



Agreement and Payment Policy for Eligible Training Providers

Approval Date: March 7, 2025

Purpose

The purpose of this policy is to define the process for agreements with eligible training providers under the Workforce Innovation and Opportunity Act (WIOA), including payment points. Each provider must adhere to this policy to remain on Greater Cleveland Works' list of approved training providers for local Workforce Area 3.

This policy applies to non-public educational institutions and training providers of occupational skills training for WIOA eligible Adults, Dislocated Workers and Youth (ITAs). The payment policy does not apply to public educational institutions where payments are to be made on a cost reimbursement basis. Providers of adult core and intensive services, youth training providers and providers of youth services, on-the-job training programs, and customized training providers are not covered by this policy. This policy shall be coordinated with other policies approved by Greater Cleveland Works wherever possible.

Policy

Greater Cleveland Works will enter into agreements with certified training providers to provide occupational skills training to eligible WIOA Adults, Dislocated Workers and Youth. All Provider programs must be approved by the State of Ohio and included on the Workforce Inventory of Education and Training (WIET) list and approved by Greater Cleveland Works as evidenced by a current, executed agreement

Performance monitoring of the training providers will be conducted per Greater Cleveland Works' Monitoring Policy.

Service Agreements

Each training provider must enter into a Service Agreement with Greater Cleveland Works. The Agreement will detail the approved programs, terms and conditions for payment. The locally approved programs and related costs of each program must be identified on the State of Ohio's WIET list. It is the responsibility of the training provider to update approved program offerings. Additional programs and/or costs added on the WIET list are not automatically approved by Greater Cleveland Works. All programs and costs must be approved by Greater Cleveland Works per the Eligible Training Provider Policy.

Payment Points, Invoicing and Supporting Documentation

Payments are conditional upon the receipt of an approved Individual Training Account (ITA) from **Greater Cleveland Works**. Payments will not be made for training conducted without an approved ITA. An ITA will not be issued in the event the student has already started or completed training, unless an exception is made.

Payments will be made based on the following program term lengths and benchmarks. Please note that term lengths should include the time it takes for testing to obtain any credential that is required for the specific occupational training.



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For programs that are 12 weeks or less:

- Paid in full at completion of the program as evidenced by the receipt of a diploma or credential/certificate. In order to receive payment, the training provider must provide a copy of the transcripts or certificate/credential with the invoice.
- In the event that an individual does not complete the training, payment will be made in accordance with the training provider's refund policy up to 50% of the tuition cost. If a training provider does not have a refund policy, the payment of tuition will be pro-rated based on the total hours the student attended training as a percentage of the total class hours for the training up to 50% of the tuition cost. In order to receive payment, the training provider must attach attendance records or progress reports with the invoice.

For programs that are 13 weeks or more:

- Enrollment – 25% of tuition cost of the training program will be invoiced upon enrollment of an approved student.
- Completion – 75% of the tuition cost of the training program will be invoiced when the student successfully completes the training program as evidenced by the receipt of a diploma or credential/certificate. In order to receive payment, the training provider must provide a copy of the transcripts or certificate/credential with the invoice.
- In the event that an individual does not complete the training, payment will be made in accordance with the training provider's refund policy up to 50% of the tuition cost. If a training provider does not have a refund policy, the payment of tuition will be pro-rated based on the total hours the student attended training as a percentage of the total class hours for the training up to 50% of the tuition cost. In order to receive payment, the training provider must attach attendance records or progress reports with the invoice.
- Any costs other than tuition will be invoiced on a cost reimbursement basis (books, fees, etc.).

The training provider may invoice for the reimbursement of expenses (i.e., tuition and fees) according to the payment plan outlined in the training provider's catalogue to the degree that they are consistent with this policy and the ITA.

All invoices should include the name of the student, and supporting documentation for tuition, fees and other training related documentation (attendance records, grades/progress reports, credential/certificate, diploma, etc.).

Invoices are to be submitted within 30 days of enrollment and/or completion.

The training provider is responsible for deducting all State and/or Federal financial aid payments received from total training costs. All grant awards, such as Pell Grants, shall be used as the first source of funding and must be applied only to tuition expenses. Students are not required to apply for personal student loans.



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No payment will be made as a result of a student being placed in a job. However, job placement is a performance measure and it is expected that a minimum of 75% of training participants will be placed into employment.

In the event the training provider is unable to capture the full amount of the ITA, the training provider will not seek payment of funds from the student for un-earned payment.