

INSTRUCTION LETTER

INSTRUCTION NUMBER: WIA 11-18

TO: ALL WIA SERVICE PROVIDERS

SUBJECT: Credential Policy

DATE ISSUED: December 19, 2011 **DATE EFFECTIVE:** Immediately **DATE EXPIRES:** Indefinitely

PURPOSE: This instruction letter REPLACES Local Instruction Letter WIA 02-03. The purpose of this instruction letter is to transmit the Upstate Workforce Investment Board's (Upstate WIB) credential policy for reporting credential attainment performance outcomes for adults, dislocated workers, and youth.

BACKGROUND: The credentialing policies set forth below are established by the local area to ensure that eligible customers of the region's Title I Workforce Investment Act (WIA) programs achieve skills necessary to successfully obtain and retain employment. Under WIA, indicators of performance extend further than entry and retention in a job; they include nine (9) performance measures. For adults, dislocated workers, and youth, section 666.100 of the WIA Final Rules indicates that states and local areas must develop a level of performance for "(iv) Attainment of a recognized credential related to achievement of educational skills (such as secondary school diploma or its recognized equivalent), or occupational skills, by participants who enter unsubsidized employment." For youth, credential requirements are generally restricted to attainment of secondary school diplomas and their recognized equivalents; and placement and retention in postsecondary education, advanced training, military service employment, or qualified apprenticeship programs. The credential measures have multiple possible positive outcomes. Credentials must be obtained by the end of the third quarter following exit, although for many individuals this will be accomplished while the individual is receiving services.

ACTION: To ensure that WIA Title I customers of the Upstate Workforce Investment Area are equipped with the competitive skills and requirements to obtain self-sufficient employment, the credentials policy is as follows:

A recognized credential includes, but is not limited to, a high school diploma or GED, postsecondary degree/diploma/certificate, all State Education Agency recognized credentials, recognized skill standards, and licensure or industry-recognized certificates. Attainment of a credential is defined as follows:

1. Occupational Skills Training: A participant that completes an approved in-demand occupation-specific curriculum at a training facility that has been determined to be an eligible provider of training services described in WIA section 122 and receives a postsecondary degree, diploma, and/or certificate will be considered as having achieved a credential.
2. On-the-job Training: A participant that successfully completes the requirements of the on-the-job training program with an employer as governed by the provisions of the Upstate WIB's statements of work will be considered as having achieved a credential.
3. Customized Training: A participant that successfully completes a customized training program designed for an employer or group of employers as approved by the Upstate WIB or its designee has earned a credential.
4. Adult Education and Literacy Activities: A participant who, upon successful completion of the necessary education requirements, receives a high school diploma or GED has earned a credential. A person that becomes proficient in English, as a second language, based on standards established by an

- approved training facility and carried out by the instructor, will receive a certificate if enrolled in a WIA-sponsored service plan. An English-speaking participant that becomes proficient in a foreign language subsequent to training will receive a certificate if enrolled in a WIA-sponsored service plan.
5. Work Readiness Training: A participant who does not possess basic employability skills, as determined by assessment, and as a result of their participation in training services, demonstrates that he/she has acquired these skills will be considered to have earned a credential. For purposes of this instruction, limited work experience is considered an employability skills activity. Certifications, such as CPR training, which a participant successfully completes during training services, are also considered as credentials.
 6. Other: In addition to the recognized credentials described above, alternative credentials may be recognized if prior approval is obtained from the Upstate WIB. In order to obtain approval, the contractor must submit the activities leading to the acquisition of skills than enhance employability to include:
 - Curriculum/list of planned activities/competencies
 - Minimum requirements for successful completion
 - Test/assessment method used to verify accomplishments/competencies

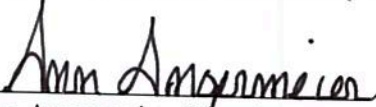
These alternative credentials may be those that are acquired as a result of participation in an agency-specific course of study, such as employability skills, with prior approval.

Contractors should keep in mind that in order to obtain the credential performance measure, adult and dislocated workers must also be employed in the quarter following the exit quarter and youth must either be employed or enrolled in postsecondary education or advanced training in the quarter following the exit quarter. Each adult and dislocated worker participant for whom a credential is claimed must have completed core and intensive services and be enrolled in training services.

In order to ensure consistency in documenting services statewide, and provide local workforce areas with the ability to measure their performance in delivering services to employers, all services provided to customers are to be recorded in the SC Works Online Services database (SCWOS, formerly SCVOS).

In addition to recording the appropriate activity code for the service delivered, when applicable, a Service Delivery Plan should be recorded in SCWOS, with case notes that clarify the service provided, the next step(s), and the outcome(s) of the service.

INQUIRIES: Should you have any questions concerning this instruction, please contact Ann Angermeier at (864) 596-2028 (TTY:711) or angermeier@upstatewib.org.


Ann Angermeier, Director

Source: Prior Instruction Letter WIA 02-03 / TEGL 17-05