

Maricopa Workforce Connections - Provider Registration Requirements

With the advent of the new ETP (Eligible Training Provider) system, it is Maricopa County's intent to ensure that all information entered into the system is accurate and complete. This also includes updating the program if it changes after approval (contact information, number of hours, program costs, location of school, contact email address, etc.) The system connects the data and description of programs directly to the candidates seeking training and education. Therefore, the ETP system relies on accurate and detailed information from the provider. Incomplete or missing information could possibly exclude your program from search results and delay acceptance of the program by the local workforce area. Also, please do not cut and paste program descriptions directly from course catalogs to the ETP system because formatting does not always transfer correctly and results in miscellaneous and stray characters and text. In addition, each provider will have **30 days** from the date of this communication to complete entering information related to the program, otherwise the program could potentially be deleted from the ETP pending approval list.

The provider also needs to become a registered vendor with the County and provide the assigned vendor number. Vendor registration can be completed through Maricopa County Finance Department's website and takes approximately 24 – 48 hours to receive a vendor identification number. Please ensure that the EIN number matches the company name. If the training provider is already a confirmed vendor, please forward this information to my attention.

<http://www.maricopa.gov/Finance/Forms/VendorRegistrationForm.aspx>

The following is a description of required items of a complete training profile and program synopsis:

1. Program Name – spelled correctly and reflects an accurate title and correlated to the program name
2. Program Synopsis – in addition to the program description/synopsis, include the following fields (as headings). The fields will follow the program synopsis section to outline the associated costs of the program. The program synopsis section is meant to describe the program's elements and not meant to be an advertising space for the provider. Please use the following fields as headings, in the order as listed, to summarize costs, contact information and prerequisites required of the program after the program synopsis description.
 - a. **Total Cost of Program:** This total should equal the sum of all fees associated with the program.
 - b. **Tuition Fee:** total cost of tuition
 - c. **Registration:** total cost of registration
 - d. **Cost of Books:** In addition to the total fee of books, include what books will be provided to the student. **Note:** If the total cost of this item is included in the tuition, it is required by the training institution to provide a list/description of the items which constitute books used in this training instruction.

- e. **Cost of Supplies:** In addition to the total fee of supplies, include what supplies will be provided to the student. **Note:** If the total cost of this item is included in the tuition, it is required by the training institution to provide a list/description of the items which constitute supplies/materials used in this training instruction.
- f. **All Exam/ Testing Fees:** Fees for each exam broken out, even if multiple tests need to be completed. Please provide a name / description for each exam with the associated fee and please explain if it is considered part of the **Total Cost of Program.**
- g. **Graduation Fees:** Fees required by the institution to release certificate / credential from the training provider.
- h. **Other Associated Fees:** If the participant would be responsible solely and not included in tuition fees, for example, immunizations, physical or any other type of test or clearance required to be obtained by the individual before starting instruction.
- i. **WIA Contact and Enrollment Status / Credential Verification:** phone number and contact person who would be able to provide verbal/email/fax verification of participants enrolled in the training program and can provide credentials of completion as required by WIA regulations to staff.
- j. **Website link to the program:** specific location where program information is located on the providers' website, not just the website of the provider or generic location of instruction program.
- k. **Additional information:** Any information required by the potential participant to enroll or qualify for the program. Information can also include exclusions to potential candidates enrolling into programs with specific background requirements. This section can be used by the program to outline if the school is a testing center and other information the training provider finds will assist the client to make a determination. Additionally, this section can be used to expand prerequisite information required for the program.

Refund Policy : Please provide a refund policy effective for the program being described. The refund policy can also be referenced via a [hyperlink](#) directly from the provider's website from this section. References made that a refund policy is provided on the first day to students or available by contacting the training institution is not acceptable. The refund policy must be stated or accessible (via hyperlink) from this section.

Remember, the information entered into the program descriptions directly affect the client's ability to locate training providers based on their desired area of study and credential information entered on the AZJobConnection.gov site. Also, effective titles of the instruction program will enable the AJC system to return search results. The required information in the Program Synopsis (item 1) must be kept in this order (a-k), if the field is not applicable please indicate as such and leave the subject heading. All items in the Program Synopsis section must be included as headings with the associated identifying information.

3. Total Credit Hours – the program should have a basis in which the total contact time is measured
4. Training Location – address reflects which entity approves the program. This is the physical location of the program, not the provider’s name which produces the program of study.
 - a. Maricopa County – reflects all areas in Maricopa County which are not within the City of Phoenix boundary – distinguished by Zip Codes beginning with 852XX or 853XX
 - b. City of Phoenix – located in the City of Phoenix - All Zip Codes beginning with 850XX
5. Financial Aid Offered – reflect the type of financial aid offered. WIA is not considered financial aid and cannot be listed as a means to pay for the programs since the candidates are required to meet with a CGS and be deemed a suitable candidate prior to being accepted for training. Acceptable forms of financial aid are those offered through your institution or federally funded programs such as Pell Grant and Safford Loans. Referral back to a course catalog is not sufficient.
6. Refund policy – must reflect a refund policy. The policy cannot be directed back to the course catalog or program information provided to participants. Information must be accurate and again this information will be displayed to the participant researching programs as part of the program’s profile. Since it is a requirement for registration to become a training provider, the refund policy must be submitted as prescribed as an element of the program synopsis. Referral back to a course catalog is not sufficient. The refund policy can be a hyperlink to the refund policy on the training program’s website, otherwise include the policy or applicable summary.
7. Total Cost of Program – costs must be broken out across the program costs categories and not lumped as one cost, especially if certification or tests are to be administered by another authorizing entity for a fee, especially if independent of the training institution. If one fee exists for program costs and books and supplies are provided, please outline what is being furnished to the client as part of the tuition cost. The WIA program can only develop Individual Training Account (ITA) vouchers to the outlined fees on the ETPL system.
8. Curriculum – if an authorizing entity is providing accreditation or a standardization program (usually a credential designation) then the information must be entered and marked. Also, indicate if the curriculum is competency based.
9. Occupation Codes – must be complete and accurate and correlate to job titles / careers listed in the program synopsis. Program type and occupation type must be accurate and relate to the type of training being offered, not what the training is the basis of and could potentially lead. The wage information for the career must also be included as accurately as possible and can be obtained directly from the O*NET (www.onetonline.net). Required certifications for occupations must also be entered and correlate to the authorizing entity in the previous sections. Information can be obtained from directly from O*NET to describe occupation requirements, typical responsibilities and education levels.