



WS 21-04 Change 2
Released: January 26, 2022
Effective: Immediately
Training & Development
Expires: Continuing

To: All Contractors

From: Mike Temple
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Subject: Online Learning Opportunities

Purpose

To ensure staff are aware of and utilizing their Metrix license, offer additional clarification on Metrix certification vouchers, and clarify guidance on offering unemployed and underemployed individuals the opportunity to access online learning options for professional development, upskilling and reskilling. This issuance replaces WS 21-04, Change 1, issued on January 5, 2022.

Background

Workforce Solutions provides access to upskilling and reskilling opportunities through its existing education/training network. To expand those offerings, Workforce Solutions has procured licenses to recognized national online learning platforms that offer a wide range of high-quality programs that provide professional development options for unemployed and underemployed workers. Online learning will be an additional tool to be offered to individuals from any sector of the labor market that may benefit from them. Online learning options will provide development for basic skills as well as those needed for specific career paths, which may or may not conclude with some type of certification.

Action

1. Every staff member must log in to their Metrix account and start at least one course by January 28, 2022 to fully activate their license and keep it active for one year.
 - a. Visit [Metrix Learning - Login](#)
 - b. For the username, enter your wrksolutions.com email address
 - c. For the default password, enter learn
 - d. Be sure to reset your password
 - e. Click on Catalog to search for a course, and then add at least one to your plan
 - f. Click on Plan, find the course you want to start, and then click launch

- g. If you receive an error that you don't have an account, fill out the [Metrix Access Request form](#)
2. Review the **revised** [Desk Aid](#) with all staff.
3. Make sure staff understand available online learning resources and utilize them with customers as appropriate.
4. Encourage all staff to watch the recording for the October 19th Tuesday Talk and December 16th [Webinar about Online Learning](#).
5. Ensure staff understand the changes and clarifications and adjust service delivery as needed.
6. Reach back out to any customers who may have been denied a license but based on the clarifications and revisions are eligible to receive one.
7. Outreach Metrix customers received on list from Board staff within one business day to determine WIOA basic eligibility and notify appropriate parties of the outcome.
8. Send a message to online.learning@wrksolutions.com if you experience any issues.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff through the [Submit a Question](#) link.