Workforce Innovation and Opportunity Act

Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.
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I. Introduction

Welcome to the Eligible Training Provider System (ETPS). ETPS is an Internet web-based system that allows training institutions to electronically submit their applications for approval by the Department of Higher Education and Workforce Development (DHEWD).

Training institutions and their programs meeting specific criteria may be eligible for the State of Missouri, ETP list. Eligible training providers may deliver occupational training programs to Workforce Innovation and Opportunity Act (WIOA) participants with an Individual Training Account (ITA).

This document, along with the Workforce Innovation and Opportunity Act, provides guidance and information to local Workforce Development Boards (WDBs), Missouri Job Centers and training institutions about eligible training provider procedures.

Training institutions, local WDBs and the public at large may access WIOA approved providers and programs at [https://scorecard.mo.gov/Search](https://scorecard.mo.gov/Search).

II. Background

Statutory requirements for the procedure to determine eligibility of training institutions and their programs are in Section 122 of the Workforce Innovation and Opportunity Act of 2014 (P.L. 113-28), enacted July 22, 2014, which succeeded the Workforce Investment Act of 1998 (P.L. 105-220) as the primary federal workforce development legislation.

WIOA includes five titles: Workforce Development Activities (Title I), Adult Education and Literacy (Title II), Amendments to the Wagner-Peyser Act (Title III), Amendments to the Rehabilitation Act of 1973 (Title IV), and General Provisions (Title V).

III. Guidance

The Department of Higher Education and Workforce Development (DHEWD) is the designated state agency responsible for the development, operation and maintenance of the statewide WIOA Eligible Training Provider (ETP) list and consumer report (§680.430(b)). As required by the Act, DHEWD must ensure that Missouri providers meet the following:
A. **Who Can Apply**

Training institutions may be a public sector entity, private for profit or private nonprofit and may be faith-based; and

- must be at least one of the following: accredited, approved, certified, licensed, or registered by an authorized agency or organization;
- must be authorized by the state of Missouri to do business and provide postsecondary education; and
- cannot currently be in a state of federal debarment status

Training institutions must offer postsecondary occupational training programs for occupations that are in-demand, as determined by a local WDB. The postsecondary occupational training program must:

- Lead to a certificate, an associate, or baccalaureate degree, or a competency or skill recognized by employers; and
- Be at least one of the following: accredited, approved, certified, licensed, or registered by an authorizing agency or organization.

**NOTE:** Local WDBs may be subject to questioned costs if staff enrolls WIOA participants in a training institution not authorized to conduct business in Missouri. Local WDBs should apply due diligence at all times when reviewing the status of a training institution prior to the enrollment of participants.

**Training Providers Outside the Local Area or State**

Source: §680.520

WIOA participants may choose training providers and programs outside of the local area or the State of Missouri, provided that the provider/training is on the ETP list in accordance with local policies and procedures.

Applications may be accepted from training institutions that originate from other states. However, in order to be approved as an ETP for the state of Missouri, the training institution must have their programs posted as WIOA approved by their respective state’s Eligible Training Provider System.

All approved training programs must be located within the continental United States.
**Exempt Training Providers**  
Source: §680.530

Providers of pre-vocational services, youth program services (other than training provided by ITA’s), on-the-job training (OJT), customized training/programs, incumbent worker training, internships (paid or unpaid), work experience, transitional jobs and institutions that offer specialized services are exempt from submitting an application in the ETP selection procedure.

Training providers offering individual career services such as pre-vocational services and youth program services must contract with a local WDB through the board’s competitive bid process. OJT and customized training providers may also contract with a local WDB to deliver training services.

**Exempt Training Programs**  
Source: §680.420

Master and higher degree or certificate programs, individual career services and pre-vocational services, secondary level training programs and K-12 grade levels are not eligible for the State ETP list.

Because ETPS does not prevent training institutions from entering programs that are not eligible, DHEWD must review program details carefully before approving them for the State ETP list. Local WDBs should also have a clear understanding about the programs.

ETPS requires training institutions to answer questions to determine if their programs are eligible. Using the questions below, a training institution should review its programs before entering them into ETPS.

Below is a guide for training institutions to use when determining if a program should be included in ETPS. Training institutions that answer, ‘**YES**’ to any one of these questions for a specific program should not enter that program into ETPS. The state reserves the right to remove programs deemed individual career services.

<table>
<thead>
<tr>
<th>1. Does the program of training services train only on pre-vocational skills?</th>
</tr>
</thead>
<tbody>
<tr>
<td>This question should assist in determining if the program is postsecondary occupational training.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Does the training services program give a certificate for attendance only?</th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the WIOA performance measures is whether a WIOA participant receives a credential. A credential for ETP is an associate degree, a baccalaureate degree, a certificate, a license, or a competency or skill recognized by an employer. An individual successfully completing an occupational training curriculum achieves at least one of these credentials.</td>
</tr>
</tbody>
</table>
3. Is the program of training services considered continuing education that requires an individual to maintain or retain a certification?
   *This question should rule out programs that are not preparing individuals to acquire the skills or competencies leading to employment, rather than maintaining credential.*

4. Should a short-term course or program known as a refresher or remedial or for preparing an individual for testing be kept as a current certification?
   *This question determines if it should rule out programs that are considered individual career services.*

### Registered Apprenticeships

Source: §680.460, §680.470

Inclusion of a registered apprenticeship on the State (DHEWD) list of ETPs and programs allows an individual that is eligible to receive WIOA Title I, Subtitle B assistance to apply those funds toward the cost of registered apprenticeship training.

Registered Apprenticeship sponsors that request to be on the ETPS list are automatically approved and will remain on the list as long as the program(s):

- Is registered with the U.S. Department of Labor Office of Apprenticeship.
- Has not been deregistered by a finding of the U.S. Department of Labor.
- Has not had the program sponsor notify the State (DHEWD) that it no longer wants the program to be included on the list.
- Has not intentionally provided inaccurate information or has not violated any provision of Title 1 of WIOA or the WIOA regulation including 29 CFR Part 38 for no less than two years.

Registered Apprenticeship programs are not subject to the same application and performance information requirements, or to a period of initial eligibility, or initial eligibility procedures as other providers, due to the detailed application and vetting procedures required to be a Registered Apprenticeship program sponsor with the United States Department of Labor (USDOL).

### Pre-apprenticeship Programs

Sources: §680.470

Pre-apprenticeship programs must be vetted under the same criteria as any other provider applying to become an eligible training provider.
**Financial Stability and Capacity**

Providers must show evidence of overall financial stability and the capacity to administer funding following accepted accounting practices and the following:

1. Registered and issued a certificate of good standing with the Missouri Division of Employment Security.
2. No outstanding citations from the Office of the Attorney General, Fair Labor Standards or Consumer Protection Division within the prior five years.
3. No willful or repeat violations issued by the U.S. Department of Labor’s Occupational Safety and Health Administration (OSHA).
4. Active workers’ compensation insurance policy.
5. Good standing with the Missouri Department of Revenue.
6. Good standing with the Missouri Secretary of State’s Office.

**Programmatic Capacity**

Source: §680.410

Providers must show evidence of programmatic capacity. Evidence of program capacity will be satisfied by oversight/accreditation organizations such as the Missouri Department of Elementary and Secondary Education (DESE) or other recognized accrediting agencies. Eligible Training providers include:

- Institutions of higher education accredited by DHEWD that offer training programs leading to a recognized post-secondary credential.
- Vocational or public schools accredited by DESE offering training programs leading to a recognized post-secondary credential.
- Private providers of training services licensed or exempted from licensure by the Missouri Division of Professional Registration or other authorizing accrediting board or agency.
- Private providers of training services that have documented exemption from licensure.
- Entities that carry out programs registered under the National Apprenticeship Act (29 U.S.C. 50 at seq.).
- Non-Missouri based providers must be on their home state’s Eligible Training Provider List.
B. **How to Apply**

To apply, a training institution must:

- Have a Federal Employer Identification Number (FEIN).
- New institution to ETPS must have been providing classes a minimum of 12 months.
- Show documentation of approved programs from their authorizing authority if the institution is not required to report to DHEWD.
- Provide their website address that displays the programs submitted for WIOA consideration.
- If an out-of-state institution, must have posted their programs on their respective state’s Eligible Training Provider List.
- Agree to accept the terms and conditions of ETPS Assurances Agreement.
- Agree to provide and report performance information regarding its training institution and programs.

**Training Institution Online Account**

A training institution must request an online account from the ETPS Coordinator via email at trainingprovideradmin@dhewd.mo.gov in order to submit an application and programs for approval. Training institutions may access the ETPS webpage at https://jobs.mo.gov/community/missouri-eligible-training-provider-system.

**Verifiable Performance**

Source: §680.450

Training providers must provide the most recent available and verifiable performance data on all course participants. At a minimum, outcome data must be from performance within the previous two (2) years. Training providers must give sufficient explanation if performance data are not available (example: course was not offered previously).

**State Program Performance Levels**

Source: §680.460

The State is required by law in WIOA Section 116 to report to the U.S. Department of Labor the performance outcomes reflected for WIOA student/training participants annually every program year. The data for Missouri will be submitted to the U.S. Department of Labor every year on October 1. Subsequently, this data will be provided to each of the local WDBs.

The source of this data will be from MoJobs the case management and client enrollment software used by the State for all participants and it will report the outcomes of WIOA participant/students if referred to training at approved training providers.
The State will review and provide subsequent approval of all training providers effectively in business and performing as they have over the past year. However, in accordance with WIOA Section 107, it is the role of the local workforce development board to assess these outcomes for programs of study among schools and to make a determination of whether or not providers are approved for a subsequent approval for the workforce area for next WIOA Program Year, which begins July 1.

Apprenticeship programs registered under the National Apprenticeship Act are not required to submit performance information, but may voluntarily submit the information to the State.

**Timeline**

Prospective training providers may apply at any time on a year-round basis. Eligibility will be open and rolling; however, provider and program approvals will end on a fiscal year basis by June 30th, regardless of when application was submitted. ETPS will be available at the beginning of each April for providers to reapply and submit by June 30th, see Appendix C (The State reserves the right to review training providers and programs at any time and to place providers or programs in hold status, if necessary, to resolve questions or concerns regarding a provider or program, or to remove a provider or program from the ETPS.)

**Assurances Agreement**

Source: §680.480

To affirm the commitment in becoming an Eligible Training Provider, the following Assurances Agreement is required to be signed by the ETPS contact. **Note:** By attaining approval to become an Eligible Training Provider, there is no assurance of receiving WIOA Title 1 funds.

**Nondiscrimination and Equal Opportunity Provisions**

Each Training Provider seeking eligibility approval for the Workforce Innovation and Opportunity Act (WIOA) must guarantee that the required nondiscrimination and equal opportunity language listed below will be included in all grants, cooperative agreements, plans, contracts, and other similar documents as noted in 29 CFR Part 38. The Training Provider agrees they will comply fully with all nondiscrimination and equal opportunity provisions of the following laws:

a. WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity;

b. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

c. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
d. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;

e. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;

f. Title II Subpart A of the American with Disabilities Act of 1990, as amended, which state in part, “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity; and

g. Genetic Information Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment.

h. The Training Provider also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Training Provider’s operation of the WIOA Title I-financially assisted program or activity, and to all agreements the provider makes to carry out the WIOA Title I-financially assisted program or activity. The Training Provider understands that the United States has the right to seek judicial enforcement of this assurance.

General Provisions

A. New training providers that have never been on Missouri’s eligible training provider list must meet the requirements for initial eligibility and may be approved for placement on the state list. New providers must also provide accurate information in order to retain their status as an eligible training provider.

B. If it is determined that an eligible provider is intentionally supplying inaccurate information the provider’s eligibility for the program shall be terminated for 2 years §680.480(b).

C. If an eligible provider substantially violates any requirements under the Workforce Innovation and Opportunity Act (as determined by the local board(s) and state agency), the eligibility of the provider may be terminated for the program involved, or other action as determined appropriate may be taken.

D. A provider whose eligibility is terminated under paragraphs B or C for a program shall be liable for repayment of all funds received for the program during any period of noncompliance.

E. Should a provider lose its eligibility for a program(s) as described in B or C, the provider will continue to be reimbursed for all students enrolled prior to the loss of eligibility and all conditions of the application will continue to be applied until those enrollments have completed training for the instruction for which they are currently enrolled.

F. To appeal a denial of eligibility or to appeal a termination of eligibility, the appeal process outlined in the Eligibility Training Provider System (ETPS) Policy and Procedures Guidance will be followed.

G. The status as an approved eligible training provider is not a guarantee of student referrals or, the award of training funds. Local WDB must also approve providers in ETPS based on justification that the training provided is for in-demand industry sectors and occupations within each region. Providers wishing to explore occupations in-demand in the Missouri economy may
view labor market data found at [https://meric.mo.gov/](https://meric.mo.gov/).

H. The Training Provider agrees to accept Individual Training Accounts (ITA) and provide training services for eligible WIOA participants enrolling in approved programs where admission and program performance requirements have been met.

I. The Training Provider shall permit on-site visits by the local WDBs, Missouri Department of Elementary and Secondary Education, Missouri Department of Higher Education and Workforce Development, U.S. Department of Labor, and any other state, federal or local agency as legally authorized to monitor activities for funds that have been provided.

J. The Training Provider may, at its option, cancel this agreement without penalty upon 30 days written notice.

By signing the document, the institution shall provide the following Certification regarding Debarment and Suspension in accordance with 2 CFR Part 180, OMB Guidelines to Agencies on Government-wide Debarment and Suspension (Non-procurement), and certifies that to the best of its knowledge and belief that it and its principals:

- Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- Have not within a three-year period preceding this Assurances Agreement been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in this certification; and,
- Have not within a three-year period preceding this Annual Agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.
- Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall submit an explanation to the ETPS Coordinator via email at trainingprovideradmin@dhewd.mo.gov.

It shall be noted that the Training Provider’s authorized signatory acknowledges that the document has been read and fully understands the language and are bound by the specified terms and attachments of the application, and that they are responsible for complying with all of the requirements contained in the document.
**Application Review Timeline**

DHEWD will ensure applications and programs meet state requirements and criteria. DHEWD is responsible for approving training institutions authorized to do business in Missouri and have postsecondary occupational training programs. DHEWD must review and make a decision about a training institution and each postsecondary occupational training program submitted.

DHEWD will make a decision on applications and programs within 30 calendar days from the submission date of the application.

The approval of providers for ETPS is a process of collecting applications and brokering the validation of information provided by the training institutions. Though DHEWD does not have statutory curriculum advisory authority, the Department of Higher Education is permitted to make that determination for State established two and four year institutions; for proprietary schools, DHEWD verifies they use a nationally recognized credentialing authority and that the institution has not been suspended or debarred and are authorized to conduct business. For training institutions listed as approved in ETPS, the review process provided in Appendix C, was utilized to vet each provider for compliance with eligibility requirements.

**Summary of ETPS Application/Reporting Elements**

Before logging on to ETPS to complete the application, if available, all information should be collected to satisfy the required elements in the first column labeled, ‘ETPS Application Elements’ in the table below.

The ETPS Reporting Elements in the second column will be obtained from MoJobs the State’s management information system.

<table>
<thead>
<tr>
<th>ETPS Application Elements</th>
<th>ETPS Reporting Elements (MoJobs)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Institution Information</strong></td>
<td>To be obtained at program intake and at outcome.</td>
</tr>
<tr>
<td>1) Training Provider Name &amp; Contact Info.</td>
<td></td>
</tr>
<tr>
<td>2) Institution Type</td>
<td></td>
</tr>
<tr>
<td><strong>Program Information</strong></td>
<td></td>
</tr>
<tr>
<td>1) Credential Earned</td>
<td></td>
</tr>
<tr>
<td>2) CIP Code</td>
<td></td>
</tr>
<tr>
<td>3) Cost Information</td>
<td></td>
</tr>
<tr>
<td>4) Program Description</td>
<td></td>
</tr>
<tr>
<td><em>Performance</em></td>
<td></td>
</tr>
<tr>
<td>% Employment 2nd Quarter after Exit</td>
<td></td>
</tr>
<tr>
<td>% Employment 4th Quarter after Exit</td>
<td></td>
</tr>
<tr>
<td>Median Earnings 2nd Quarter after Exit</td>
<td></td>
</tr>
<tr>
<td>% Credential – Completers</td>
<td></td>
</tr>
<tr>
<td>Total served – (WIOA &amp; Non-WIOA)</td>
<td>$680.490</td>
</tr>
<tr>
<td>Total exited – (WIOA &amp; Non-WIOA)</td>
<td>$680.460</td>
</tr>
</tbody>
</table>
C. After the Application

Statewide Eligible Provider List
Source: §680.500

ETPS will be accessible to all Job Centers and customers, to all local WDBs and to the public through [www.jobs.mo.gov](http://www.jobs.mo.gov). ETPS includes the following information:

- Training providers and contact information
- Description of training programs, credentials offered and business partnerships
- Performance and cost information about training programs
- Local workforce areas in which the programs are eligible
- Program linked to in-demand industries and occupations

If the training program has been approved by any of DHEWD local WDBs, the training program will be included on ETPS. Programs not approved by any local WDB for ITA or by DESE are considered to be excluded from ETPS and will be removed.

ETPS Solicitation

DHEWD is responsible for conducting the solicitation of applications from training institutions, including public notice, announcements and information conferences.

Prospective training providers must apply for eligibility approval status for their programs electronically using ETPS, a web-based training application. It is designed to enable prospective providers to simultaneously apply for program approval for the following:

- WIOA Title I Individual Training Accounts (ITAs)
- Eligible Training Provider System (ETPS)

Training providers can access ETPS at [https://jobs.mo.gov/community/missouri-eligible-training-provider-system](https://jobs.mo.gov/community/missouri-eligible-training-provider-system)

Initial Eligibility
Source: §680.450

Providers and programs that have not previously been eligible to provide training services must submit an application including their programs for the first time for initial eligibility.

Being placed on the State ETPS list is contingent upon the approval of a training institution’s application and at least one postsecondary occupational program. Eligibility
status for a training institution is one fiscal year from the date of approval by the State; however, provider and program approvals will end on a fiscal year basis by June 30th.

Training institutions include:

- Two and four-year colleges and universities whose programs lead to an associate degree, baccalaureate degree, license or certificate;
- Community-based organizations;
- An entity that carries out apprenticeship programs registered with the United States Department of Labor;
- Joint vocational schools; and
- Proprietary entities.

Annual Subsequent Eligibility Procedures
Source: §680.460

A WIOA eligible training provider must resubmit the application and the programs to avoid any interruption of eligibility by the end of each program year, June 30th. The subsequent eligibility review performed is on both the program and the eligible training provider as an institution.

The training provider and program approval date(s) will be extended for an additional year if the training providers meets the fiscal, programmatic integrity and performance standards. The State will not update any program approval for subsequent eligibility that does not meet the eligibility criteria.

Upon completion of the review of eligibility criteria, the training provider will be made aware of all programs approved via a system generated email correspondence.

Each local WDB are provided access on ETPS to the following:

- A list of all providers and their programs that have been reviewed and approved by the State (DHEWD) for subsequent eligibility.
- The local WDBs may use eligibility performance statistics report(s) based on data collected in MoJOBS for WIOAplicants.
State Appeal Process for Denied Training Providers/Programs

The Appeal Process is defined in 20 CFR 683.630(b).

1. The training provider must submit the appeal in writing to the Division of Workforce Development, Appeal Board*. The Appeal Board will review the appeal and provide a written decision to the training provider within 30 days after receipt of the appeal.
2. If the Appeal Board’s decision fails to resolve the appeal, the training provider has 15 days from the receipt of the Board’s decision to submit a written request for a hearing. A hearing will be conducted within 30 days from the receipt of the hearing request. Representatives from the appealing training provider and the Appeal Board shall be assembled to discuss the appeal. A written decision shall be issued within 15 days following the hearing.
3. If the decision fails to resolve the appeal, the training provider has 15 days to submit a written request for a review by the Local Workforce Development Board (WDB) from the area in which the training provider operates. The local WDB or its designee shall review the appeal and issue a final decision within 30 days from the receipt of the request. The local WDB or its designee’s decision shall be final.

*The Appeal Review Board shall be comprised of a representative each from the Department of Higher Education and Workforce Development, Department of Elementary & Secondary Education and a standing member from the Local Workforce Development Board(s) impacted.

Attainment Verification

Training institutions with programs that require individuals, after completing the required program or regimen, to test for the attainment and whereby another organization may award such attainments without requiring individuals to test are eligible. However, training institutions must ensure that local WDBs understand when attainments are awarded and by whom.

Changes to Application & Programs After Submission

If an ETP wants to edit an application and/or program information because of errors, price change or program name change, the ETP will need to login and complete the needed edits and resubmit for review and approval.

Removal of Training Providers and Programs

Source: §680.480

A training provider must meet the requirements for eligibility and provide accurate information in order to retain its status as an eligible training provider.
Only the State can remove eligible training providers and programs from the ETP list after appropriate due process. Local WDBs may take steps to request removal of eligible training providers and/or programs from the ETP list in consultation with the ETPS Coordinator (Review local WDB ETPS Verification section). The State can remove a program, an eligible training provider, or both when it:

- Intentionally submits inaccurate data and there is evidence of this;
- Has substantially violated any provision of Title 1 of WIOA and its regulations, including 29 CFR Part 38;
- Is in violation of state and/or local laws; and/or
- Has ceased to be in business and/or lost its license to operate
- Fails to meet performance levels

As part of the biennial review of eligibility, when the consumer report process and subsequent eligibility is complete, eligible training providers and/or programs may be subject to the removal procedure due to not meeting criteria or failure to meet established minimum performance levels.

After removing a training provider and/or programs from the ETPS list, local WDBs cannot send WIOA participants to that training provider and/or its programs. Per WOA Section 122, a training provider removed from the ETPS list for failure to meet performance or is in violation of the WIOA regulations, cannot apply for eligibility for two years after the official removal date. Training providers may appeal a removal decision under the appeal process.

**Meeting Customer Needs**

Source: §680.430

Training institutions must use ETPS to submit applications and programs in order to become and remain a WIOA eligible training provider. The process for determining initial and subsequent eligibility of providers’ training programs is an integral part of the strategy for achieving consumer choice.

The statewide list of training programs is compiled based on the eligible provider programs as determined by the State and local WDBs during the initial eligibility review/approval process and the subsequent eligibility process. Only those provider training programs appearing on the State List of Eligible Training Providers/Programs are authorized for Individual Training Account (ITA) training services for WIOA Title I participants.

Local Job Center staff must ensure that ITA participants are provided career orientation and apprised of how to view consumer information, where to apply their ITA funding, for what types of training, in what likely occupations and how to compare a given training provider with another regarding successful placements and earnings of graduates.
D. **Consumer Information Post Application**

**Consumer Report**  
Source: §680.430, §680.500

The consumer report is the mechanism for informing customers using the One-Stop delivery system about training programs offered and performance of training providers in the local areas. The consumer report is built upon the State (DHEWD) ETPS list of eligible training providers’ program performance and cost information submitted with applications. The consumer report will contain information necessary for customers to understand the options available in choosing a postsecondary occupational training program.

The State and local WDBs are responsible for collecting program performance and cost information from the eligible training providers and disseminating the consumer report throughout the One-Stop delivery system.

**Local WDB & Responsibilities**

Local WDBs may be subject to questioned costs if staff enrolls WIOA participants in a training institution not authorized to conduct business in Missouri. Local WDBs should apply due diligence at all times when reviewing the status of a training institution prior to the enrollment of participants.

**Correspondence & Distance Learning/Internet–Based Programs**

A local WDB must decide whether to accept training programs when instruction is remotely off-site and the curriculum is self-instructional online. The training institution must be authorized to do business with the state of Missouri.

**Participating in Provider Approval**  
Source: §680.430

Local WDBs have discretion and are permitted and encouraged to direct potential providers to apply for ETP eligibility.

Local WDBs have local discretion and are responsible for the identification of new and emerging sector strategies and occupations relevant to specific curriculum. DHEWDWD identified in-demand sectors may differ from new and emerging sectors within the labor market of the local area. Local WDBs are responsible for determining when new sectors are sufficiently in-demand to justify the approval of new providers by way of a request to the ETP system.
**Demand Occupations**
Source: §680.460

Local WDBs may approve a training provider program if there is a demand for an occupation. Local WDBs are responsible for giving training institutions information on occupations in-demand and sectors of the economy that have a high potential for sustained demand or growth within the labor market area. Using labor market information, a local WDB is responsible for determining occupational demand in its local area or in another local area to which a youth, adult or dislocated worker is likely to be willing to relocate. Local WDBs should instruct providers wishing to explore occupations in-demand in the Missouri economy to view labor market data found at [https://meric.mo.gov/](https://meric.mo.gov/).

**Local WDB Application Review Timeline**
Source: §680.430

Local WDBs must develop a policy describing the process in alignment with its approved local plan. Staff within the Job Centers for a particular local WDB must be trained on the policy.

The local WDB designated reviewer(s) must complete the review and determine the eligibility of a training program for use in their area within 10 business days following the date the training provider was approved by the State (DHEWD). Only training programs approved by the local WDB are eligible for WIOA funding in their local area.

**Individual Training Account**
Source: §680.300, §680.310, §680.340

WIOA participants **MUST** have an Individual Training Account (ITA) under the direction of a local WDB. An ITA should be set up in a manner that maximizes customer choice in selecting an eligible training provider and helps the participant successfully obtain a credential for completing the requirements of the postsecondary occupational training program. ITA funds are to be used only for skills training for in-demand occupations as determined by the local WDB.

Local WDBs have the authority to write procedures for making payments, selecting individual training account options such as; vouchers, checkbooks, electronic transfers, setting duration and amounts of individual training accounts and policy regarding exceptions. The authority to restrict the duration of ITAs or to restrict funding amounts should not be used to establish limits that arbitrarily preclude WIOA participants from selecting a training provider of their choice.
**Local Area/Program Annual Subsequent Eligibility Procedures**

Each local WDB will designate a representative(s) to review the subsequent eligibility of providers and programs approved by the State. The representative(s) will assess the consistency of the planned program/provider subsequent eligibility update with local or programmatic approved standards (related to local performance criteria such as completion rate, entered employment rate, etc.). If a subsequent eligibility update decision for a specific program is found to be inconsistent with local policy, the designated representative(s) may contact Workforce in writing stating their concerns.

**Transferring WIOA Participants**

Local WDBs will determine the feasibility of transferring WIOA participants to another eligible training provider with the same or similar program, when an eligible training provider is removed from the ETPS list. Primary factors to consider in transferring participants are the length of time remaining to complete the training program, necessity and reasonability of allowing participants to continue with a training provider removed from the State (DHEWD) ETPS list.

WIOA participants enrolled with an eligible training provider removed from the ETPS list may complete the program for the duration of an ITA. Local WDBs are encouraged to minimize disruption to WIOA participants, to the extent as possible.

**Local Performance Criteria**

*Source: §680.430, §680.510*

Each local WDB may supplement the information requirements to set higher levels of performance than the State minimum as criteria for training providers to become or remain on ETPS list to provide services in their local area as well as to support informed consumer choice and to achieve local performance indicators. However, local WDBs may not do so for registered apprenticeship programs.

Local policy must describe how reviewers will apply local performance standards in an objective and consistent manner. Training providers must provide sufficient justification for program approval if performance data is not currently available (example: course was not offered previously).

**Local WDB Agreement and/or Policy Manual**

*Source: §680.300*

Local WDBs should provide a document to eligible training providers such as a policy manual or non-financial agreement explaining WIOA requirements, including expected performance levels, procedure for PELL grant reimbursement to WIOA for tuition and specific terms and expectations of the eligible training provider.
Payment from ITAs may be made in a variety of ways and may also be made incrementally during the training course. If incremental payments are the chosen method, this may impact how training expenditures can be officially reported on the local WDB’s Contract Progress Report (CPR) submitted by the fiscal manager/agent.

Local WDB ETPS Verification
Source: §680.430, §680.480

The local WDB must maintain a local list which consists of training providers and programs that a local WDB has conducted business with and are approved on the State ETPS list. The purpose of the local list is to:

- serve as documentation for the local WDB to know which eligible training providers and programs are on the State ETPS list;
- allow a local WDB to know which eligible training providers WIOA participants have been enrolled;
- assist the local WDB in setting up a system to evaluate training providers’ performance;
- track the WIOA participant outcome by training provider and program for which the local WDB has enrolled participants;

WIOA participants must view and select eligible training providers from the State ETPS list. Local WDBs cannot use the local list to limit choices for WIOA participants.

Local WDBs have the option, by law to establish higher performance levels and make a case for in-demand occupations that may differ from the State’s. Any local WDBs that have established higher minimum performance standards above the state minimum requirements may remove a program of training services from the eligible programs in the local area for failure to meet the higher performance levels, but only if applied consistently to all approved providers within their local area.

Local Eligibility Review Process
Source: §680.510

On an annual basis, the State will approve training providers that meet the requirements of financial stability and programmatic capacity. Local WDBs will recommend approval of training programs approved by DHEWD for use in their respective area.

Each local WDB must develop and maintain procedures to determine the eligibility of a training provider’s programs in an objective and consistent manner. Each local WDB must define its own procedures, consistent with the requirements of this policy.

Procedures must clearly describe how reviewer(s) will apply any local policies related to the following factors:
- Quality training programs linked to in-demand occupations as determined by the local WDB.
- Performance and cost information, including program-specific performance and cost information of the local outlet(s) of multi-site eligible training providers.
- Information indicating how programs are responsive to local requirements.
- Other appropriate information related to the objectives of WIOA.

**Note:** Local WDB should notify ETPS Coordinator at any time regarding questions or concerns about the programmatic or fiscal capacity of a provider in ETPS.

**Local Monitoring Approved Training Providers**

Eligible training providers on the State ETPS list are vendors that provide a service that is supported by WIOA funds granted to a local WIOA grant recipient. Eligible training providers on the ETPS list have an obligation to meet Equal Employment Opportunity (EEO) and non-discrimination requirements of federal law. Those providers utilizing WIOA funds may be subject to monitoring for evidence of EEO compliance. For complete EEO monitoring details, visit Missouri’s Methods of Administration.

Because local WDBs are accountable for their own WIOA performance and training providers may affect that performance, local WDBs must ensure that programs can meet acceptable levels of performance.

Onsite visits are recommended for potential newly applied for as well as existing eligible training providers particularly if there have been problems that relate to curriculum, instructions, equipment and non-compliance with WIOA administrative or financial requirements.

**The Missouri State Workforce Board**

The State Workforce Board will be consulted on this policy and procedures manual and has the option of adopting higher levels of performance for providers or changing them when necessary or on a periodic basis.

The Board may also be consulted regarding the establishment of program curriculum and its relationship to occupations “in-demand” within Missouri’s economy.
IV. Eligible Training Provider Glossary

**Attainment** – Is a credential given by a WIOA eligible training provider to an individual who has successfully completed an occupational training program without regard to posttest requirements. The attainments for completing specific occupational training programs include, Baccalaureate Degree, Associate's Degree, Certificate, License or Competency or Skill recognized by an employer. Master and higher degree programs are not eligible for the ETPS system.

**Certificate of Good Standing, Secretary of State** – Is a status signifying that a business entity is current with the filing requirements of the Secretary of State’s office and current with the entity’s corporate franchise taxes. The Certificate of Good Standing is used by a business entity to prove it is incorporated and authorized to do business.

**CIP Code, National Center for Education Statistics (NCES)** – Is a 6-digit subject code that identifies fields of study and links to an occupational title.

**Classification of Instructional Programs (CIP)** – Is a taxonomic scheme that supports the accurate tracking, assessment and reporting of fields of study, and program completions activity. CIP was originally developed by the U.S. Department of Education’s National Center for Education Statistics (NCES).

**Community-Based Organization (CBO)** – A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

**Eligible Provider:** A provider -

- In respect to providing training services, who is placed or retained on the state’s eligible training provider list;
- In respect to providing individual career services, a provider who is identified or awarded a contract;
- For youth activities, a provider who is competitively awarded a grantor contract on recommendation from a Youth Council and approved by a local board; or
- For other Workforce Innovation and Opportunity Activities, a public or private entity selected to be responsible for such WIOA activities, such as a designated or certified one-stop operator.

**Eligible Training Provider (ETP)** – Is eligible to receive funding for training services through an ITA, must be included on the State (DHEWDWD) list of eligible training providers and provide program(s) of training services, and must be one of the following; an institutions of higher education, entities that carry out programs of Registered Apprenticeships under the National Apprenticeship Act (29 U.S.C. 50 et seq.) or other public or private provider such as; community-based organizations, joint labor-management organizations or eligible
providers of adult education and literacy activities under title II of WIOA.

**Eligible Training Provider System (ETPS)** – is a web based application that allows a training institution to submit an online application to become a Workforce Innovation and Opportunity Act (WIOA) eligible training provider of postsecondary occupational training programs. DHEWDWD maintains the State list of eligible training providers and their eligible programs.

**Employment Rates** – is the percentage of participants who are in unsubsidized employment during the second/fourth quarter after exit from the program.

**Exiter** – is the number of WIOA participants who have completed, withdrew or transferred from a program of study.

**Federal Employer Identification Number (FEIN)** – A nine-digit number used to identify a business and used by the Federal Internal Revenue Service for Federal Unemployment Insurance, Income Tax and other tax purposes.

**Individual Career Services** – Services provided to adults and dislocated workers. Such services may include the following:

- Comprehensive and specialized assessments of the skill levels, and service needs of adults and dislocated workers, which may include diagnostic testing, use of other assessment tools, in-depth interviewing, evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.
- Group counseling.
- Individual counseling.
- Career planning.
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training.

Refresher or remedial programs that require an individual to take a test to keep or maintain a certification or license is also an individual career service.

This list is not all-inclusive and other individual career services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships and work experience may be provided, based on an assessment or individual employment plan.
Individual career services must be provided through the One-Stop delivery system. Individual career services may be provided directly by the One-Stop operator or through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers (including specialized service providers).

Training providers who offer testing services upon request of either a participant or employer for determining proficiency will be considered individual career services when an industry-recognized certification or credential is not offered.

**Individual Training Account (ITA)** – Is an instrument the local WDB may use to establish an obligation to pay on behalf of WIOA customers to give them financial power to purchase training services from a WIOA eligible training provider. WIOA Title I adult and dislocated workers purchase training services from eligible providers they select in consultation with the career planner.

**Industry Recognized Competency or Skill** – The skills and competencies needed for a specific job or jobs, an occupation, occupational group or generally for many types of jobs or occupations as recognized by employers. The skills or competencies are determined prior to training and may yield an industry-recognized certification.

**Initial Application** – Is an application with training programs submitted by a training institution for the first time seeking approval to be an eligible training provider for individuals who have an ITA approved by a local WDB.

**Initial Eligibility Review** – Is an evaluation of the first application and training program(s) from a training institution seeking approval to become a WIOA eligible training provider to be placed on the State Eligible Training Provider System (ETPS) list.

**Initial Eligibility Period** – The initial eligibility period for a training provider is one fiscal year from the date of the first application approval, however; provider and program approvals will end on a fiscal year basis by June 30th.

**Institutional Credential Attainment Rate** – is the percentage of those participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary; school diploma or its recognized equivalent during participation in or within one year after exit from the program.

**Local Workforce Development Area (LWDA)** – A geographic area, comprising single or multiple units of general local governments, designated as a local workforce investment area by the Governor. A local workforce investment area is often referred to as a local area.

**Local Workforce Development Board (WDB)** – A local board established and certified by the Governor in each local area to set policy for the portion of the statewide workforce development system within the local area.
Median Earnings – is the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program. For all individuals in this program of study who exited during the reporting period, report the wage that is at the midpoint between the highest and lowest wage earned in the second quarter after exit.

Occupational Information Network O*NET – A database accessible from any web browser. The O*NET database contains comprehensive information on job characteristics and worker attributes. It replaces the Dictionary of Occupational Titles (DOT), and offers a dynamic framework for exploring the world of work. O*NET is the nation’s primary source of occupational information. The database currently contains information developed by job analysts using the O*NET skill-based structure. Future data will come directly from workers and employers themselves describing the work they do, the skills they need and the knowledge they use on the job.

O*NET Code – is an 8-digit code that links job requirements and worker competencies in the Occupational Information Network (O*NET) database.

Postsecondary – Training programs are those above the K-12 secondary education level.

Pre-apprenticeship – is a program designed to prepare individuals to enter and succeed in an apprenticeship program registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et.seq.)

Pre-vocational Services – Are individual career services. Pre-vocational services are short-term basic job readiness skills known as soft skills training, which may include development of learning skills and professional conduct to prepare individuals for unsubsidized employment or training. Pre-vocational services may also include, but not be limited to, communication skills, interviewing skills, punctuality, personal maintenance skills, English as a Second Language (ESL), remediation and workplace literacy and basic computer literacy.

NOTE: Pre-vocational services are considered individual careerservices. Pre-vocational services do not require an individual training account and are not submitted through ETPS.

Program Name – The name a training institution gives to an occupational training program entered into ETPS.

Program of Training Services – One or more courses or classes, or a structured regimen that leads to:

1) An industry-recognized certificate or certification, completion of a register apprenticeship, a license recognized by the State or Federal government, an associate or baccalaureate degree.
2) A recognized post-secondary credential, secondary school diploma or its equivalent,
3) Employment, or
4) Measurable skill gains toward such a credential or employment.
Proprietary – a private for profit business entity that may be a corporation, franchise or sole ownership.

Subject Code, NCES – Is a 6-digit number from the Classification of Instructional Program (CIP) taxonomy that supports the tracking, assessment, and reporting of fields of study and program completions, and links to an occupational title.

Subject Title, NCES – Is the name of an occupational title from the Classification of Instructional Program (CIP) taxonomy that links to a subject code.

Subsequent Eligibility – Is the review and determination whether to retain an eligible training provider on the State (DHEWDWD) ETPS list.

Tuition Cost – The average one-year tuition cost for an occupational training program for full-time status. Tuition cost does not include costs for books and other education related expenses.

Workforce Innovation and Opportunity Act (WIOA) Completer – An individual who finishes a predefined series of courses that result in the receipt of a credential, which could consist of a degree, a certificate awarded by the institution, or a credential achieved through a third party standard organization (the credential should be generally recognized by employers who hire for the particular occupation for which the individual was being trained.)

This definition does not include those individuals who do not finish the curriculum or complete only one course. For example, a student who receives a certification for completing one course on desktop publishing would not be a completer, but a student who completes a series of courses including desktop publishing that result in the receipt of a credential would be considered a completer.

Workforce Innovation and Opportunity Act (WIOA) Title I, WIOA Regulations – The purpose of Title I of the Workforce Innovation and Opportunity Act is to provide activities that increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants, that will improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation’s economy.

The programs under the Workforce Innovation and Opportunity Act are administered through One-Stop workforce investment area delivery systems. Title I of the Workforce Innovation and Opportunity Act includes: Statewide and Local Workforce Development Systems; State and Local Workforce Boards; One Stop Systems; Eligible Training Providers for adults, dislocated workers and youth; Youth activities; Adult and Dislocated Worker Employment and Training Activities; Performance Accountability System, Job Corps and National WIOA programs administered by the US Department of Labor.
Appendix A – ETPS Application Elements

### Provider Details

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<td>Refund Policy</td>
<td>Mandatory</td>
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Appendix B – Eligible Training Provider System Application Review Process

1) Pull file or make a file if there is not one already set up.
2) Review each submitted program.
3) Find governing body websites for program name, certification/authorization to offer/teach:
   a. Department of Higher Education (DHEWD)
   b. Department of Elementary & Secondary Education (DESE)
   c. Department of Health & Senior Services (DHSS) CNA/CMT Registry (select Approved Training Entity Directory) OR EMT Registry (select training Entity Directory)
   d. Department of Public Safety (select Training Partners)
   e. Professional Registration (select Licensee Search)
   f. Secretary of State
   g. Non-Missouri WIOA website for out of state institutions (America’s Service Locator)

4) Print Out Supporting Documentation
   a. Printing out the governing body documentation for each program. Then highlight the programs listed on the governing body print out (note differences).
   b. For an out-of-state institution print out the approved ETPL list for that state’s institution. Then highlight the programs listed on the print out (note differences).
   c. For non-credit programs not listed on governing documentation, search institution website for each program listed on the ETPS application.
5) If tuition is not provided on governing body documentation, search web site and print out institution’s tuition/fees/supplies cost (note differences).

6) When the review processes has been completed either approve or reject each program. If rejecting a program note the reason for the rejection on ETPS.

7) Send automated approval email from the ETPS system. This email will list all approved program(s).

8) A hard copy of the following information must be placed in the file. Please place in the file the following in this order paper clipped:
   a. Approval email sent to the institution
   b. Governing body information
   c. Tuition information if separate;

NOTE: Institutions use more than one website for programs (ex. DESE & DHSS).

If there are differences during the application review contact the institution to ask about the differences. If needed instruct the institution to clear up all the discrepancies and resubmit the program. Follow up with contact at the institution by email or phone call weekly/monthly if the response is not received by expected date. Email or call governing body if assistance is needed to determine program eligibility. Reasons program(s) may not be approved:

   Program not listed on governing body website (ex. DHEWD, Public Safety, etc.) Program information does not match governing body website (ex. CIP code, tuition)
   Program not listed as WIOA approved on out-of-state website for Non-Missouri applicant(s)
**Subsequent ETPS Application Review Process**

1. Review application program information that has been updated and submitted for review and approval. Check information;
   a. That was corrected per discussion via email or phonecall
   b. Deleted program(s)
   c. Added program(s)

**Archiving Application Process**

1. An application is archived when an institution:
   a. Indicates that campuses are closed
   b. Whole institution is closed
   c. Institution decides to no longer participate in WIOA
2. Place paper file in Archive draw in the filecabinet
Appendix C - Timeline for Eligible Training Provider System Participants

Initial Eligibility
Apply Anytime – Provider must meet initial criteria.

Continued Eligibility
Date that Initial Eligibility has expired. Provider must meet criteria.

Annual Renewal Approval
Application must be reviewed/updated and resubmitted annually by June 30th regardless of the date of Continued Eligibility, to be reviewed and approved for the next FY starting July 1st.

Reporting
Performance is collected via MoJobs and reported annually on October 1st for the previous program year (July through June).