



Southwest Georgia Workforce Development Board
Policy/Procedure Name: Customized Training
Policy/Procedure #: WIOA-60
State WDB Policy Effective Revision Date: August 31, 2016
SWGA WDB Local Policy Approval Date: December 6, 2016
Rescinds Policy #60 – Customized Training Policy dated 3/2/2016
Revision Date: March 12, 2019
Revision Date: November 7, 2024

PURPOSE.

The Southwest Georgia Workforce Development Board, (SWGA WDB) in compliance with Workforce Innovation Opportunity Act (WIOA), will provide customized training for eligible adults and dislocated workers in Local Workforce Development Area 17. Customized Training is designed to meet the special training needs of an employer or a group of employers by allowing them to tailor and design work - based skills training. Customized training is conducted with a commitment by the employer to employ an individual after successful completion of the training and for which the employer pays a significant portion of the cost of training.

STATE POLICY.

Customized Skills Training is designed to meet the special requirements of an employer or a group of employers by allowing them to tailor and design work-based skills training. Customized training is conducted with a commitment by the employer to employ an individual after successful completion of the training and for which the employer pays a significant portion of the cost of training.

Employers may be reimbursed by the WIOA program for not more than 50 percent of the costs incurred in providing the training. Costs of a customized training program should be inclusive of all legitimate costs to the business that are necessary to provide customized training.

The cost may include: cost of instruction (staff/instructor time), costs of curriculum development, training materials and books.

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

Training program design should include:

- i. The number of employees participating in the training;
- ii. the wages and benefit to the employee before the training and the wages and benefit to the employee after the training;
- iii. The ability of the training to increase the competitiveness of the participant; and
- iv. The existence of other training opportunities provided by the employer.



Customized Training is only to be used for new employees and with the employer's commitment to hire upon successful completion of the training. CT can be provided after a WIOA participant is hired and prior to the first day of work, with the commitment to retain a participant upon successful completion of the training.

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, LWDA's should consider the employer's past history with OJT or customized contracts, history of layoffs, relocation and labor disputes, as well as occupational and industry outlook.

Documentation Requirements:

- A. A customized training contract should address the maximum allowable costs of training, employer commitment to fund, 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, provision for failure of the employer to comply with employment requirement, and provision for maintaining records for LWDA, state, and federal monitoring.
- 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 IEP shall be updated accordingly to reflect participation in customized skills training.

Time Limitations Training:

In determining the appropriate length of the CT agreement, LWDA's shall utilize USDOL's O*NET Online specific vocational preparation (SVP) codes.

Pre-Award Review:

A Pre-Award Review is required prior to the execution of an agreement. The following are required components of an employer pre-award review (local area must use the state office WIOA Training Program Employer Pre-Award Review form):



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- The employer has been in business in Georgia for at least 12 months;
- has at least 5 full-time employees;
- is current on all federal and state taxes; and
- if applicable, has exhibited a positive history with WIOA-funded training programs.

REFERENCES

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, enacted July 22, 2014
- Workforce Innovation and Opportunity Act Regulations, 20 CFR Parts 678, 680, 683
- WIOA Section 134(c)
- Technical System of Georgia – Office of Workforce Development (OWD) Policy and Procedure Manual, 3.4.1.3 Customized Training
- USDOL TEGL 3-15, Guidance on Services Provided through the Adult and Dislocated Worker programs under WIOA
- OWD Workforce Implementation Guidance (WIG) Letter: WIG PS-24-001, Pre-Award Reviews for Work-Based Learning Programs (OJT, IWT, CT, WEX, TJ)

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