



Program Overview

The Employment Training Panel (ETP) is a business and labor supported state agency that assists employers in strengthening their competitive edge in the economy by providing funds to partially off-set the costs of necessary job skills training. California's ETP is a performance-based program, providing funds for trainees who successfully complete training and are retained in good-paying jobs at a required minimum wage, for at least 90 days.

The purpose of this document is to:

- Provide an overview of ETP program requirements
- Explain ETP provisions and policies
- Assist in developing of a viable training plan and completion of the ETP Application

CONTRACT

A contract is the legally binding document ETP uses to fund a structured training program to achieve specific goals.

The contract **term** is a maximum of 24 months, and all training must be delivered within **21 months** or less. ETP funding is only for training and employment that is provided within the term dates of an approved contract; ETP funding is not retroactive.

An ETP contract is 100% **performance-based** (i.e. reimbursement is earned per trainee):

- Completes a minimum of 8 training hours and no more than 200 hours from an approved curriculum (*some exceptions may apply)
- Completes an employment retention period of 90 consecutive days employed on a permanent fulltime basis (working at least 35 hours per week) with one employer (*some exceptions may apply)
- Meets ETP minimum wage requirements after retention (see below).

*see your project analyst for possible exceptions

FUNDING CAPS – FISCAL YEAR 2021/2022

- **Single Employer Contractor** (includes Small Businesses – 100 or fewer employees in California and no more than 250 worldwide): \$500,000
- **Critical Proposals:** \$600,000
- **Multiple Employer Contractor** (includes Apprenticeships) (MEC): \$600,000

The total amount of funding for projects will be determined on a case-by-case basis given the scope of the Retraining component, the estimated number of trainees, justified training need, and prior performance (if repeat project).

TRAINING PLAN DEVELOPMENT

The ETP application requires the following elements: need/reason for training, occupations to be trained, estimated number of trainees, training curriculum, training location, and trainers (in-house or vendors). A training schedule may be required to identify when training will begin, days and times of training, and provide benchmarks for progression of training.

The following may assist an employer in developing a training plan and schedule:

- Meet with and survey supervisors and managers to discuss and plan the details of a potential training program.
- Assess training needs and request funding for training that is supported by the assessment. Be realistic in what you can accomplish within the training period.
- Identify the training subjects that are critical to your current goals.
- Identify and approach any potential trainers, either external or internal, to discuss the viable delivery of training.
- Determine the amount of time throughout the contract term that your employees can spend in training classes without disrupting production needs.
- Determine the best days of the week and time of day to schedule training.
- Determine how you will administer and track the project.
- Identify how your projected training plan will be ready to be initiated by the ETP contract start date, which is typically 2-3 months from the submission of a completed application.

FIXED FEE REIMBURSEMENT RATES

Fixed-fee rates are meant to simplify training reimbursement. Rates include training and administrative costs based on training delivery methods: Class/Lab (includes E-Learning and Videoconference), Productive Lab, and Computer-Based Training (CBT).

Type of Trainee/Program	Class/Lab (includes E-Learning and Videoconference) Productive Lab (PL)	CBT
Retrainee (<i>Priority Industry</i>)	\$23	\$9
Rretrainee (<i>Non-Priority Industry</i>)	\$20	\$9
Retrainee-Job Creation	\$23	\$9
New Hire (<i>MEC projects only</i>)	\$23	\$9
Small Business	\$23	\$9
Entrepreneurial (<i>MEC projects only</i>)	\$23	\$9
Critical Proposal	\$23	\$9
Apprenticeship	\$18	\$9
Journey Worker	\$23	\$9

Type of Trainee/Program	Class/Lab (includes E-Learning and Videoconference) Productive Lab (PL)	CBT
Ex-Offender/At Risk Youth (<i>MEC projects only</i>)	\$23	\$9
CNA to LVN	\$23	\$9
Veterans Program	\$23	\$9
Clean Technology Program	\$23	\$9

TRAINEE ELIGIBILITY

Trainees have to reside within California and be employed by an eligible California employer with wages reported to the state.

- **Frontline Workers:** fulltime employees, directly producing or delivering goods or services, and subject to overtime compensation.
- **Managers and Supervisors:** may also be included in the Training Plan with the following exceptions:
 - Limited to 20% or less of the training population
 - Cannot include policy-making (level) employees (top level executives may be included in Small Business projects only)
 - Can only include Frontline Managers/Supervisors if funded under the Special Employment Training (SET) Program
- **Business Owners:** Small Businesses may include Owners in training. An owner is an individual having all or a substantial (at least 20%) financial investment in the business, and is directly involved full-time in the day-to-day operation of the business. There is no wage requirement for owners. However, at least one employee must also participate in training.
- **Top-Level Executives:** Trainees employed in the occupations of President, Vice-President, Director, Chief Executive Officer, Chief Investment Officer, Chief Financial Officer, Chief Counsel, General Counsel, Chief Operating Officer, and other occupations of similar capacities who set company policy. Payment cannot be earned for top-level executives unless in a Small Business project.
- **Temporary to Permanent Employees:** trainees while employed by a temporary employment agency may begin training as long as they are retained in permanent full-time employment on company payroll at 35 hours a week before starting their 90-day retention. Conversion to full-time employment may not exceed 6 months from the start of training. Trainees cannot be enrolled into the ETP system until on or after the date-of-hire by the Contractor.
- **Seasonal Employees:** trainees engaged in cyclical employment related to crop production seasons may participate in ETP funded training. Employment retention is not less than 500 hours within 12 months of the end-of-training with up to three employers in the crop production industry. Trainees need not be employed full-time (35 hours a week) during retention.

RETRAINEE JOB-CREATION

- **Employer Eligibility:** Employers **must** provide information to support their commitment to hire new employees and limits Employer Eligibility to funding for trainees hired into “**net new jobs**”, such as:
 - Opening specific new plants or facilities, expanding or upgrading existing facilities, and/or repurposing existing unused space/buildings or facilities;
 - Expanding existing business capacity by adding a new production shift;
 - Expanding existing business capacity by adding newly-hired employees to an existing function;
 - The recall or rehire of laid-off workers (backfilling) is allowed, with justification to show that the company is renewing a workforce that was reduced due to economic conditions or other reasons leading to attrition.

Note: The backfill of positions is not considered to be Job Creation. The position must have or will be newly created.

- **Trainee Eligibility:** Trainee eligibility is determined based on the date of hire. Trainees must be hired into full-time permanent positions within the 3 months period prior to the date of project approval, or within the term of contract as long as training and retention can be completed within the term of the agreement. (ETP Fiscal will perform audits of hire dates prior to final payments.)

SPECIAL EMPLOYMENT TRAINING PROGRAM

Special Employment Training (SET) funding is designated for projects to improve the skills and employment security of frontline workers in projects that do not meet standard out-of-state competition or trainee-eligibility requirements. Trainees must be frontline workers who are defined as individuals who directly produce or deliver goods or services. Note: managers/supervisors can only participate in SET projects if they are frontline.

ENTREPRENEURIAL TRAINING (MEC ONLY)

Trainees are business owners only. They must employ at least one, but not more than nine full-time employees, whose primary duties consist of directly producing or delivering goods or services. The business owner must be registered as a CA employer and be subject to the UI tax. At the end of retention, the business owner must employ at least the same number of full-time employees as were employed at the start of training.

VETERANS

Participants must be veterans who have served on active full-time duty in the Armed Forces and were (a) honorably discharged; (b) released from active duty because of a service-connected disability; or (c) are transitioning active duty military personnel within one year prior to their anticipated separation date. Reservists who have served on active full-time duty, and who are still on reserve status, are also eligible to participate. California National Guard is considered to be a branch of the armed forces.

PARTICIPATING EMPLOYER/EMPLOYER DEMAND (MEC ONLY)

MEC projects (excludes Apprenticeships) must include a list of Participating Employers (Form 100B) with their application. This list should show an employer demand of 80% of the MEC’s total trainee population (60% for repeat MEC’s with good performance). All Participating Employers are subject to eligibility requirements and are required to complete a Certification Statement prior to the delivery of training.

APPRENTICESHIP PROGRAM

The Panel is authorized to fund Apprenticeship training through programs approved by the Division of Apprenticeship Standards (DAS) as long as it does not displace funds available from another government source. The Panel also funds Pre-Apprentice and Journey worker level training.

ETP TRAINEE WAGE REQUIREMENTS

Trainees must meet ETP minimum wage requirements for program eligibility (wage requirements may vary depending on program or location).

**Employment Training Panel - Trainee Wages
Minimum Wages for Calendar Year 2021**

(Health benefits of up to \$2.50 may be used to meet all wage requirements, subject to Panel approval)

STANDARD WAGES			REDUCED STANDARD WAGES (HUA)	
COUNTIES	NEW HIRE	RETRAINEE	NEW HIRE	RETRAINEE
	MINIMUM WAGE AFTER RETENTION	MINIMUM WAGE AFTER RETENTION	MINIMUM WAGE AFTER RETENTION	MINIMUM WAGE AFTER RETENTION
Alameda, Marin, San Mateo, Santa Clara, and San Francisco	\$17.39	\$20.86	\$14.00	\$15.65
Contra Costa	\$17.33	\$20.79	\$14.00	\$15.59
Los Angeles	\$16.48	\$19.77	\$14.00	\$14.83
Orange	\$15.93	\$19.12	\$14.00	\$14.34
San Diego	\$15.81	\$19.12	\$14.00	\$14.34
All Other Counties	\$15.65	\$19.12	\$14.00	\$14.34
Effective 07/01/2019, the minimum wage requirement for all Retrainee Job Creation training is \$15.				
STATEWIDE AVERAGE WAGE (SET)		MODIFIED STATEWIDE AVERAGE WAGE (SET)		
TERM BEGINNING DATE Jan. 1, 2021 - Dec. 31, 2021	\$34.77	Trainees may earn up to 25% below the State average hourly wage. Workers must work in a priority industry sector or be funded for training under a Critical Proposal. This wage modification will be determined on a case-by-case basis		\$26.08

Note: Trainees must earn at least the State of California or local minimum wage rate (whichever is higher) that is in effect at the time of Final Payment, regardless of the ETP Minimum Wage set forth in this Chart.

- **Actual Trainee Wages:** The ETP Trainee Wage Chart above is utilized to determine trainee eligibility, however, the ETP Application and Panel Proposal will include the **actual trainee minimum and maximum occupational wage(s)** that will be paid at post-retention by county.

- **Note:** Training Plan Example section below includes a sample Occupation/Wage Chart showing occupation and wage breakdown.
- **Trainees in High Unemployment Area (HUA):** Training projects funded under [UI Code](#), Section 10201.5 must meet the minimum wage standards as shown in the Standard Wages table above. Unless they are approved for a wage waiver by the Panel as identified below, in which case they may meet the wage requirements in the Reduced Standard Wages table above.

On a case-by-case basis, the ETP minimum wage requirement may be waived up to 25% below the ETP minimum, after training and employment retention, as long as it meets or exceeds the Federal and State minimum wage requirements. These reduced wages are shown in the Reduced Standard Wages table above.

- **Note:** For New Hires: No post-retention wage increase is required.
- **Note:** For Retraitees: trainee's post-retention wage must be higher than the wage at the start of training -except in cases precluded by existing collective bargaining agreement.
- **Note:** For SET Retraitees: the Statewide Average Wage (SET) and Modified Statewide Average Wage (SET) may be waived for trainees in a HUA.
- **Employer Paid Health Benefits:** Health Benefits (Medical, Dental and Vision) - Up to \$2.50 per hour of **employer-paid** health benefits may be used to supplement an employee's regular base wage for the purpose of meeting ETP's minimum wage requirements. **Actual** employer-paid health benefits must reflect individual trainees' compensation. If employer health benefits will be used to meet the ETP wage requirement, the application must include the least actual hourly benefit amount for an individual employee.
 - **Note:** The only exception to the \$2.50 cap is for trainees who are covered by a Collective Bargaining Agreement (CBA). Contractors with trainees covered under a CBA can provide written documentation (such as the CBA itself, a contract of employment, or payroll stubs) showing they provide more than \$2.50 per hour in health benefits to their trainees.
- **Supplemental Wages:** Commissions, Bonuses, and Mandatory Service Charges (Banquet Tips) may be used to meet the ETP minimum wage requirements. The following criteria apply:
 - **Commission:** the dollar amount of commission – or commission plus wages – must be equivalent to the applicable ETP minimum wage.
 - **Bonuses:** employee base wage is at least the State minimum wage; criteria for earning bonus is documented; and bonus is a normal, recurring part of the employee's compensation.
 - **Mandatory Service Charges (Banquet Tips):** the total dollar amount of the service charge plus the employee's regular wage must meet the applicable ETP minimum wage.

Mandatory service charges are: (1) compulsory charges that must be paid (in addition to regular charges) by a customer directly to an establishment; (2) subject to sales tax; (3) distributed by the employer to the employee; and (4) considered wages for federal employment tax purposes and for income tax withholding.

- **Training Plan Example:** Below is a sample Occupation/Wage Chart showing the breakdown of actual minimum wages per occupation. **The breakdown of wage ranges is in five dollar increments.**

Training Plan Example

Occupation/Wage Chart			
Occupations to be Trained	Actual Minimum to Maximum Wage Range (without benefits)	Number per Occupation	Union Collective Bargaining Agreement (yes/no) (**)
Job Number 1- Retrainee			
Administrative Staff	\$19.38 - \$20.00	10	No
	\$20.50 - \$25.00	12	No
	\$25.01 - \$76.34	9	No
Production Staff	\$15.84 - \$20.00	28	Yes
	\$20.20 - \$25.00	30	Yes
	\$25.01 - \$42.00	24	Yes
Technical Staff	\$16.10 - \$20.00	6	No
	\$21.75 - \$25.00	9	No
	\$25.01 - \$47.50	10	No
Warehouse Staff	\$20.30 - \$25.00	16	Yes
	\$25.01 - \$33.00	12	Yes
Total:		166	
Job Number 2- Job Creation			
Administrative Staff	\$17.00 - \$20.00	3	No
	\$20.50 - \$25.00	1	No
	\$25.01 - \$59.55	2	No
Production Staff	\$16.80 - \$20.00	7	Yes
	\$20.20 - \$25.00	9	Yes
	\$25.01 - \$39.97	3	Yes
Warehouse Staff	\$20.30 - \$25.00	5	Yes
	\$25.01 - \$33.00	2	Yes
Total:		32	

**CBA and Union Letters are required for each union upon submitting application.

NOTICE OF INTENT/UNION SUPPORT LETTERS

ETP requires contractors to notify unions of their desire to participate in an ETP contract. Contractors must send a Notice of Intent to their respective union(s) explaining the proposed training program and provide the union an opportunity to participate in development of the ETP Contract. In addition, the union(s) must send a Union Support Letter to ETP granting their support for the proposed training program and verify that they were able to participate in the development process. Both the Notice of Intent and Union Support Letter must be submitted along with the complete ETP Application (some contract revisions may also require both letters). If there are trainees covered under a Collective Bargaining Agreement and a Union Support Letter cannot be obtained, the trainees must be removed from the project or the application will be placed on inactive status until a Union Support Letter can be obtained.

Note: ETP has templates for the Notice of Intent and Union Support Letter which will be provided by your ETP development analyst.

TURNOVER RATE

All ETP projects must provide full-time, permanent, stable employment. To qualify for ETP funding an employer's turnover rate for permanent full-time employees (individuals working an average of 35 hours or more per week) may not exceed 20 percent for the preceding calendar year at the facility where training is being requested. However, if the turnover rate exceeds 20 percent, a justification is required and a turnover penalty may be imposed.

Instructions to calculate turnover rate: Divide the number of full-time employees who separated from their jobs during the most recent calendar year (January – December) by the average number of full-time employees employed during the same time period at the same company site(s).

Include all of the following in the number of separations during the most recent calendar year:

- Quits (involuntary)
- Layoffs exceeding 30 days
- Discharges with or without cause

Exclude the following from the number of separations during the most recent calendar year:

- Voluntary quits
- Layoffs (30 days or less)
- Outside consultants and contractors
- Workers from temporary help agencies
- Workers on strike
- Seasonal workers
- Transfers to another company facility
- Permanent separations due to disability
- Retirements
- Deaths

IN-KIND CONTRIBUTION

All employers receiving ETP funds must provide a contribution towards the cost of training. This "in-kind" contribution refers to costs incurred by a Contractor which demonstrates a Contractor's commitment to the program. Contributions may be monetary or non-monetary (and excess administrative costs cannot be included) but they must be in addition to the training costs reimbursed by ETP. In-Kind Contributions may consist of the following:

- Wages and benefits paid to trainees while in ETP-funded training (**to calculate, multiply the number of trainees x the average hourly wage x the average hours of training per trainee**).
- The cost of training non-eligible participants, and conducting on-the-job training in the same or similar curriculum.
- Single Employer Contracts must provide a contribution that **equals to at least** 100 percent of the ETP funding amount.
- Small Business Contractors and Multiple Employer Contracts must provide a contribution that **equals to at least** 50 percent of the ETP funding amount.

SUPPORT COSTS (MEC ONLY)

The cost per trainee may be adjusted for support costs. Up to 8% of the total training costs may be added for allowable support costs such as recruitment, job placement, or assessment. An extra 4% may be approved for promotional materials for potential New-Hire trainees (New Hire projects only). Veteran trainees are eligible to receive 20% in support costs.

TRAINING DELIVERY METHODS

ETP will fund training delivered using the following methods:

TRAINING DELIVERY METHOD	DEFINITION
Classroom (Class)	Formal instruction provided in a classroom setting that is removed from the trainee's usual work environment. Training is provided regularly under the direct guidance of a qualified trainer.
Laboratory (Lab)	Hands-on instruction or skill acquisition conducted in a non-productive environment, or simulated work setting. Training may require specialized equipment or facilities. Trainer time is dedicated exclusively to instruction of trainees.
E-Learning	<p>Training is conducted in a virtual environment utilizing a Web-based platform (i.e. WebEx, GotoMeeting, ZOOM).</p> <ul style="list-style-type: none"> • Real-time interactive class session with a live instructor • Trainees interact with instructor/students during class via computer monitor (i.e., audio, visual, or computer generated messages) • Designated start and end times • Reimbursable at class/lab fixed-fee rate
Videoconference	<p>Distance learning provided through videoconferencing (no Web-based platform is used).</p> <ul style="list-style-type: none"> • Live interactive class sessions with an instructor • Real-time interactive (trainees interact with instructor/students during class via video session (i.e., audio, visual)) • Designated start and end times • Reimbursable at class/lab fixed-fee rate
<u>Productive Laboratory (PL)</u>	<p>Practical retraining during which the instructor oversees an employee's use of special equipment application of particular skills, in the actual work environment that results in the employer's production of goods or delivery of services for profit. The trainer is dedicated exclusively to the instruction of the trainees. Training will be designed to provide trainees with the opportunity for closely supervised, on-the-job-training at the worksite. PL most often applies to manufacturing/production skills.</p> <p>Trainer-to-trainee Ratio:</p> <ul style="list-style-type: none"> • Trainer-to-trainee ratio should not exceed 1:10. (A request for a ratio higher than 1:3 may be presented to the Panel only with very strong justification (e.g. trainees work in teams). <p>PL hours per trainee:</p> <ul style="list-style-type: none"> • A strong explanation is required for requests where trainees will only receive PL training. <p>Determination of eligibility to conduct Productive Lab training should include:</p> <ul style="list-style-type: none"> • A clear justification for the training; • Specific occupations receiving PL training; • Types and topics of PL training; • Number of PL training hours for each occupation;

TRAINING DELIVERY METHOD	DEFINITION
	<ul style="list-style-type: none"> • List of equipment (For example, if new equipment is the overall justification, explain how the occupations use the equipment, e.g., production, diagnostics or maintenance; • Location of training; • Description of trainer involvement and how the trainee is determined to be competent.

LIMITATIONS AND EXCLUSIONS

- ETP places hour **limitations** on the following:
 - **General industrial safety training**. Safety training on new equipment or processes cannot exceed 10% of a trainee’s total training hours. The hours may increase for specific occupations in which safety is intrinsic to the job (e.g. environmental cleanup or gas and oil production).
 - **ISO training** hours are not limited. However, if the ISO training contains an overview or introduction to ISO, that component cannot exceed 8 hours of classroom only instruction.
 - **Literacy skills training**. Vocational English as a Second Language (VESL), Basic Math, and Basic English must be related to job skills and cannot exceed 45% of a trainee’s total training hours (under certain circumstances, this percentage may be waived for special trainee categories).
- ETP **does not** fund the following:
 - **Company-specific orientation** training covering company policies and philosophy, general working conditions, mission statements, values, first aid, CPR, or fire extinguisher operation.
 - Other **courses such as labor laws and legal issues**; labor and/or management relations; sexual harassment; stress management; violence in the workplace; self-improvement courses (e.g. creativity, building self-image); employee relations and hiring, firing, and discipline practices; testing, examination, and evaluation courses.
 - **Continuing Education** (CEU) courses needed to maintain a license or periodic education required by regulatory agencies.

CLASS SIZE

ETP requires the following trainer to trainee ratio cap, not to exceed:

MAXIMUM RATIOS	Retrainee & Retrainee-Job Creation
<ul style="list-style-type: none"> • Class/Lab • E-Learning • Videoconference 	1:20
<ul style="list-style-type: none"> • Productive Lab (PL) • Medical Preceptor • Advanced Technology 	1:10
<ul style="list-style-type: none"> • New Hire 	1:15
<ul style="list-style-type: none"> • Computer-Based Training (CBT) 	N/A

MAXIMUM RATIOS	Retrainee & Retrainee-Job Creation
<ul style="list-style-type: none"> • OSHA 10/30 • Certified HAZWOPER • Certified HAZMAT 	1:40
<ul style="list-style-type: none"> • Apprentice • Journeyman • Pre-Apprentice 	1:25

TRAINING CURRICULUM

All ETP Contracts must include a curriculum designed to develop and/or improve workforce skills. The applicant must provide a curriculum for each type of training in order to:

- Identify specific training skills needed by the employer and fundable according to ETP;
- Define mutual training expectations between employer and ETP by identifying types of training, number of training hours, and training delivery method(s).

Note: A CBT curriculum must provide the standard number of hours required to meet competency as identified by the training software vendor.

TRAINING TYPES AND TOPICS

Note: Some of these courses listed may be included as part of a curriculum for another Type of Training, when appropriate.

TYPE OF TRAINING	DESCRIPTION
Advanced Technology (AT)	<p>Highly technical skills training customized to specific occupations that do the majority of their work on a computer or utilizing special computerized equipment. AT requires a trainer to trainee ratio of 1:10 or less, and involves the production or use of the most sophisticated equipment and software in fields such as electronics, computers, biotechnology, engineering, multimedia/entertainment, and machine operation (highly sophisticated equipment). All the following criteria must be present to qualify a training course as AT, with instruction focused on the use of sophisticated technology:</p> <ol style="list-style-type: none"> 1. Expensive equipment and/or software required; 2. Demand for highly-paid instructors; and, 3. Difficulty of course material requires low trainer-to-trainee ratios. <p>AT courses may include, but are not limited to the following:</p> <p>Advanced Electronic Communication; - including P.C. Board Design, Manufacturing, Tester - Optics and Laser Courses Advanced Information Security; and, Animation; AVID; Avionics Manufacturing; Bio-technical Production Techniques; Certified Network Engineer (CNE); Certified Novell Assistant (CAN);</p>

TYPE OF TRAINING	DESCRIPTION
	<p>Certified Wireless Administrator. Coldfusion; Computer Assisted Drafting (CAD)*; Computer Networking; Computer Programming (designing and developing software and applications); Computer Programming Languages (i.e., Visual Basic, C++); Computer-Aided Manufacturing (CAM)*; Digital Postproduction; Digital Technology; Film/Video Editing; Microsoft Certified Engineer; Modeling Graphics; Oracle (highly complex database management and storage); Printed Circuit Design; Sophisticated computer-operated machinery; Visual 3D; WEB Programming (i.e., JAVA, Coldfusion, Active Server Pages);</p> <p>Some types of computer training identified here as AT may also appear as types of training under “Computer Skills”.</p> <p>Subjects in computer software, hardware, computer equipment maintenance, network equipment, internet applications or other advanced technology subject matter are considered appropriate for computer or information technology professionals.</p> <p>Curriculum should be in specific training modules, not generic topics.</p>
<p>Business Skills</p>	<p><u>Business Performance</u> (appropriate for general business usage): Accounting, Payroll Systems, Marketing, Business Plans, Business Administration, Merchandising, Financial Strategies, Inventory Control, Product Knowledge</p> <p><u>Project Management</u>: Strategic Planning, Monitoring</p> <p><u>Communication Skills</u>: Business and Report Writing and Editing, Negotiating, Conflict Management, Interpersonal Skills</p> <p><u>Customer Service</u>: Customer Relations, Identifying Customer Needs, Telephone Skills, Handling Customer Requests, Resolving Customer Complaints</p> <p><u>Sales</u>: Customer Needs, Customer Complaints, Credit Card Sales, Computer/Cash Register Transactions, Processing Cash Sales, Refunds and Exchanges, Voiding Transactions, Product Knowledge</p>

TYPE OF TRAINING	DESCRIPTION
Computer Skills	<p><u>Software</u> applications and equipment in any environment (i.e. Office Automation)</p> <p><u>Microsoft Office Suite</u> (Intermediate/Advanced only)</p> <p><u>Computer-Assisted Design and Computer-Aided Manufacturing (CAD/CAM)</u>: Printer and Plotter Use, Graphic Representation, Auxiliary Hardware, 2 and 3 Dimensional Isometric Drawing</p> <p><u>Computer Networking</u> (uses both hardware and software): Local Area Networks (LAN), Wide (WAN), Metropolitan (MAN), Network Management, Certified Novell Assistant (CNA) or Certified Network Engineer (CNE).</p> <p><u>Computer Programming</u>: designing and developing software and applications</p> <p><u>Digital Entertainment and Multimedia</u>: Training in various software applications used in film production, editing, and advertising in the entertainment and multimedia industries</p> <p><u>Manufacturing Resource Planning (MRP)/ERP/SAP/Oracle</u>: Integrated Material Management and Accounting Systems such as: Computerized Scheduling, Sales Forecasting, Material Resource Planning, Inventory Control, Purchase Order Tracking, Cost Accounting, Engineering and Document Control, Personnel, Payroll, and General Accounting</p>
Continuous Improvement	<p><u>Combination of any of the following (or similar) types of training</u>: Statistical Process Control (SPC), Problem Solving, Teambuilding, Quality Concepts, Total Quality Management, ISO (9000 to 9005 et. al.), Just-In-Time Processes (JIT), 6 SIGMA, Production Scheduling, Production Operations/Workflow, Process Improvement, Decision Making, Leadership Skills</p> <p><u>SPC</u>: quality method for monitoring products during production: Interpreting Charts/Graphs; Pareto, Histogram, and Fishbone Diagrams; Statistical Analysis</p> <p><u>Project Management</u>: Strategic Planning, Monitoring</p> <p>*Some of these courses, standing alone, may be included as part of a curriculum for another Type of Training, when appropriate.</p>
Literacy Skills (job-related)	<p><u>Vocational English as a Second Language (VESL)</u>: Basic English Language Skills: Writing; Reading; Language Comprehension</p> <p><u>Vocational English</u>: Basic English language skills: writing letters and business reports; reading work orders, safety regulations and other documents; language comprehension, understanding verbal direction and instruction</p> <p><u>Basic Math</u>: Understanding the Numbering System, Fractions, Decimals, Positive and Negative Numbers, Rounding-off Rules, Basic Understanding of Algebraic Equations</p>

TYPE OF TRAINING	DESCRIPTION
Management Skills (for Managers and Supervisors only)	Developing and improving skills of managers and supervisors: Leadership; Decision Making; Motivation; Team Building; and, Coaching Note: ETP does not fund Basic Management skills i.e. hiring, firing, interviewing, performance appraisals, and disciplinary action.
Manufacturing Skills (industrial)	<u>Skills associated with product creation and/or assembly:</u> Production Operations, Parts and Products Manufacture, Equipment Operation, Assembly Procedures, Inventory Control, Warehousing, Manufacturing Practices, cross-training in production equipment/skills <u>Food Processing:</u> Meat, Canning, Fruit and Vegetable Processing <u>Computer Numeric Control (CNC) Machining:</u> CNC machine operation: Drills, Lathes, Milling Machines, Grinders and other CNC Machines, CNC Programming
Medical Skills	Enhanced, upgraded skills to (1) a specialty area as a result of a hospital/department wide training initiative or (2) specialty nursing position in emergency, intensive care, and labor and delivery. Training may include didactic and preceptor.
OSHA 10/30	Training helps assure that workers are more knowledgeable about workplace hazards and their rights, providing workers with the basics of occupational safety and health. Developed by the OSHA Training Institute with the intent to assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating, and reporting hazards associated with their work. The Curriculum cannot consist entirely of OSHA 10/30 courses.
Hazardous Waste Operations and Emergency Response Standard (HAZWOPER)	HAZWOPER Certification or Re-certification This training is a series of courses specifically designed for workers who handle hazardous substances as first-responders, or clean-up as needed at a hazard disposal or emergency site. It consists of 40 hours of classroom or CBT training, for workers stationed at the hazard site; and 24 hours for workers who visit the site (e.g., engineers). Field training is also required, although not funded by ETP. Completion of the training results in a certificate that expands employment opportunities. Each certification requires an 8-hour annual refresher course. This coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA.
Standard Hazardous Materials (HazMat)	No Certification <u>Pertaining to environmental protection:</u> Asbestos Removal, Hazardous Materials Handling, Hazardous Chemical Cleaning/Handling, Hazardous Waste Cleaning. (Over and above OSHA requirements.)

TYPE OF TRAINING	DESCRIPTION
Certification Hazardous Materials (HAZMAT)	<p>HAZMAT Certification or Re-certification</p> <p>This training is a series of courses, specific to industry sectors involved in the transport of hazardous materials. The coursework varies in length depending on the industry and the occupational title, as organized in five levels ranging from “first responder” to “incident commander.” It is generally a minimum of 24 hours with an 8-hour annual refresher, and may be delivered by classroom or CBT. Field training may be required, although not funded by ETP. Completion of the training results in a certificate that expands employment opportunities. This coursework is not under Cal-OSHA, but is administered under the Department of Transportation and CalTRANS. There are various certification entities for the coursework and instructors.</p>
(Other)	<p>For a curriculum that cannot be identified by the titles listed above, select a title that will accurately reflect the training being provided.</p>

OUT-OF-STATE TRAINING

Up to 10% of total training hours may be delivered at an out-of-state location with prior written approval by ETP, contingent upon the following:

- Contractor must provide ETP with written notice of proposed out-of-state training at least seven working days in advance;
- Contractor must identify and justify the reasons for the out-of-state training locations; curriculum; and participants by occupation; and,
- Contractor may not charge trainees for any travel costs incurred for the purpose of attendance.

If training is comprised of ETP and non-ETP trainees, Contractor must still adhere to the standard trainer-to-trainee ratios.

PROFESSIONAL EMPLOYEE ORGANIZATIONS AND PAYROLL COMPANIES

A Professional Employee Organization (PEO) provides services such as payroll, benefits, Human Resources, tax administration, and regulatory compliance assistance to businesses. ETP allows Contractors to use PEO's with approval.

VENDOR/SUBCONTRACTOR LIMITATION

ETP prohibits any vendor/subcontractor from providing both training – and project development or administration. This limitation applies to all ETP contractors and training vendors, with the following exceptions for a training vendor: Western Association of Schools and Colleges (WASC) approved; Accrediting Commission for Community and Junior Colleges (ACCJC) approved; Bureau of Private Post-Secondary Education (BPPE) approved; or, a vendor that have received an exemption from Executive Staff.

SUBCONTRACTS

Applicant may subcontract with a third party for training or administrative services provided during term of an ETP Agreement. ETP shall not be named as a party on any subcontract.

Applicant must identify all subcontractors as they become known, prior to and during the term of the Agreement. Applicant must provide at least the following information: business name and address; contact person name, title, address, phone and email; description of services to be provided, and fees or rate payable. If a subcontract is for administrative services in connection with the Agreement, Applicant/Contractor must provide a copy to ETP for review and approval, upon request.

A subcontract for administrative services must be in writing, and must be filed with ETP prior to its effective date. A subcontract or oral agreement for training services must be disclosed and its terms made available to ETP upon demand. An administrative subcontract must incorporate the provisions described below.

- The Employment Training Panel (ETP) is not a party to this Agreement. ETP is not obligated in any manner for any liability that may arise out of this Agreement. No third party relationship is intended or created with ETP under this Agreement.
- Consultant agrees that ETP has the right, during normal business hours, to examine or audit any and all records, books, papers and documents related to the delivery of services, including all accounting source payroll documents, under this Agreement to the extent ETP deems necessary.
- Consultant agrees that ETP has the right, during normal business hours, to freely observe and monitor the delivery of services under this Agreement with or without the Consultant's presence. In particular, Consultant agrees that ETP has the right to interview trainees, trainers and training personnel.
- Consultant agrees to maintain all records and other writings that pertain to the delivery of services under this Agreement for a period of no less than 4 years from termination or 3 years from Fiscal Closeout, whichever is later
- This Agreement shall be governed by the laws of the State of California. If ETP is named as a party in litigation, arbitration or other proceedings in connection with this Agreement, the exclusive venue and place of jurisdiction will be the County of Sacramento in the State of California.
- In the event of any conflict or inconsistency between the terms of this Agreement and the ETP Agreement, the latter shall govern and prevail.
- In no event shall the administrative fees paid under this Agreement with ETP funds exceed 13% of payment earned for Retraining. As used herein, "payment earned" means the amount of reimbursement the Contractor is entitled to retain based on ETP Fiscal Closeout. [Section 4400(r).]