. Once the Workforce Partnership Finance Department has prepared the payment, the check number, check amount, and check print date will be entered into CalJOBS.

### b) Payment Processing

The Finance Specialist is responsible for the following:

- i. Printing Training Vouchers
  - In the Menu section
    - Select Manage Funds
  - Click the IFT Fund Management link
    - Select Manage Obligations
  - Enter Participant's First Name & Last Name in the fields
    - Select Search
    - Select View
    - Select Print and Save the Voucher
- ii. Adding payment information to the participants profile in CalJOBS.
  - Select Add a Payment
  - Manage Payments Section
    - Select Processed
  - Paid Date Field
    - Enter the payment date
  - Check No. Field
    - Enter the check number
  - Details Section
    - Other Costs Box
    - Enter the amount that was paid
  - Final Payment Section
    - Select the Number of Further payments will be made against the obligation
    - Select Save
    - Send weekly payment reports to the Training Services and Business Experience teams

## 2. Employer Responsiveness

The BSR must collect payroll documents from the employer's and submit to the TFC within 14 days from the invoice deadline. If the employer is unresponsive for 30 days past the invoice due date the BSR must send a letter as a final attempt to collect the supporting documents in order to invoice for the participants wages. If the employer continues to be unresponsive for 60 days the OJT must be discontinued, and no payments will be reimbursed.

## 3. Closing Activity Code

Once the Completion Voucher has been approved for payment, the Business Service representative is responsible for inputting the close-out activity and entering appropriate case note.

- Navigate to the **Closure Information** Tab
- Enter attached case note to training activity code
  - Case note to include:  
Subject Line: Activity Code – Activity Code Description + “Completion”  
Example: “301 – OJT Training Voucher Completion”

Case note text: "Participant successfully completed training"

## H. 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, BSR 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 OJT if they discontinue. Discontinuations will be evaluated on a case-by case basis by the Manager of Career Center Services (training).

### 1. Data Corrections

The Training Funds Coordinator is responsible for submitting Data Change Requests. An OJT correction occurs when the data in CalJOBS needs to be corrected and/or data needs to be inputted after a system closure in CalJOBS and staff cannot make the correction with their current account privileges.

### 2. Training Void

An OJT 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 The Operations team via the DCR system for the completion status of the training code to be set to void. Reference ***the Workforce Partnership Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures*** for required fields and procedures.
2. Employer Driven Training DCR's must be approved and submitted by the Manger of Business Experience to the Trainings Funds Coordinator via email at OJT-Documents@workforceorg. Email must contain the following:
  - Participant's First and Last Name:
  - State ID#
  - Request Description:
  - Reason for correction (be specific):
  - Steps taken to avoid recurrence (be specific):
  - Data correction or Void:
  - Provide correct dates if it's a data correction:
3. Once submitted the TFC must 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: "301 – On-The-Job Training VOID"
  - After your DCR has been submitted enter an attached case note to the training activity code explaining the reason for void and include that the DCR has been submitted.

### 3. Training Discontinuation

An OJT 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 Business Services Representative shall enter the correct last date of training and OJT 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 Business Services Representative shall enter an attached case note to training activity code; case note must include the following:
  - Subject Line: Activity Code – Activity Code Description + “Discontinuation”  
Example: “301 – On-the-Job Training Discontinuation”
  - Case note text explaining the reason for discontinuance and the last day the participant attended training.
3. The Business Service Representative shall provide the discontinuance explanation to The Training Funds Coordinator.
4. The Training Funds Coordinator will create and submit the discontinuance/dis-encumbrance memo and will dis-encumber funding that was not completely spent outcome end of training. This applies for successful (Disencumber) or unsuccessful (Discontinuation) completions.
  - Enter the Enrollment Budget tab
    - Manually update the Funded amount to match the final reimbursement amount
  - Enter the Enrollment Cost tab
    - Manually update the Duration field to the actual hours worked
      - In the Wage Reimbursement Rate field, check off the Applicable box
      - Select next to save
5. The Training Funds Coordinator shall enter an attached case note to training activity code; case note must include the following:
  - Subject Line: Activity Code – Activity Code Description + “Discontinuation or Disencumbrance Memo” Example: “301 – On-the-Job Training Discontinuation Memo”
  - Case note text: Memo to disencumber remaining funding has been uploaded by the Training Funds Coordinator and provided to finance.
  - Attached the Discontinuation/Disencumbrance memo to the case note.

*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 the Workforce Partnership Finance Department. Any partial payment to the training provider also disqualifies the training activity code from being removed in CalJOBS.*

#### I. PROGRESS REPORT & ATTENDANCE

The training provider must provide **ATTACHMENT – PARTICIPANT EVALUATION & PROGRESS REPORT FORM** on the participant's progress and attendance to the Business Service Representative at midpoint of training or before the program year ends (June 30<sup>th</sup>) whichever comes first. In the event that the participant fails to attend training, quits, or is terminated the employer must inform the Career Center staff within three (3) days.

## J. REFERENCES

WIOA Regulations at 20 CFR, parts 680.200, 700, 710, 720, 730

[TEGL 2-15](#), “Operational Guidance for National Dislocated Worker Grants, pursuant to the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act).”

[TEGL 19-16](#), “Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules.”

## IV. REFERENCED EXHIBITS

**On-the-Job Training Agreement Packet**

**Hours of Verification Form**