



Operational Communication

Number: 7.0.1.73220.0

New Revision

Date: 7-1-04

Topic: Customized Training

Affected Programs: Adult, Dislocated Worker, NEG, RRAA

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Purpose

To provide guidance to Contractors for establishing Customized Training Programs.

Related Policy

Customized Training, 7.0.0.73220.0, dated 6-10-04

Requirements & Restrictions

Customized training activities under WIA include, but are not limited to, the following:

- Skills upgrade as required to operate new technology, new production or new service procedures.
- Skills needed to perform job duties more efficiently or to handle additional responsibilities.
- Work based literacy.
- Soft skills.
- Disability-related job accommodation.
- Skills assessment.
- Assistance to employers in designing the training plan.
- Monitoring participant progress and promoting successful completion of training objectives.

Customized training funds do not allow the following activities:

- The construction, maintenance, or operation of any facility used or to be used for sectarian instruction or as a place of religious worship.
- The customized training may not directly or indirectly assist, promote or deter union organizing.
- Training for jobs that depend largely on commissions or that are intermittent or seasonal in nature.
- Training during a strike, lockout or other labor disputes.
- Working with an employer who has relocated to the area when the relocation resulted in a loss of employment for a large number of employees of the original location.
- Involving occupations related to political, electoral, or partisan activities.
- Involving employers who exhibited a pattern (two or more times) of failing to provide customized training participants with higher wages once training is complete.

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Guidelines

- ◆ The participants of customized training services must meet the criteria and requirements to receive training service as listed in 20 CFR §663.310.
- ◆ Employers who request WIA funding for customized training projects must contribute a match of no less than 50% of the cost of training and commit to employ, retain, or promote the participants who successfully complete the training.
- ◆ A written, signed agreement is required between the program representative, an authorized employer representative and an authorized training provider representative prior to delivery of training to ensure that workers are provided a structured training opportunity in which to gain the knowledge and competencies necessary to be successful in the occupation or industry in which they receive training.
- ◆ Worksystems Inc. requires that the employer choose a training provider from the State of Oregon's Eligible Training Provider List. Exceptions may be made when a community-based organization (CBO) or other private organization offers a particular expertise in working with a special participant population or delivering a specialized training. The program must demonstrate the organization's credentials and submit the exception in writing to the Worksystems Inc. management for approval prior to service delivery.
- ◆ Customized training may take place in the workplace or another convenient location, during or after work hours. Since the training is usually arranged by the employer with a specific training provider, there is no customer choice on the part of the individual other than whether or not to participate in the training.
- ◆ The participant must be advised of their right to grieve (this should occur at program enrollment).
- ◆ Contractors must include their Worksystems, Inc. contract liaison in all Customized Training planning, and must secure approval from Worksystems, Inc. prior to implementing a Customized Training program.

