Commonwealth of Massachusetts
Department of Career Services

TrainingPro User Guide

January 2017
# TrainingPro User Guide

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INTRODUCTION

TrainingPro is an online application that training providers must use if they wish to be included on the Massachusetts Eligible Training Provider List (ETPL). The Massachusetts Department of Career Services (DCS) administers the application.

Training providers must complete the following steps to apply for initial and subsequent eligibility:

2. Select one or more programs and submit Course(s) for consideration.
3. Submit eligibility documentation if required.
4. Each year resubmit for subsequent eligibility.

Below are the four programs providers may apply to via TrainingPro. They are listed in the order in which they appear on the Add Course menu:

- **Individual Training Account (ITA)** – This program serves WIOA eligible customers who require training to reenter the job market.

- **Section 30** – This Massachusetts program serves Unemployment Insurance (UI) claimants. Section 30 does not pay training costs but may allow UI claimants to collect UI benefits while attending Section 30-approved training programs.

- **Trade Adjustment Act (TAA)** – This federal program serves customers who have lost their jobs due to competition from foreign products sold in the United States.

- **Workforce Training Fund Express Program (WTFP)** – The Commonwealth Corporation administers this Massachusetts program that funds training for employees of small and medium sized Massachusetts businesses. These businesses may select WTFP-approved courses and apply for funds to train selected employees. To learn more about this program visit [http://workforcetrainingfund.org/](http://workforcetrainingfund.org/).
The following chapters explain training provider and training program requirements and detail the steps in the Register, Select Program, Add Course, Check Provider Eligibility Status, Check Course Status and Edit and Resubmit Courses parts of the TrainingPro process.

Throughout this user guide a sample TrainingPro account and related screen shots are used to explain the steps providers must perform to use the website correctly.
Visit the TrainingPro website home page at www.mass.gov/dwd/trainingpro to learn about training provider and training program requirements.

Click the second paragraph of text inside the area surrounded by the red line to display the Labor and Workforce Development page. See the screen shot below.

The Training Provider Information page will appear. This page will give you provider eligibility requirements and explain how to submit required documents.
As explained in the introduction, providers may use TrainingPro to apply to four programs. Three of the programs, Individual Training Account (ITA), Trade Adjustment Act (TAA) and the Massachusetts Training Opportunities Program (TOP/Section 30) follow the same protocols unless otherwise noted within the WIOA ETPL Policy.

Note that each course or training program is approved separately; approval from one program does not constitute approval from all.

Providers should read all the paragraphs on the link to TrainingPro page to learn about: (1) criteria used by DCS to determine financial stability and programmatic capacity; (2) Massachusetts’ licensing and certificates of good standing; and (3) Certificates of Compliance issued by the Massachusetts Department of Unemployment Assistance (DUA).

Providers wishing to provide training under the Trade Adjustment Assistance (TAA) Program must establish a contract with Massachusetts for providing TAA training. This can be found at https://www.commbuys.com/bso/.

Completed contracts will be reviewed by the Executive Office of Labor and Workforce Development (EOLWD) Administration and Finance (ANF) Contracts and Procurement Department.

**Training Program Requirements** *(Note: these are the requirements as of November 2016. Requirements may change in the future. View the WIOA ETPL policy as explained above for the latest requirements.)*

**A. Verifiable Performance:** Training providers must provide the most recent available and verifiable performance data on all course participants. At a minimum, outcome data must be from performance within the previous two (2) years. Training providers must give sufficient explanation if performance data are not available (for example, course was not offered previously or why the program is expected to meet or exceed the performance indicators below).

a. Performance must meet these minimums:

- Completion Rate: 70%
- Entered Employment /Placement Rate: 60% *
- Placement Wage: State minimum wage
* **TOP/Section 30 Only** – Placement rate is as follows depending upon the State’s unemployment rate (UR):

- UR at or below 7.0%, then placement rate must be at least 70% in the field of training.
- UR at or below 8.0%, then placement rate must be at least 60% in the field of training.
- UR above 8.0%, then placement rate must be at least 50% in the field of training.

Additional requirements apply for a training program to be eligible for TOP/Section 30 approval. The training must:

- Prepare the claimant for marketable skills in a demand occupation.
- Be completed within two years, except that this time limit may be extended to a maximum of three years if the program includes a combination of basic skills and vocational training.
- If the program is offered as part practicum or internship and part classroom hours, the program will be approved only for the time needed to complete state or federal certification or licensing requirements or the time determined necessary by the Department of Unemployment Assistance (DUA) to allow the claimant to become employable in the occupation for which the training has been provided.
Register on the Massachusetts TrainingPro website by visiting the home page at [www.mass.gov/dwd/trainingpro](http://www.mass.gov/dwd/trainingpro).

Click the **First Time User Sign-Up** button on the right side of the screen as illustrated below. This will open a 7-STEP registration form. The screen shot on the following page shows the top section of **STEP 1 of 7**.

Create a **User ID** and **Password** and type these items into the fields at the top of STEP 1. Create a password that will be hard for other people to guess. Write your User ID and Password in a notebook for future reference because you will need this information every time you wish to login to your TrainingPro account.

**User IDs** and **Passwords** must contain between 6 and 10 characters. Characters may be letters or numbers or a combination of both. **Letters are case sensitive!**
Enter the name of the person who will be the **Primary** user of the account in the **Contact Name** field and type the **Organization Name** as illustrated below.

Ensure that the Organization Name corresponds exactly to the Federal Identification Number (FEIN) issued by the Internal Revenue Service. If it does not, the Massachusetts Department of Career Services (DCS) will be unable to verify your information and approve your training organization.

If you operate under a name other than your legal business name, please enter that name in the **Doing Business As** field.

Type the nine-digit **Federal Identification Number** (the federal tax number or FEIN) but leave the **Mass Vendor Code** field blank.

A fictional TrainingPro account for **Apex Training** is used on the following pages to illustrate how each page should be completed.
Barbara Stevens, a training coordinator for Apex Training, registers on TrainingPro. She types a **User ID** and then enters a Password twice, first in the **Password** field and then in the **Confirm Password** field as shown below.

Ms. Stevens enters Apex Training’s FEIN as shown above and then the DUA account number.

If you don’t know your organization’s Massachusetts Dept. of Unemployment Assistance account number (**DUA ID**), refer to your quarterly tax report or tax rate notice.

**Note:** Training providers located outside Massachusetts do not need to populate the **DUA ID** field. When they enter a state other than Massachusetts in the ‘**State**’ field TrainingPro exempts them from entering a DUA account number.

Enter the address including Zip Code.
Indicate whether the provider is a subsidiary of a larger company and type your Web Address in the http:// format. See the sample web address below.

At the bottom of STEP 1 click the Enter Contact Information button. This will open the Contact Information screen. (See the screen shot on the next page.)
Populate all the fields on the Contact Information screen.

At the bottom of the Contact Information screen is a section labeled **User Information**. The registrant’s User ID is displayed and the password is represented as a row of dots.

Click the drop-down arrow in the **Hint Question** field to display a menu of security questions. See above.
Pick a security question from the menu of questions and type the answer to the question. Use a question and answer that will be hard for other people to guess. This will increase the security of your account. Then click the **Save Record** button.

In our sample registration Barbara Stevens is now listed as the **Primary** contact on the account.

TrainingPro requires every provider to also list a **Signatory**. The signatory is an employee who represents the provider in business and legal transactions.

The primary user must therefore click the **Enter Contact Information** button a second time and type and save information about the Signatory.
When the **Contact Information** screen opens click the **Contact Type** drop-down arrow to display a list of contact types.

![Contact Information](image)

Select Signatory from the list, populate all the fields on the **Contact Information** screen, and then click **Save Record** at the bottom.

![Contact Type Dropdown](image)

The following screen shots illustrate the steps used to list Richard Turner as the **Signatory** for Apex Training.
If the Signatory is likely to use the TrainingPro account he/she must have a User ID and Password.

Therefore, create a User ID and Password, select a security question, type the answer to the question, and click Save Record.
Below, Ms. Stevens creates a User ID and Password for Signatory Richard Turner. She selects a security question, types the answer to the question, and clicks **Save Record**.

![User ID and Password Information](image)

The bottom of STEP 1 of the Apex Training registration now lists Barbara Stevens as the **Primary** contact and Richard Turner as the **Signatory**.

![Provider Contact Information](image)

It is possible to list other coworkers as different contact types. For example, in our sample registration Ms. Stevens adds coworker Edward Thompson as a “**Secondary**” contact. Below are the steps used to add the Secondary contact.

1. Click the **Enter Contact Information** button.

2. Select **Secondary** on the **Contact Type** drop-down menu.
3. Populate the other fields on the Contact Information screen and click **Save Record** at the bottom of the screen.

The completed Contact Information screen for Admissions Coordinator Edward Thompson is shown on the next page.
The bottom of STEP 1 of the Apex Training account now lists the three contacts and their User IDs.
Click the **Next** button in the **bottom right** corner of **STEP 1** to move to **STEP 2** of the registration.

On the top part of **STEP 2** select the “**type of business organization**” on the list of options, and the “**type of school or organization**” as illustrated below.

For Apex Training Ms. Stevens chooses **Corporation (Domestic)** and **Private Career/Business School** as illustrated on the next page.
Immediately underneath the ‘Type of school’ section check Yes, No or Exempted to indicate whether the provider is licensed.

<table>
<thead>
<tr>
<th><em>Licensed:</em></th>
<th>Yes</th>
<th>No</th>
<th>Exempted</th>
</tr>
</thead>
</table>

If you check Yes as illustrated below, be sure to complete the other fields in the Licensing/Accreditation section.

Click the down arrow on the right side of the Accreditation / Licensing Agency field to display a menu of possible agencies. See the screen shot on the next page.
In our Apex Training example Ms. Stevens picks DPL (Division of Professional Licensure) and then enters the license number and the expiration date in the corresponding fields.

If the training provider is licensed by more than one agency, list the lead agency.

If the Massachusetts Division of Professional Licensure (DPL) has communicated that the provider is exempt from licensing, check Exempted in the Licensed field and select the type of license you are exempted from. See below.

If the type of license you are exempted from is not included in the drop-down list, type the license name in the “Specify if not in list” box.
Complete the remaining fields at the bottom of STEP 2 and enter a general description of the provider’s expertise in the text box.

<table>
<thead>
<tr>
<th><em>Number of Permanent Employees:</em></th>
<th>37</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Number of Contract or Temporary Employees:</em></td>
<td>3</td>
</tr>
<tr>
<td><em>Date Began Operation:</em></td>
<td>Aug 2003</td>
</tr>
<tr>
<td><em>Average Student/Teacher Ratio:</em></td>
<td>15</td>
</tr>
</tbody>
</table>

*Please provide us with a description of your organization's area of expertise.*

Apex Training provides initial and advanced training in several types of Business Management and Information Management software and related systems. Instructors

After completing STEP 2 click Next in the bottom right corner to save the information and move to STEP 3.

STEP 3 contains Service Delivery Information and includes four categories of questions that must be answered.

- Where do you work in MA?
- Where do you conduct your training?
- What size organizations do you work with?
- Who do you train?

Check the appropriate selections for the training provider and then click Next in the bottom right corner to save the information and move to STEP 4.
Below, **STEP 3 of 7** from the Apex Training registration.

**Service Delivery Information**

- **Where do you work in MA?**
  - Boston
  - North East
  - South East
  - Central
  - Other
  - Western

- **Where do you conduct your training?**
  - Provide Training At Company's Work Site
  - At Location Determined By Training Provider

- **What size organizations do you work with?**
  - Small (50 Employees or Less)
  - Medium (50-500 Employees)
  - Large (Over 500 Employees)

- **Who do you train?**
  - Front-line Workers
  - Maintenance Personnel
  - New Hires
  - Supervisors
  - Union Members
  - Joint Labor/Management Groups
  - Middle Managers
  - Professional
  - Technicians
  - Upper-level/Executive Managers

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**STEP 4 of 7**

**Products/Services**

- Computer-Based Training (CBT)
- Customized Electronic Courseware
- Instructional Design
- Instructional Video or Audio
- Job Descriptions
- Needs Assessment
- Off-the-shelf Electronic Courseware
- Training Program Design
- Curriculum Design
- Documentation
- Instructional Manuals
- Job Aids
- Job/Task Analysis
- Outcome Evaluation
- Training Delivery
- Visual/Graphic Job Aids

**STEP 4 is devoted to Products/Services.** Check the appropriate selections for the organization and click **Next** to save the data and move to **STEP 5**.
STEP 5 of 7 is titled **Methods/Service Delivery**. Check the methods and types of training the organization delivers and click **Next** to move to STEP 6.

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STEP 6 of 7 is titled **Industry**. Check at least one industry for which your organization has provided training.
Apex Training checks **Educational Services** and **Professional, Scientific, and Technical Services**.

Click **Next** to move to **STEP 7 of 7** which is labeled **Provider Information**. In the top portion of STEP 7 indicate whether your organization has any bilingual staff and whether the facility complies with the Americans with Disabilities Act (ADA). (Is the facility wheelchair accessible?). Also enter your refund policy.

The bottom section of STEP 7 is titled **Value Added or Support Services**. Check any services that you provide without additional cost and then click **Submit** to save the registration.
First time registrants and providers submitting registrations for re-approval will see a screen listing the DCS approval requirements. You can print the page for future reference and then click the Ok button.

Provider Agreement

Thank you for submitting your application to the Department of Career Services (DCS) to be on our Eligible Training Provider List (ETPL).

DCS will review your application for the following to determine overall financial stability and programmatic capacity:

- Licensure, Accreditation or Exemption from Licensure
- Non-Massachusetts based providers must appear on their home state’s Eligible Training Provider List (ETPL) or meet their home state’s equivalence of the requirements listed here
- No outstanding citations from the Office of the Attorney General, Fair Labor Practice or Consumer Protection Division within the prior 5 years
- No willful or repeat violations issued by the U.S. Department of Labor’s Occupational Safety and Health Administration (OSHA)
- An active workers’ compensation insurance policy
- No State or Federal debarment
- Certificate of Good Standing from the Massachusetts Department of Unemployment Assistance (DUA)*
- Certificate of Good Standing from the Massachusetts Department of Revenue (DOR)*

* To expedite the approval process, please email the DUA and DOR Certificates of Good Standing dated within 30 days to the Department of Career Services (DCS) at ETPL@MassMail.State.MA.US.
A new screen that displays your Provider Name and a seven-digit Provider ID number will appear. **Provider Eligibility Status**, listed on the right side, will be **Pending** through the end of the current fiscal year.

In the Apex Training example shown below Provider Eligibility Status is **Pending** through **06/30/2017**. This refers to the status of the training provider and not to any courses which Apex Training may submit for review and possible approval.

Read Chapter 3 to learn how to select programs and add a course to your TrainingPro account.
TrainingPro enables providers to submit a course to more than one program and many providers apply to both Individual Training Account (ITA) and Section 30.

ITA is a federally-funded program that may pay some training costs for eligible participants. Section 30 is a Massachusetts program that may allow unemployment insurance (UI) claimants to collect UI benefits while attending approved training.

Click the Add Course button on the left side of the Manage Your Training Programs/Courses screen to display the programs menu.

Click at least one program on the menu and click Next.

- Select only the programs for which you are requesting approval. If you select ITA, Section 30 or TAA you must meet the eligible training provider requirements. Visit www.mass.gov for the most current information on provider requirements.
- Descriptions of each program may be found by clicking on the program name.
- Your courses may be approved by one program, but not by another.
Barbara Stevens decides to create and submit a training program application to both ITA and Section 30 and checks the appropriate checkboxes.

Checking the Section 30 box presents an Important Notice link with additional information about Section 30. This notice explains DUA’s intention to conduct random audits of schools that submit courses to Section 30 for review. It describes the type of information providers must collect to prepare for an audit.

Click Next to save the programs selected. A Massachusetts’ Course Approval Requirements screen similar to the one below will appear.

Example of Screen

Massachusetts’ Course Approval Requirements

Verifiable Performance: You must provide the most recent available and verifiable performance data on all course participants. At a minimum, outcome data must be from performance within the previous two (2) years. You must give sufficient explanation if performance data are not available (for example, course was not offered previously or why the program is expected to meet or exceed the performance indicators below).

Performance must meet these minimums:
- Completion Rate: 70%
- Earned Employment / Placement Rate*: 60%
- Placement Wage: State minimum wage

*TOP/Section 30 Only – placement rate is as follows depending upon the State’s unemployment rate (UR):
- UR at or below 7.0%, then placement rate must be at least 70% in the field of training
- UR at or below 8.0%, then placement rate must be at least 60% in the field of training
- UR above 8.0%, then placement rate must be at least 50% in the field of training

By submitting a record of a course/training program you are certifying under the penalties of perjury that your organization understands the requirements referenced above. You are stating that you are licensed by the state or territory in which your school provides the training, if required by law, and that all information contained in this application is true and correct to the best of your knowledge and belief. False statements may be punishable by debarment, fine, imprisonment or all three.

☐ Check here to show that you agree with these requirements.

Selecting ‘I Accept’ confirms that you understand the features and requirements of the programs you selected.
Read the Massachusetts’ Course Approval Requirements, check the checkbox in the bottom left corner and click the I Accept button in the bottom right corner to indicate you accept the requirements.

Selecting 'I Accept' confirms that you understand the features and requirements of the programs you selected.

STEP 1 of 6 of the course record will appear. STEP 1 contains three sections:

- Training Program/Course Location
- Training Program/Course Description
- Contact Information

The top portion of STEP 1, containing the Training Program/Course Location section, is illustrated below.

TrainingPro automatically puts the provider’s main address in the Address of Training Program/Course Delivery field.
In the Apex Training sample the address is 860 Boylston Street, Boston, MA 02199. If Barbara Stevens wishes to indicate that the training program is delivered at a different location, she must edit the address fields.

The screen shots below and on the following pages illustrate the next section of STEP 1, the **Training Program/Course Description**.

<table>
<thead>
<tr>
<th>Training Program/Course Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Training Program/Course Title:</td>
</tr>
<tr>
<td>Training Program/Course Capacity:</td>
</tr>
<tr>
<td>* Year Training Program/Course First Offered:</td>
</tr>
</tbody>
</table>

**Number of Participants from Last Completed Year and Training Program/Course Description**

* Please enter the number of participants from last completed year. The number entered should be for one training program/course delivered at one location:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year</td>
</tr>
</tbody>
</table>

If this is a new training program/course, leave these two fields blank.

<table>
<thead>
<tr>
<th>Training Program/Course Description:</th>
</tr>
</thead>
</table>

**Distance Learning Questions**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Is this course a distance learning program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Do you also offer a classroom training version of the distance learning program/course?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Does the curriculum lead to the completion of a training program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Does the curriculum require students to interact with instructors?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Does the curriculum require students to take periodic tests?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Does the curriculum require students to come onto campus or another approved facility for tests and meetings with instructors?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Do you monitor the students distance learning activity?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Some of the fields in the **Training Program/Course Description** section are explained below.

- **Training Program/Course Capacity** is the number of students the program can accommodate during one cycle of training (i.e., one of the two 14-week cycles mentioned above.)
- **Number of participants from last completed year** – (20 students enrolled in each of the two training program cycles = a total of 40 students.)
- **Distance learning program?** – There are seven distance learning questions. Since this is a conventional “classroom” training program the user answers the first question “No”. This deactivates the following six questions. If this were an “online training program”, the user would need to answer all seven questions.

Examining a completed **Training Program/Course Description** section clarifies how information should be entered.

Apex Training has conducted a **Computer Support Specialist** training program since 2010. The training program delivers 25 hours instruction per week for 14 weeks. The school conducts two cycles of the program per year, one starting in September and the second in January.

The completed **Training Program/Course Description** section for this training program is illustrated on the next page.
The federal ITA program (Individual Training Account) is administered by 16 Local Workforce Investment Areas (LWIAs). In our sample record the user checks the four areas most likely to refer students to Apex Training: **Boston, Metro North, Metro South West, and South Shore**.

If unsure which Local Workforce Investment Areas to check when applying to the ITA program, click the LWIA link to display a map of Massachusetts.
*Select the Local Workforce Investment Areas (WIAs) for ITA Approval:

Massachusetts has 18 Local Workforce Investment Areas (WIAs), each overseen by a local workforce board (LWIB). The LWIBs in Massachusetts develop job training programs for implementation in their respective WIAs and oversee the operation of those programs. Each LWIB establishes the approval criteria for its local area and selects which companies, educational institutions, and community organizations will receive program operation funding based on that criteria.

Close the map by clicking the X in the upper right corner of your screen.

**Contact Information** is located at the bottom of STEP 1. Click the **Enter Contact Information** button on the right to open a new screen.

List the person who is able to answer questions about this particular training program in the Training Program/Course Contact Information screen. This may be the Primary user of the account or another individual.
Display the dropdown menu in the **Contact Type** and **Contact Title** fields and make selections.

Populate all the fields and click **Save Record** in the bottom right corner.
STEP 1 is ready to save. But before you click Next in the bottom right corner be sure that the Participant and Year data entered in the top portion of STEP 1 is accurate. Once you move to STEP 2, you will be unable to change the number of participants!

Click Next to save STEP 1 and move to STEP 2 of 6.

A row of text at the top of STEP 2 shows the name of the training program/course, seven-digit Course ID #, and the date the record is created. See below.

Training Program/Course: Computer Support Specialist  Training Program/Course ID: 111016  Created Date: 08/03/2016

STEP 2 contains two sections: Activity Categories and Targeted Occupations.

Checking any Activity Category marked with two red asterisks (**) compels the user to select a corresponding Targeted Occupation by using the search engine on this STEP.

In our sample training program the user selects Occupational Skills Training and then clicks the Occupation Search button to display a search engine.
When the search engine appears click into the **Occupation Title** field and type a word related to the type of occupation that most graduates of the training program will enter.

Here the user types “Computer” in the **Occupation Title** field, then clicks the *Search* button on the right side of the screen.

This retrieves three pages of possible Occupation Codes and Occupation Titles.
Select the desired occupation line then click the Select button.

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
</tr>
<tr>
<td>○</td>
</tr>
<tr>
<td>○</td>
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<td>○</td>
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<tr>
<td>○</td>
</tr>
</tbody>
</table>

There are two Occupation Codes/Titles in the first page of results that may be suitable, but view the other pages to see the full range of codes by clicking Next in the bottom right corner of the screen.

Page 2 of Occupation Codes & Occupation Titles contains an appropriate Code/Title, 15115100 – Computer User Support Specialists.

Select the desired occupation line then click the Select button.

Select the row containing that Occupation Code/Occupation Title and click the Select button. This inserts the selected Code/Title at the bottom of STEP 2.
You may select more than one Occupation Code/Title if you wish, but must mark one as the ‘Primary Occupation’ for graduates of the training program.

In our sample above, the user selects **15115100 – Computer User Support Specialists** as the ‘Primary Occupation’ by clicking on the radio button as illustrated below.

To view and select other Codes/Titles, repeat the above steps.

Click **Next** in the bottom right corner of STEP 2 to move to STEP 3 of 6.

**STEP 3 contains four sections:**

- Training Program/Course Duration
- Training Program/Course Recognition Results
- Training Program/Course Schedule
- Training Program/Course Costs

In the **Training Program/Course Duration** section enter the **Average Number of Hours Per Week** (clock hours) and total **Number of Weeks** of training. **Total Hours** is calculated automatically and users should not type a number in that field.
Generally only community colleges and universities enter **Total Credit Hours**. For example, a community college might submit a 24-credit two-semester certificate program to Section 30 and ITA for consideration. In that situation the school must enter the Total Credit Hours for the whole training program, not just the credits for the first semester.

If the training program is one that you conduct on a regular basis, answer “**Yes**” to the “…regularly scheduled training…” question as shown below. If it is “one-time-only” training, answer “**No**” to this question.

If the training program starts and ends on specific dates answer “**No**” for the “Open Entry/Exit?” question.

If the duration of the training program is fixed, answer “**No**” for the “**Can Duration Be Customized?**” question.
If you display the training program schedule on a webpage, answer “Yes” for Online Schedule. Type the webpage address of the page that contains the schedule information in the Web Address field.

Portions of a completed Training Program/Course Duration section are shown below and on the following page.

Note: The Total Hours field will remain blank until you complete all sections of STEP 3, click Next at the bottom of STEP 3, and move to STEP 4.

That action instructs TrainingPro to multiply Average Number of Hours Per Week times Number of Weeks and insert the product in the Total Hours field. In the example below that equals 350 Total Hours.
In the **Training Program/Course Recognition Results** section of STEP 3 check the appropriate checkbox to indicate the outcome of the training program or course. Choose from three options, **Degree**, **Certificate** or **License**.

If **Degree**, **Certificate** and **License** are not appropriate selections for the training program, enter a comment in the “**If none of the above...**” text box that explains how the training program meets industry approved standards.

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Apex Training’s Computer Support Specialist training program meets the definition of Certificate used by the Massachusetts Department of Career Services (DCS).

You may read this definition by clicking the word “Definition” in the Certificate Verification paragraph. *See below.*

In the **Training Program/Course Schedule** section check the appropriate **Morning**, **Afternoon**, **Evening** and **Weekend** checkboxes to indicate when training is conducted. Then click the **Enter Schedule** button on the right side of the screen to enter **Start**, **End** and **Last Enroll** dates for the training program.
Barbara Stevens checks the **Morning**, **Afternoon**, and **“Training…offered during scheduled semesters…”** checkboxes and then clicks the **Enter Schedule** button which opens the schedule screen.

Ms. Stevens then enters a **Start Date** of September 6, 2016, **End Date** of December 16, 2016 and a **Last Enroll Date** of August 26, 2016.

**Last Enroll Date** means the latest date that a student may enroll in the training program that starts on September 6, 2016.

After populating the above fields click **Save Record** to save the data. **STEP 3** of the record reappears showing the dates just entered.
You may enter more than one set of dates for a training program if desired. Simply click the **Enter Schedule** button again and enter a new set of dates using the above steps.

For example, Apex Training delivers the Computer Support Specialist training program in the Fall of 2016 and in the Spring of 2017. Barbara Stevens entered the dates for the Fall 2016 cycle of this training program, as illustrated above.

She knows the dates for the Spring 2017 cycle of the training program and clicks the **Enter Schedule** button again, then enters and saves those dates. The completed Schedule section is shown below.

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Last Enrolled Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/06/2016</td>
<td>12/16/2016</td>
<td>09/26/2016</td>
</tr>
<tr>
<td>01/23/2017</td>
<td>05/12/2017</td>
<td>01/09/2017</td>
</tr>
</tbody>
</table>

The **Training Program/Course Costs** section is located at the bottom of STEP 3. Click the **Enter Cost Information** button to begin listing costs.

When the cost screen opens, display the **Type of Cost** drop down menu and select **Tuition** for the first entry. **Tuition must be listed even if it is zero dollars!**
Ignore the “…tests for the certification…” questions because they do not pertain to Tuition.

Scroll down the screen to the Amount field and enter the tuition cost. Do not use dollar signs or commas, just numbers and a decimal point.
The amount of tuition should be for the entire training program, not just a portion of the program.

Leave the default “Yes” response in the Included in Tuition field. Ignore the Preferred Vendor and Preferred Payment Schedule fields and click Save Record in the bottom right corner of the screen to save the information.

STEP 3 will reappear and show the tuition amount just entered.

Click Enter Cost Information again to add the next cost item.

In our Apex Training sample Barbara Stevens selects “Books” in the Type of Cost field.
Enter the cost for Books in the Amount field. If the amount for Books is not included in the amount for Tuition, select “No” in the **Included in Tuition** field as illustrated below.

Click **Save Record** in the bottom right corner to save this entry.

STEP 3 reappears and lists the amount for Books. Because Ms. Stevens indicated that Books are an additional cost, TrainingPro added the $100.00 amount to the $2,500.00 amount for Tuition to produce a Total Cost of $2,600.00.

If the training program contains a registration fee or another type of fee, click **Enter Cost Information** again and enter the amount of the fee.
You may specify the type of fee by entering a comment in the **Details** text box as shown below.

As with the cost of Books, indicate that the registration fee is not included in the cost of Tuition by selecting “**No**” in the **Included in Tuition** field.

Click **Save Record** and STEP 3 will reappear.

The cost section now lists all the costs entered and saved. **Total Cost**, which includes Tuition, Books and Fees, is now $2,650.00.

Click **Next** to save all the information entered on STEP 3 and move to STEP 4 of the Record.
STEP 4 of the course record contains one section, **Training Program Course Requirements**. Use this section **only** when the training program you are entering contains several courses. An example is a community college degree or certificate training program than includes multiple courses.

Our sample Apex Training Computer Support Specialist training program contains four courses and Barbara Stevens must list them on STEP 4. Entering this information enables people viewing the completed record to understand the content of the training program.

Click **Enter Course** on the right side of STEP 4 to begin listing courses.
When the **Course Entry Page** opens enter the following information for the first course:

- **Course Name**
- **Duration** (in weeks)
- **Credit Hours** (if applicable)
- **Total Clock Hours**

Community Colleges and Universities deliver both Credit Hour and Clock Hour certificate programs as well as degrees. However, many post-secondary vocational training programs are only measured in Clock Hours.

After populating the above fields click the **Save Record** button. The course just entered will be listed in a table. *See below.*


As illustrated above, Ms. Stevens has entered the first course, **The Windows Operating System**. She must now add the other three courses included in the training program.
To list each course she repeats the steps described above: (1) Click **Enter Course**, (2) Type in the course name, duration, and total clock hours and (3) Click **Save Record**.

View the completed **Training Program Course Requirements** section below.

![Course Table]

Click **Next** in the bottom right corner of STEP 4 to move to STEP 5.

**STEP 5** contains three sections:

- Additional Information
- Financial Aid
- Performance Summary

**Additional Information** contains several questions pertaining to: (1) funding of the training program in the previous three years, (2) program eligibility and entry requirements, (3) internships and (4) laboratory time.
Apex Training completes the Additional Information section as shown below.
**Financial Aid** lists several types of financial aid. Check those that may be available to pay some or all of the training costs.

If the types of financial aid listed do not apply to this training program, check **None**.

<table>
<thead>
<tr>
<th>Financial aid funds for which your students are eligible:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Pell Grant</td>
</tr>
<tr>
<td>[ ] Mass. State Scholarships</td>
</tr>
<tr>
<td>[ ] Other</td>
</tr>
<tr>
<td>[x] None</td>
</tr>
<tr>
<td>[ ] Perkins Loan</td>
</tr>
<tr>
<td>[ ] SEOG Grant</td>
</tr>
<tr>
<td>[ ] Family Education Loan</td>
</tr>
<tr>
<td>[ ] Work Study</td>
</tr>
</tbody>
</table>

**Performance Summary** – The number of participants and the year entered on STEP 1 of the record are displayed at the top of this section. Enter the other data in the fields marked with red asterisks (*).

The sum of Exclusions, Dropouts and Completions must not be greater than the number of Total participants.

Apex Training completes the Performance Summary for the Computer Support Specialist training program as shown on the next page.
TrainingPro automatically calculates **Completion, Entered Employment** and **Educational Outcomes** percentages and populates those fields.

If this is a new course, leave all fields blank and enter an explanation in the text box at the bottom of the page.

<table>
<thead>
<tr>
<th>Total participants:</th>
<th>40</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Exclusions: Number of participants to be excluded from performance due to death, medical/health issues, institutionalized or a reservist called to active duty. These participants must not be included in the categories below</td>
<td>0</td>
</tr>
<tr>
<td>* Dropouts: Number who dropped out before completing the program/course:</td>
<td>3</td>
</tr>
<tr>
<td>* Completions: Number who completed the program/course:</td>
<td>37</td>
</tr>
<tr>
<td>* Entered Employments: Number of completions or dropouts who entered or retained employment: (see footnote)</td>
<td>33</td>
</tr>
<tr>
<td>* Average Hourly Wage of those who entered or retained employment($)</td>
<td>22.50</td>
</tr>
<tr>
<td>* Educational Outcomes: Number of completions or dropouts who attained an industry recognized credential; degree, certificate or license</td>
<td>37</td>
</tr>
</tbody>
</table>

Note that the **Participants employed at 6 months** and **Average hourly wage at 6 months** fields are not marked with red asterisks (*) because this data is not required. However, if you have that data, enter it.

If you lack comprehensive performance data, type an explanatory comment in the text box at the bottom of the Performance Summary.

For example, if the students completed training recently and have not yet found employment, entering a comment like the one shown below is appropriate.

| If the required information is NOT available, explain or justify lack of information. Indicate how your organization will track the information for the current training program/course year: | 8/3/16 - Will supply performance data when available. |

Any official reading comments of this type will realize that you have not refused to provide data but will collect and supply it.

Double check your performance data and then click **Next** at the bottom of **STEP 5**. **STEP 6 of 6**, will appear.
STEP 6 summarizes all the information entered on STEPs 1, 2, 3, 4 and 5. Red text at the top of the screen advises users that the application is not complete until they click “Submit” at the bottom of the screen. See below.

However, before clicking Submit at the bottom of STEP 6, scroll down the page and check all the information you’ve entered in each section of the record. Horizontal bars located at intervals between the top and bottom of STEP 6 indicate the various sections of the record.

Each heading bar is labeled on the left side and contains an Edit Details button on the right side to enable editing of that section.

A portion of the Training Program/Course Background section is shown on the following page.
If you detect an error in any section of the application, click the corresponding **Edit Details** button to move to that section of the record. Then correct the error(s).

Save the edited information by scrolling to the bottom of the page and clicking **Next**. Then move past the following pages and return to STEP 6 of 6.

**As explained on page 35 the only information you may not change is the number of participants entered on STEP 1 of the record.**

When satisfied that the course record is accurate, click **Submit** at the bottom of STEP 6.

---

The ‘**Add Course**’ page will reappear. It now has a ‘**Welcome**’ message in the upper left corner of the screen. **Provider Eligibility Status** is displayed on the right side.
Because Apex Training just registered on TrainingPro its status is “Pending” through the end of the current fiscal year.

The Massachusetts Department of Career Services will review the provider’s registration and approve or deny it. Steps included in that process are described in Chapter 1 of this User Guide.
Immediately after registering on the TrainingPro website, a training provider’s eligibility status is “Pending” and shown on the Welcome page of the account. The Welcome page also shows the status of any courses the provider may have submitted for review. Providers must scroll down the page to view this information.

Examining the sample Apex Training account illustrates the way this information is presented.

Logging into the school’s account brings the user to the Welcome, Apex Training screen. The right side of the screen shows “Provider Eligibility” status is “Pending” through the end of the current fiscal year.

The screen shot below shows the upper left and center area of the Welcome screen.

TrainingPro has assigned Provider ID 1030456 to Apex Training. Barbara Stevens’ telephone and email information are listed and the school’s license information appears under the Manage Your Training Programs/Courses heading.
The left-center section of the screen contains function buttons, **Add Course**, **View Summary**, **Edit Course**, **Copy Course** and **Archive**.

- **Add Course**: Add a new training program or course.
- **View Summary**: Select a program or course to view a detail summary.
- **Edit Course**: Select a program or course to edit.
- **Copy Course**: Select a program or course to copy. Only information that is unlikely to change will be copied.
- **Archive**: Select a program or course to archive. A training program/course that is archived and will not be displayed to you through TrainingPro.

Beneath the function buttons are a course search engine and a table containing Course # 1111016 – Computer Support Specialist which Ms. Stevens submitted to Section 30 and ITA.

Program & course reviews usually occur within three weeks after provider approval.

<table>
<thead>
<tr>
<th>Select</th>
<th>ID#</th>
<th>Name</th>
<th>Location</th>
<th>Program</th>
<th>Reviewed By</th>
<th>Review Status</th>
<th>Comments (click to view)</th>
<th>Earliest Resubmit Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1111016</td>
<td>Computer Support Specialist</td>
<td>960 Boylston Street, Boston, MA 02199</td>
<td>ITA</td>
<td>Boston</td>
<td>Pending Provider Approval</td>
<td></td>
<td>06/01/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>Metro North</td>
<td>Pending Provider Approval</td>
<td></td>
<td>06/01/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>Metro South West</td>
<td>Pending Provider Approval</td>
<td></td>
<td>06/01/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>South Shore</td>
<td>Pending Provider Approval</td>
<td></td>
<td>06/01/2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Section 30</td>
<td>State</td>
<td>Pending Provider Approval</td>
<td></td>
<td>06/01/2017</td>
</tr>
</tbody>
</table>

Because the Massachusetts Department of Career Services has not yet approved Apex Training—*see above*—ITA and Section 30 managers are unable to review and approve Course # 1111016 – Computer Support Specialist.

This is why **Pending Provider Approval** appears in the **Review Status** column of the courses table. *See the next page.*
DCS may need several weeks to review a training provider’s information and approve or deny the school. You may be contacted by DCS if additional documentation is required to make a determination.

A few weeks after registering on TrainingPro Barbara Stevens logs in to the Apex Training account and learns that Provider Eligibility Status has changed from Pending to Approved.

Scrolling down the Apex Training Welcome page shows that the status of Course # 1111016 – Computer Support Specialist has changed from Pending Provider Approval to Pending.

The four Local Workforce Investment Areas (LWIAs) and the Section 30 program to which Ms. Stevens submitted her training program may need several weeks to review the course and approve or deny it.
For managers to approve the Computer Support Specialist course for ITA and/or Section 30, the training program must meet ITA and Section 30 requirements. Review these requirements by performing the following steps:


- Click the second paragraph of text to display the **Labor and Workforce Development** page.

The Labor and Workforce Development page explains Provider Eligibility Requirements and contains various links that present information about how to submit required documents.
Several weeks after learning that DCS approved Apex Training as a provider, Barbara Stevens logs into the Apex Training account to see if the Computer Support Specialist training program she submitted for review has been approved. She sees the following.

Two of the four areas that Ms. Stevens applied to, Boston and Metro North, have approved the Computer Support Specialist training program. The other two areas, Metro South West and South Shore, have not made a determination yet.

Section 30 has also approved the training program.

Chapter 5 explains how TrainingPro calculates the performance of training programs. Performance data has a major impact in determining whether training program applications will be approved.
Because performance data is a major factor in determining whether training programs will be approved, it is useful to learn how TrainingPro calculates performance.

As in previous chapters we will use the sample Apex Training account to illustrate calculations.

Training providers enter the **Number of Participants** and the **Year** of data on **STEP 1** of the course record.

Once you click **Next** at the bottom of **STEP 1** you may not change the number of participants. **Therefore, ensure you’ve entered the correct number of participants before moving to **STEP 2** of the application.**

You will not see the **Performance Summary** section of the application until reaching **STEP 5**. The number of **Total Participants** and the **Most Recent Year** entered on **STEP 1** are displayed at the top of this section.

Below the **Total Participants** and **Most Recent Year** fields you must enter numbers in the following fields:

- Exclusions
- Dropouts
- Completions
- Entered Employments
- Average Hourly Wage
- Educational Outcomes
Here is the completed Performance Summary from Apex Training’s Course # 1111016 – Computer Support Specialist followed by definitions of each type of data.

<table>
<thead>
<tr>
<th><strong>Performance Summary</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Provide the most recent available and verifiable performance data. Performance criteria can be found in the policy requirements.</td>
</tr>
<tr>
<td>If this is a new course, leave all fields blank and enter an explanation in the text box at the bottom of the page.</td>
</tr>
</tbody>
</table>

| **Total participants:** | 40 |
| **Most Recent Year:** | 2015 |
| **Exclusions:** Number of participants to be excluded from performance due to death, medical/health issues, institutionalized or a reservist called to active duty. These participants must not be included in the categories below | |
| **Dropouts:** Number who dropped out before completing the program/course: | 3 |
| **Completions:** Number who completed the program/course: | 37 |
| **Entered Employments:** Number of completions or dropouts who entered or retained employment: (see footnote) | 33 |
| **Average Hourly Wage of those who entered or retained employment:** | 22.5 |
| **Educational Outcomes:** Number of completions or dropouts who attained an industry recognized credential; degree, certificate or license: | 37 |
| **Participants employed at 6 months:** | |
| **Average hourly wage at 6 months ($):** | |

1 **Colleges/Community Colleges** - Enter number of participants who entered employment or continued on to further education.

**Exclusions:** The number entered here will be excluded from performance calculations. This category includes participants who did not complete training due to death, medical/health issues, institutionalization, or recall to active military service. Participants in this category must not be included in any of the other categories.

**Dropouts:** The number who dropped out before completing training.

**Completions:** The number who completed the training program.

**Entered Employments:** The number of completions or dropouts who entered or retained employment.

**Average Hourly Wage:** Of those participants who entered or retained employment.
**Educational Outcomes:** Number of completions or dropouts who attained an industry recognized credential, degree, certificate or license.

Providers may enter numbers in the **Participants employed at 6 months** and **Average hourly wage at 6 months ($)** fields, but this information is not required and not used to calculate percentages.

Now let’s analyze the calculations that determine percentages of Completions, Entered Employments and Educational Outcomes.

Below, 40 participants enrolled in the training program. 3 dropped out and **37 completed training.**

![Table](image)

TrainingPro arrives at 92.5% completion by dividing 37 Completions by 37 Completions + 3 Dropouts \([37/(37 + 3) = 92.5\%]\).

TrainingPro calculates 82.5% Entered Employment by dividing 33 Entered Employments by 37 completions + 3 dropouts \([33/(37 + 3) = 82.5\%]\).

Four sample performance scenarios are presented on the following pages to explain a range of possible results.
In this scenario all 10 participants complete the training program and enter employment. This produces 100% Completions and 100% Entered Employments.

**100 percent Completion** is calculated by dividing 10 Completions by 10 Completions + 0 Dropouts \([10/(10 + 0) = 100.0\%]\).

**100 percent Entered Employment** is calculated by dividing 10 Entered Employments by 10 Completions + 0 Dropouts \([10/(10 + 0) = 100.0\%]\).

**100 percent Educational Outcomes** is calculated by dividing 10 Educational Outcomes by 10 Completions + 0 Dropouts \([10/(10 + 0) = 100.0\%]\).
Sample # 2 – Omitting Exclusions from Calculations

Exclusions are participants who have not completed training due to any of the following: death, medical/health issues, institutionalization, or military reservists recalled to active duty.

88.9 percent Completion is calculated by dividing 8 Completions by 8 Completions + 1 Dropout \[\frac{8}{8 + 1} = 88.9\%\].

77.8 percent Entered Employment is calculated by dividing 7 Entered Employments by 8 Completions + 1 Dropout \[\frac{7}{8 + 1} = 77.8\%\].

88.9 percent Educational Outcomes is calculated by dividing 8 Educational Outcomes by 8 Completions + 1 Dropout \[\frac{8}{8 + 1} = 88.9\%\].

The 1 Exclusion is omitted from calculating Completion, Entered Employment and Educational Outcome percentages.
Sample # 3 – Excluding “Active” Students from Calculations

Active participants have neither completed nor dropped out of training. They will either complete training or drop out of training at some future point.

Active participants are not included in calculations to determine percentages of participants who complete training, enter employment, or achieve educational outcomes.

There is no field labeled ‘Active Participants’ in the Performance Summary but TrainingPro still calculates this value.

<table>
<thead>
<tr>
<th>Total participants:</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Recent Year:</td>
<td>2015</td>
</tr>
<tr>
<td>Exclusions: Number of participants to be excluded from performance due to death, medical/health issues, institutionalized or a reservist called to active duty. Those participants must not be included in the categories below</td>
<td>0</td>
</tr>
<tr>
<td>Dropouts: Number who dropped out before completing the program/course:</td>
<td>2</td>
</tr>
<tr>
<td>Completions: Number who completed the program/course:</td>
<td>7</td>
</tr>
<tr>
<td>Entered Employments: Number of completions or dropouts who entered or retained employment: 1 (see footnote)</td>
<td>6</td>
</tr>
<tr>
<td>Average Hourly Wage of those who entered or retained employment($):</td>
<td>25.00</td>
</tr>
<tr>
<td>Educational Outcomes: Number of completions or dropouts who attained an industry recognized credential; degree, certificate or license:</td>
<td>7</td>
</tr>
</tbody>
</table>

In the above example Total Participants = 10. 7 Completions + 2 Dropouts = 9 participants. 10 Total Participants – 7 Completions + 2 dropouts = 1 Active participant [10 – (7 + 2) = 1].

77.8 percent Completion is calculated by dividing 7 Completions by 7 Completions + 2 Dropouts [7/(7 + 2) = 77.8%].

66.7 percent Entered Employment is calculated by dividing 6 Entered Employments by 7 Completions + 2 dropouts [6/(7 + 2) = 66.7%].

77.8 percent Educational Outcomes is calculated by dividing 7 Educational Outcomes by 7 Completions + 2 Dropouts [7/(7 + 2) = 77.8%].

The active participant is excluded from calculating Completion, Entered Employment and Educational Outcome percentages.
Sample # 4 – A Worst Case Scenario

In this scenario 10 participants enroll in training but 5 dropout. This produces very low Completion, Entered Employment and Educational Outcome percentages.

<table>
<thead>
<tr>
<th>Total participants:</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Recent Year:</td>
<td>2015</td>
</tr>
<tr>
<td>Exclusions: Number of participants to be excluded from performance due to death, medical/health issues, institutionalized or a reservist called to active duty. These participants must not be included in the categories below</td>
<td>0</td>
</tr>
<tr>
<td>Dropouts: Number who dropped out before completing the program/course:</td>
<td>5</td>
</tr>
<tr>
<td>Completions: Number who completed the program/course:</td>
<td>5</td>
</tr>
<tr>
<td>Entered Employments: Number of completions or dropouts who entered or retained employment: 1 (see footnote)</td>
<td>4</td>
</tr>
<tr>
<td>Average Hourly Wage of those who entered or retained employment($)</td>
<td>25.00</td>
</tr>
<tr>
<td>Educational Outcomes: Number of completions or dropouts who attained an industry recognized credential; degree, certificate or license:</td>
<td>5</td>
</tr>
</tbody>
</table>

50.0 percent Completion is calculated by dividing 5 Completions by 5 Completions + 5 Dropouts \[\frac{5}{(5 + 5)} = 50.0\%\].

40.0 percent Entered Employment is calculated by dividing 4 Entered Employments by 5 Completions + 5 Dropouts \[\frac{4}{(5 + 5)} = 40.0\%\].

50.0 percent Educational Outcomes is calculated by dividing 5 Educational Outcomes by 5 Completions + 5 Dropouts \[\frac{5}{(5 + 5)} = 50.0\%\].

The large number of dropouts produces low Completion, Entered Employment and Educational Outcome percentages.
When a training provider creates a new training program and wishes to submit it for review it is not possible to include performance data in the course record. That data will not be acquired until after the first group of students graduates and enters employment.

Therefore when applying for approval in this situation you must leave the ‘Participants’ and ‘Year’ fields blank on STEP 1 of the course application. See below.

All other sections of STEPs 1, 2, 3 and 4 of the record must be completed as described in Chapter 3 of this guide. On STEP 5 you will see the fields in the Performance Summary are ‘grayed out’ or deactivated.

At the top of the section red text directs users to leave all fields blank and enter an explanation in the text box at the bottom of the page. The Total Participants field is blank and the Most Recent Year field contains the words “First Year”.

* Please enter the number of participants from last completed year. The number entered should be for one training program/course delivered at one location:

If this is a new training program/course, leave these two fields blank.

<table>
<thead>
<tr>
<th>Total participants:</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Recent Year:</td>
<td>First Year</td>
</tr>
</tbody>
</table>

Exclusions: Number of participants to be excluded from performance due to death, medical/health issues, institutionalized or a reservist called to active duty. These participants must not be included in the categories below

Dropouts: Number who dropped out before completing the program/course:

Completions: Number who completed the program/course:

Entered Employments: Number of completions or dropouts who entered or retained employment: 1 (see footnote)

Average Hourly Wage of those who entered or retained employment ($):

Educational Outcomes: Number of completions or dropouts who attained an industry recognized credential; degree, certificate or license:

0 % Completion

0 % Entered Employment

Please enter numeric value

0 % Educational Outcomes
The Exclusions, Dropouts, Completions, Entered Employments, Average Hourly Wage and Educational Outcomes fields are all deactivated. It is not possible to type numbers in these fields.

However, you must type a comment at the bottom of the Performance Summary explaining that this is a new training program and that you will provide performance data after the first group of students completes training. See the sample comment below.

If this is a new course, leave all fields blank and enter an explanation in the text box at the bottom of the page.

<table>
<thead>
<tr>
<th>Exclusions: Number of participants to be excluded from performance due to death, medical/health issues, institutionalization or a reservist called to active duty. These participants must not be included in the categories below:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dropouts: Number who dropped out before completing the program/course:</td>
</tr>
<tr>
<td>Completions: Number who completed the program/course:</td>
</tr>
<tr>
<td>Entered Employments: Number of completions or dropouts who entered or retained employment: ¹ (see footnote)</td>
</tr>
<tr>
<td>Average Hourly Wage of those who entered or retained employment ($)</td>
</tr>
<tr>
<td>Educational Outcomes: Number of completions or dropouts who attained an industry recognized credential: degree, certificate or license:</td>
</tr>
<tr>
<td>Participants employed at 6 months:</td>
</tr>
<tr>
<td>Average hourly wage at 6 months ($)</td>
</tr>
</tbody>
</table>

* If the required information is NOT available, explain or justify lack of information. Indicate how your organization will track the information for the current training program/course year:

8/19/16 - This is a new training program. Will

Entering this type of comment alerts any manager who examines the course that performance data was unavailable when the course was submitted and that you will provide that data after the first group of students completes training.

After entering the comment click **Next** at the bottom of STEP 5 to move to the summary page, STEP 6. Proofread STEP 6 to ensure the information is accurate and complete. Then click **Submit** at the bottom to submit the application.

At described in Chapter 3 the ‘Welcome’ page will reappear.
When creating a course record TrainingPro automaticallypopulates the address fields on STEP 1 with the address in the provider’s registration.

For example, when Barbara Stevens registered Apex Training she entered the address shown below on STEP 1 of the registration.

<table>
<thead>
<tr>
<th>Address 1:</th>
<th>860 Boylston Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 2:</td>
<td></td>
</tr>
<tr>
<td>*City:</td>
<td>Boston</td>
</tr>
<tr>
<td>*State:</td>
<td>Massachusetts - MA</td>
</tr>
<tr>
<td>*Zip Code:</td>
<td>02199</td>
</tr>
</tbody>
</table>

When she created Course # 1111016 – Computer Support Specialist, that address automatically appeared in the Address of Training Program/Course Delivery fields on STEP 1.
This address is also visible in the courses table on the Welcome page.

However, TrainingPro users may create records that show training programs delivered at multiple locations.

After submitting her first training application, Course # 1111016, Barbara Stevens creates a second record for a training program that Apex Training delivers in Worcester, Massachusetts. The following text and screen shots explain this process.

Ms. Stevens clicks the **Add Course** button and checks programs on the menu as described in Chapter 3. When **STEP 1** appears it shows the 860 Boylston Street, Boston, MA 02199 address.

She deletes that address and types the Worcester, MA address as shown below.

The values entered in the **Participants** and **Year** fields on **STEP 1** must be unique to the training program delivered at this specific Worcester, MA location.
Ms. Stevens enters the required information on STEPs 1, 2, 3, and 4 of the record as explained in Chapter 3. Then she enters ‘Worcester data’ in the Performance Summary section of STEP 5 of the record.

![Performance Summary table]

She submits the record and her ‘Welcome’ page reappears. Scrolling down the page shows the second training program has been added to the courses table.

TrainingPro has assigned a different 7-digit ID number to the new record and the Worcester, MA address is visible in the Location column of the table.
The status of Course # 1111037 immediately after submittal is ‘Pending’.
When you conduct a particular training program at more than one location, use the Copy Course button to save time creating the record for the other location.

TrainingPro copies selected information from the original course and puts it in the copy. You must then enter the missing information in the second record. You may copy course records multiple times.

Apex Training conducts the Computer Support Specialist training program at two locations:

- 860 Boylston Street, Boston, MA 02199
- 56 Elm Street, Worcester, MA 01608.

To create a record for the Worcester version of the training program Barbara Stevens selects the original application, Course # 1111016, by clicking the ‘Select’ radio button at the intersection of the Select column and the row listing Course # 1111016.

She then clicks the Copy Course button above the courses table.
The program menu described in Chapter 3 appears. As with her original application, Ms. Stevens checks the ITA and Section 30 programs and clicks Next.

The Massachusetts’ Course Approval Requirements screen displays. She scrolls to the bottom, checks the checkbox and clicks the I Accept button.
STEP 1 of the copy displays and we see that some information from the original record has been copied but several fields are blank. Ms. Stevens must enter the Worcester, MA address in the Training Program/Course Location section.

Further down STEP 1 in the Training Program/Course Description section she must enter information in the fields marked with red arrows.
In the Local Workforce Investment Areas (LWIAs) section at the bottom of STEP 1 Ms. Stevens checks those areas that are near the Worcester location.

She enters a different contact person for the Worcester training program at the bottom of STEP 1 then moves to STEP 2 of the record.

STEP 2 shows the Occupation Code she selected for the original application, but she must mark it as the Primary Occupation to allow movement to STEP 3.

The **Training Program/Course Duration** section at the top of STEP 3 is identical to the original application. However, she must answer the “Is this course full time?” question again.
Further down STEP 3 information must be entered in the following sections:

- Training Program/Course Recognition Results
- Training Program/Course Schedule
- Training Program/Course Costs

TrainingPro does not copy STEP 4 of the original course record. So Ms. Stevens must use the **Enter Course** button to list the courses included in the Computer Support Specialist training program.

Information must be entered in the three sections of STEP 5:

- Additional Information
- Financial Aid
- Performance Summary

Performance data must be specific to the location where training is delivered, in this case, Apex Training’s facility at 56 Elm Street, Worcester, MA 01608.
After completing the **Performance Summary** Ms. Stevens clicks **Next** to move to the final page, STEP 6. She peruses STEP 6 to ensure accuracy then scrolls to the bottom and clicks **Submit**.

The Apex Training Welcome page now shows three training program records in the courses table. The newest record is the copy of the original Computer Support Specialist application. TrainingPro has assigned different 7-digit ID numbers to each of the records.

See the screen shot on the next page.
Archive a Course

TrainingPro also enables users to archive courses they no longer deliver. Select the record you wish to remove from your account and click the Archive button. The record will disappear from your courses table. However, you may only archive courses that you added to the account.

To archive a course that was entered by a coworker using a different User ID and Password, you must call the TrainingPro Help Desk at 617-626-5003. Identify yourself and provide the Course ID# and Name that you wish to archive. A help desk specialist will archive the course.

Customers who use the Locate Training search engine on the JobQuest website (http://jobquest.detma.org/JobQuest/Training.aspx) will be unable to find archived courses.
Be careful when archiving course records. You may have a record in your courses table for a training program that you no longer deliver. Before you select and archive the record determine whether you might update the training program and reintroduce it to customers in the future. If yes, record the **Course ID#** and **Name** in a notebook before you archive it.

When you again offer that training program, call the TrainingPro Help Desk and ask for the course to be un-archived. Provide the **Course ID#** and **Name** and a TrainingPro specialist will un-archive the course and reattach it to your TrainingPro account. You may then login and select, update and resubmit the course application for review.

Un-archiving an existing record will take less time than clicking the **Add Course** button and creating a new record.

You may communicate with the TrainingPro Help Desk between 9:00 AM and 4:30 PM, Monday to Friday. Telephone the help desk at **617-626-5003** or send email to **moses@detma.org**.
You may edit all the information in a course except performance data (numbers of participants, exclusions, dropouts, completions, entered employments and educational outcomes, and the average hourly wage).

Text and screen shots below explain the editing process.

After submitting Course # 1111016 – Computer Support Specialist for Apex Training Barbara Stevens discovers errors. So she selects the record and clicks the Edit Course button.

The program menu she encountered when creating the record reappears but this time she simply clicks Next to move beyond the menu.
The capacity of the Computer Support Specialist training program is actually 25 students not 20, so Ms. Stevens changes that number. She also changes the description of the training program in the text box.

At the bottom of STEP 1 she changes the contact person for the training program by selecting the row containing Roberta Jones’ name and clicking the **Edit** button.
When the contact screen opens she deletes Roberta Jones’ information and enters information for a different contact, Peter Smith.

<table>
<thead>
<tr>
<th>Contact Type:</th>
<th>Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Title:</td>
<td>Ms.</td>
</tr>
<tr>
<td>Name:</td>
<td>Roberta Jones</td>
</tr>
<tr>
<td>Phone:</td>
<td>617 - 634 - 6854 Extension:</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>617 - 634 - 6850</td>
</tr>
<tr>
<td>E-Mail Address:</td>
<td><a href="mailto:rjones@apextraining.edu">rjones@apextraining.edu</a></td>
</tr>
<tr>
<td>Business Title:</td>
<td>Admissions Coordinator</td>
</tr>
</tbody>
</table>

After entering Mr. Smith’s information she clicks **Save Record**.

<table>
<thead>
<tr>
<th>Contact Type:</th>
<th>Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Title:</td>
<td>Mr.</td>
</tr>
<tr>
<td>Name:</td>
<td>Peter Smith</td>
</tr>
<tr>
<td>Phone:</td>
<td>817 - 634 - 6858 Extension:</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>817 - 634 - 6850</td>
</tr>
<tr>
<td>E-Mail Address:</td>
<td><a href="mailto:psmith@apextraining.edu">psmith@apextraining.edu</a></td>
</tr>
<tr>
<td>Business Title:</td>
<td>Training Coordinator</td>
</tr>
</tbody>
</table>

Ms. Stevens then clicks **Next** twice to move to **STEP 3** of the record. She scrolls down STEP 3 and reaches the **Schedule** and **Cost** sections.
To change the **Start** and **End** dates of the training program she clicks on the date to open the Schedule screen.

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/06/2016</td>
<td>12/16/2016</td>
</tr>
<tr>
<td>01/23/2017</td>
<td>05/12/2017</td>
</tr>
</tbody>
</table>

She changes the **Start** and **End** dates then clicks **Save Record**.

In the **Training Program/Course Costs** section Ms. Stevens wishes to increase the cost of books from $100.00 to $110.00. She does this by clicking the **Books** link which opens the costs screen.
After entering the correct $110.00 amount she clicks **Save Record**.

At the bottom of STEP 3 she clicks **Next** to move to STEP 4.

STEP 4 lists the individual courses included in the Computer Support Specialist training program. Ms. Stevens selects the Database Software course then clicks on the Course Name.

This opens the **Course Entry Page**. She changes the number of clock hours from 60 to 45 and clicks **Save Record**.
When the list of courses reappears she selects the row containing The Windows Operating System and clicks on the Course Name.

Here Ms. Stevens changes the name of the course from The Windows Operating System to Microsoft Windows 10.
She clicks **Save Record** and the corrected list of courses displays.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic Techniques</td>
<td>5 weeks</td>
</tr>
<tr>
<td>Microsoft Office Suite</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Database Software</td>
<td>3 weeks</td>
</tr>
<tr>
<td>Microsoft Windows 10</td>
<td>2 weeks</td>
</tr>
</tbody>
</table>

After editing the list of courses on STEP 4 she clicks **Next** to move to STEP 5.

On STEP 5 all the information in the **Additional Information** and **Financial Aid** sections may be changed. But as mentioned at the beginning of this chapter, **providers may not change performance data.**
However, providers may enter comments in the text box at the bottom of the Performance Summary.

Clicking **Next** in the bottom right corner of STEP 5 saves edits made to this page and moves the record to STEP 6 of 6.

The same red text instruction encountered when creating the course record will appear. Peruse STEP 6 carefully, ensuring that edits have been saved.

Scroll to the bottom of STEP 6 and click **Submit**. The **Welcome** page will reappear.
Two weeks after submitting Course #1111038 – Computer Support Specialist for review Barbara Stevens logs into the Apex Training account and views the courses table to learn the status of this application. She sees that Section 30 and two Local Workforce Investment Areas (LWIAs) have denied the application.

To learn why Central Mass denied this application she clicks the comment at the intersection of the ‘ITA Central Mass’ row and the Comments column. This displays the explanatory comment shown below.

![Message from webpage]

Insufficient entered employment rate.
Clicking the comment in the Section 30 row generates a similar comment.

| 1111038 | Computer Support Specialist | 56 Elm Street Worcester, MA 01608 | ITA | Central Mass | Denied | Insufficient.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>Franklin/Hampshire</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>Hampden</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ITA</td>
<td>North Central Mass</td>
<td>Denied</td>
<td>Insufficient.</td>
</tr>
<tr>
<td>Section 30</td>
<td>State</td>
<td></td>
<td>Denied</td>
<td>52.94% E.E.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

So both ITA and Section 30 managers have denied this training program because an insufficient number of students entered employment after completing training.

Ms. Stevens decides to review the performance data she entered in Course # 1111038 so she selects the course and clicks the **View Summary** button.

- **Add Course**: Add a new training program or course.
- **View Summary**: Select a program or course to view a detail summary.
- **Edit Course**: Select a program or course to edit.
- **Copy Course**: Select a program or course to copy. Only information that is unlikely to change will be copied.
- **Archive**: Select a program or course to archive. A training program/course that is archived and will not be displayed to you through TrainingPro.
When the summary (STEP 6 of 6) appears on her screen she scrolls down to view the Performance section.

<table>
<thead>
<tr>
<th>Performance</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of training program/course Participants in the Most Recent Year:</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Year:</td>
<td>2015</td>
<td></td>
</tr>
<tr>
<td>Number of Exclusions:</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Number of Dropouts:</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Number of Participants Completing The course:</td>
<td>12</td>
<td>70.6 % Completions</td>
</tr>
<tr>
<td>Number of Participants Entering Employment:</td>
<td>9</td>
<td>52.9 % Entered Employment</td>
</tr>
<tr>
<td>Average Participant Hourly Placement Wage:</td>
<td>$23.50</td>
<td></td>
</tr>
<tr>
<td>Number of Education Outcomes (Degree, Certificate or License):</td>
<td>12</td>
<td>70.6 % Educational Outcomes</td>
</tr>
<tr>
<td>Participant Employment at 6 Months:</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Average Participant Hourly Wage at 6 Months:</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

If the required information is NOT available, explain or justify lack of information. Indicate how your organization will track the information for the current training program/course year: -NA-

Approved (Approved Until): None
Pending Decision: ITA (Franklin/Hampshire, Hampden)
Denied: Section 30
ITA (Central Mass, North Central Mass)

The numbers Ms. Stevens entered produced a **52.9% Entered Employment** (E.E.) rate. ITA managers will generally not approve a training program that shows less than 60% Entered Employment.

The Section 30 program has a higher E.E. minimum of 70% when the unemployment rate in Massachusetts is at or below 7 percent. These E.E. minimums explain why ITA and Section 30 managers denied Course # 1111038 – Computer Support Specialist.

To review ITA, Trade and Section 30 requirements for training programs please visit [www.mass.gov/dcs/trainingpro](http://www.mass.gov/dcs/trainingpro) or read Chapter 1 – Training Provider and Training Program Requirements.

The above Apex Training example shows one possible reason that a training program may be denied. Managers may deny a training program application for a variety of reasons. In each case a provider may learn the reason by clicking the comment link as described above.
Training “provider approvals” and “course approvals” generally expire at the end of every fiscal year. The Massachusetts fiscal year runs from July 1 to June 30.

Once a year, usually in June, you will be required to review and update your TrainingPro account (My Account). After updating your account you should also update and resubmit courses (My Courses) for review.

When you login to your account during or after June, the following screen will appear.

This is STEP 1 of 7 of My Account, described in Chapter 2 – Register a Training Provider.

You must review all 7 STEPs in My Account and edit information as needed. Pay particular attention to the following sections of My Account.
STEP 1:

Be sure the business name you entered in the **Organization Name** field matches the business name that corresponds to your **Federal Identification Number (FEIN)**. If it does not, the Massachusetts Department of Career Services (DCS) will be unable to verify your provider information and approve your organization.

![Provider Information Table]

Scrinzine the list of contacts at the bottom of STEP 1 and ensure that the correct person is listed as the **Primary** contact.

![Provider Contact Information Table]

Having current Primary information in your account ensures that DCS will be able to communicate information about provider and training program status to the person managing the account.

TrainingPro allows you to list only one person as the **Primary** contact. If you have multiple contacts, list the person who does most of the work on the account as the Primary.

List other contacts as **Secondary, Admissions, Contract, Manager** or **Other**, as appropriate.

If the person who registered your organization is no longer managing the account, list the new Primary person who performs that function.
Barbara Stevens registered Apex Training in August and during the following months does most of the work adding and editing courses, reviewing Apex Training’s Provider Eligibility Status, and checking the status of the attached courses.

However, when the Apex Training account is updated in June Ms. Stevens may no longer be performing the Primary function. Perhaps another employee will take over that role.

TrainingPro allows users to edit contact information and add new contacts, so if that situation occurs, Ms. Stevens should login to the account and change her Contact Type from Primary to another classification. She could then make one of the other contacts the Primary contact or add a new employee for that purpose.

To change her contact type from **Primary** to **Secondary** she would perform the following steps:

- Select the row containing her name at the bottom of STEP 1 and click the **Edit** button.

- On the **Contact Information** screen display the drop-down menu of contact types and select a different contact type.
• Scroll to the bottom of the screen and click **Save Record**.

When the Provider Contact Information section reappears Barbara Stevens would then be listed as a **Secondary** user.

If Sheila Robinson now does most of the work managing the Apex Training account, Barbara Stevens should change Ms. Robinson’s classification from Manager to Primary.

To make that change she would perform the following steps:

• Select the row containing Sheila Robinson’s name, click **Edit**, and change the Contact Type to **Primary**.
Save the change by clicking **Save Record**.

Sheila Robinson would then be listed as the Primary contact on the Apex Training account.

- It is also possible to add a new employee as the Primary user on the account. To perform that transaction read **Chapter 13 – Add a Coworker to the Account**.

If you need to delete a former employee from your account and are unable to do that by selecting the user and clicking the **Delete** button, call the **TrainingPro Help Desk** at **617-626-5003** between 9:00 A.M. and 4:30 P.M., Monday to Friday for help.
A TrainingPro specialist will deactivate the former employee’s User ID and remove his/her name from the account.

**STEP 2:**

Edit your license/accreditation information, as needed, then click **Next** at the bottom of the screen to save changes.

**STEP 7:**

If your tuition refund policy has changed, edit the information accordingly.

Click **Submit** at the bottom of STEP 7. Your Welcome page will reappear. Provider Eligibility Status will now be **Pending**.
The Massachusetts Department of Career Services (DCS) will examine your account and, if possible, reapprove your training organization. This process may take several weeks.
As stated at the beginning of Chapter 11 “provider approvals” and “course approvals” generally expire at the end of every fiscal year. The Massachusetts fiscal year runs from July 1 to June 30.

Chapter 11 explains how to review and update your account (the provider approval transaction). Chapter 12 explains when and how to resubmit a course (the course approval transaction).

Determine when to edit and resubmit a course by viewing the courses table. Locate the specific course record and look at the “Earliest Resubmit Date” for that course. You may resubmit the course to that program and region on or after that date.

The Apex Training example below lists an Earliest Resubmit Date of 06/01/2017 for Course #s 1111016 and 1111037. So Barbara Stevens may select these courses, one at a time, and resubmit them to the ITA and Section 30 programs on or after that date.

Perform the following steps to edit and resubmit a training program:

- Select a course record that you wish to resubmit for review and click the Edit Course button.
Check the program approvals you want on the menu and click **Next**.

**Learn about the program by clicking the program name**

- Individual Training Account (ITA)
- Section 30
- **Attention Training Providers:** Please see this [Important Notice](#) about Section 30 random audits.
- Trade Adjustment Act (TAA)
- Workforce Training Fund Express Program
• When the **Massachusetts’ Course Approval Requirements** screen appears indicate your agreement with the requirements by checking the checkbox in the bottom left corner and clicking the **I Accept** button in the bottom right corner.

Make the following changes in the course record.

**On STEP 1:**

• Change the **number of participants** and enter a **more recent year**.

**Original Data**

<table>
<thead>
<tr>
<th>* Please enter the number of participants from last completed year. The number entered should be for one training program/course delivered at one location:</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
</tr>
<tr>
<td>Year</td>
</tr>
</tbody>
</table>

**Data from a more recent year**

<table>
<thead>
<tr>
<th>* Please enter the number of participants from last completed year. The number entered should be for one training program/course delivered at one location:</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
</tr>
<tr>
<td>Year</td>
</tr>
</tbody>
</table>
• Review and, if needed, answer the Distance Learning Questions.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this course a distance learning program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you also offer a classroom training version of the distance learning program/course?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the curriculum lead to the completion of a training program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the curriculum require students to interact with instructors?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the curriculum require students to take periodic tests?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the curriculum require students to come onto campus or another approved facility for tests and meetings with instructors?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you monitor the students distance learning activity?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

• Select the Local Workforce Investment Areas for ITA approval.

- Berkshire
- Bristol
- Cape Cod, Vineyard, Nantucket
- Franklin/Hampshire
- Greater New Bedford
- Lower Merrimack Valley
- Metro South West
- North Shore
- South Shore
- Boston
- Brockton
- Central Mass
- Greater Lowell
- Hampden
- Metro North
- North Central Mass

• If needed, edit the Contact Information.
On STEP 3:

- Ensure the accuracy of the Training Program/Course Duration section.

![Training Program/Course Duration](image)

- Add new dates for upcoming sessions of the training program.

![Training Program/Course Schedule](image)

- If needed, change costs.

![Cost Information](image)
On STEP 4 (if applicable):

- Ensure the list of courses is accurate. If a course name is incorrect, click on the Course Name, make changes and click **Save Record**.

On STEP 5:

- Enter new performance data for the more recent year.
On STEP 6:

- Peruse this final page of the record. If you see errors, read Chapter 9 - Edit a Course to learn how to correct them. If the information is accurate, click Submit at the bottom of the page.

The Welcome page will reappear. The status of the course just edited will be “Pending Provider Approval”.

Read Chapter 4 – Understanding Provider Eligibility Status and Training Program Status to understand the events that should follow completion of the above steps.
You may add one or more coworkers to your TrainingPro account to assist in creating, submitting and editing training program applications. This is particularly useful when dealing with a large number of courses.

To add a coworker login to your account and click either the Edit Provider Information button in the top center section of your Welcome page, or the My Account tab in the top left portion of the screen. Clicking either item will bring you to the first page of your registration, STEP 1 of 7.

When STEP 1 of 7 appears scroll down to the Provider Contact Information section at the bottom of the page.

When Barbara Stevens registered Apex Training she listed two coworkers, Richard Turner as Signatory and Edward Thompson as a Secondary user. TrainingPro will allow you to list only one person as the ‘Primary’ user.

Barbara now performs steps to list Sheila Robinson, the manager of Apex Training’s Worcester, MA training facility.
She clicks the **Enter Contact Information** button on the right side to open the **Contact Information** screen.

The **Contact Information** screen ‘defaults’ to Apex Training’s Boston, MA address. Therefore, when entering Sheila Robinson’s information Barbara deletes the Boston, MA address and types Ms. Robinson’s Worcester, MA address.
Below is the top portion of the Contact Information screen with Ms. Robinson’s information.

In the bottom third of the Contact Information screen Barbara enters User Information for Ms. Robinson. This includes a User ID and Password. She then clicks Save Record.
The bottom of STEP 1 of 7 displays and we see that Sheila Robinson’s information has been added to the list of employees with access to the Apex Training TrainingPro account.

Click the **My Courses** tab at the top of the screen if you wish to return to the **Welcome** page or, if finished with the account, click **Sign Off**.
If you forget your password, perform the following steps to create a new password:

- Visit the TrainingPro home page (www.mass.gov/dwd/trainingpro) and click **Forgot your password**.

- On the **Identify User** screen enter your **User ID** (Username) and your organization’s **FEIN** (federal tax number). Then click **Next**.
On the Forgot Your Password screen type the answer to your security question in the Secret Answer field. (Review Chapter 2 for information about selecting a security question.)

- Enter a new password in the Enter New Password field and again in the Re-enter New Password field. Be sure to save this new password!
• Click **Next** to save the new password. Your Welcome page will display indicating TrainingPro has saved the password.

If you forget the answer to your security question, call the **TrainingPro Help Desk** at **617-626-5003**. A TrainingPro specialist will ask some questions to confirm your identity and then create a new password for you.

Also call the help desk if you forget your Username. A specialist will ask some questions to confirm your identity and then retrieve your Username.