

## **Northwest Georgia Workforce Development Board Customized Training Policy**

### **I. Description**

Section 3(14) of the Workforce Innovation and Opportunity Act (WIOA) and Section 680.760 of the Final Rule defines “Customized Training” (CT) as training:

- (a) that is designed to meet the specific requirements of an employer (including a group of employers);
- (b) that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and
- (c) for which the employer pays –
  - i. a significant portion of the cost of training, as determined by the local board involved, taking into account the size of the employer and such other factors as the local board determines to be appropriate, which may include the number of employees participating in training, wage and benefit levels of those employees (at present and anticipated upon completion of the training), relation of the training to the competitiveness of a participant, and other employer-provided training and advancement opportunities; and
  - ii. in the case of customized training (as defined in subparagraphs A and B) involving an employer located in multiple local areas in the State, a significant portion of the cost of the training, as determined by the Governor of the State, taking into account the size of the employer and such other factors as the Governor determines to be appropriate.

### **II. Requirements for CT for employed workers**

Customized Training may be provided for an employer or a group of employers when:

- (a) The employee is underemployed per the Northwest Georgia Workforce Development Board policy;
- (b) The employer, or group of employers, have made the commitment to employ or continue to employ, an individual that has successfully completed the program; and
- (c) The customized training relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes.

### **III. Allowable Business Costs**

It is the policy of the Northwest Georgia Workforce Development Board (WDB) that employers may be reimbursed by the WIOA program for not more than 50 percent (50%) of the costs incurred in providing training. The costs of a customized training program should be inclusive of all legitimate costs to the business that are necessary to provide customized training.

Under such policy of the Northwest Georgia WDB, the allowable costs of the training may include:

- Cost of Instruction (staff/instructor time)
- Costs of curriculum development
- Training materials and books

The above list is not intended to be all inclusive as there may be other legitimate costs that can be substantiated by the business as necessary to allow for the conduct of the customized training program.

The purchase of equipment, administration and renovation of facilities are not allowable. The costs do not include employee wages during training.

#### IV. General Guidelines

- (a) For each participant, the employer develops the training plan and measurable goals and determines the method by which the training is provided. Proficiency levels should be based on local business or industry skill standards.
- (b) The training activity may take place at the worksite or in a classroom setting. The employer or an intermediary may provide the training.
- (c) In determining an employer's viability for customized training contracts, local workforce development areas (LWDA) should consider the employer's past history with OJT or customized contracts, history layoffs, relocation and labor disputes, as well as occupational and industry outlook.

#### V. Documentation Requirements

- (a) A Customized Training contract should address the maximum allowable costs of training; employer commitment to fund and defined documentation of the match to be provided to NWGRC; length of training; description of occupations, skills and competencies to be provided and learned; performance outcomes; definition of successful outcomes; provision for recapture of overpayments; provision for termination for lack of funds and/or provision for failure of the employer to comply with requirements; provision for maintaining records for LWDA, State, and Federal monitoring; and a provision requiring retaining trainees if they successfully complete training.
- (b) An assessment of the needs of the employer, the job description, job competencies, worker skills and skills gaps should be conducted to determine the length of training. This information should be utilized to develop a training plan. Depending on the length of training, an assessment of competencies should also be conducted during training. This form(s) must be maintained in the participant's file.
- (c) The Individual Employment Plan (IEP) shall be updated accordingly to reflect participation in customized skills training.

#### VI. Time Limitations

Training should be for a specified length of time required for the participant to become proficient in the occupation of skills needs of the employer and may take place at the worksite or in a classroom.

#### VII. Application Process

Employer's requesting funding for Customized Training must complete an application provided by Northwest Georgia Regional Commission, which will be submitted for review by the Northwest Georgia WDB at any of its regular or special called meetings.

Criteria for approval will be based upon the availability of funds; the number of employees participating in the training; the wages and benefit to the employee before the training and the wages and benefit to the employee after training; the ability of the training to increase the competitiveness of the participant; the existence of other training opportunities provided by the employer; and priorities of the Northwest Georgia WDB including high demand sectors; performance standards requirements; cost effectiveness; past performance or experience with other initiatives (OJT, Incumbent Worker Training, etc.) and other factors considered pertinent by the Northwest Georgia WDB. Once the application is approved a contract will be negotiated and executed if mutually agreeable.