



WS 11-04

January 27, 2011

To: Workforce Solutions Contractor Management
Career Office Managers
Employer Service Regional Managers
Aerospace Transition Center
BAE Transition Center

From: Rodney Bradshaw
Mike Temple

Subject: Reporting Issues with Approved Training Providers

Purpose

To transmit our procedure for reporting issues with approved training providers

Background

Training providers must submit applications in order to be included on our lists of approved providers for basic skills, occupational skills and all other kinds of training. Once a provider joins the list, it must also periodically recertify its approved programs by reapplying.

Providers apply for each individual program they want to include on our list. If a training provider has multiple programs it wants to certify, it must submit an application for each program.

A unit at the Financial Aid Payments Office works with providers to review and approve their training program applications, and when necessary, review and approve reapplications. The FAPO unit also investigates complaints from students or Workforce Solutions staff about training providers.

You can find about applying to be a Workforce Solutions training provider on the web at <http://www.wrksolutions.com/about/vendorapplications.html>

Customer Complaints

Workforce Solutions maintains a process for formal complaints about any vendor, including a training provider. You can find the information about formal complaints here <http://www.wrksolutions.com/about/vendorapplicationinstructions/Education%20training%20vendor%20complaint%20process%20June%2015%202010.pdf>.

Customers may also use Workforce Solutions' complaint form or web site feedback to submit complaints about providers: <http://www.wrksolutions.com/feedback/feedback.asp>.

Staff Concerns

Often staff may become aware of issues or potential problems with training providers that do not necessarily result in formal complaints from customers. This issuance provides a process for staff to report issues or concerns to the Board.

1. This process is only for Workforce Solutions staff to use.
2. To report an issue or concern, please fill out the Staff Report form, as shown in the attachment and available on the web in the Staff Resources/Policies and Procedures section.
3. Submit information as noted on the Staff Report form.

Action

Make sure all staff are aware of the contents of this issuance and understand how they may forward concerns about training providers.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to Betty Drake at bdrake@wrksolutions.com

Attachments

Staff Report Form