

WIOA Navigation Guide

2024



Table of contents

WIOA: What employers need to know

Getting started with WIOA checklist

Employer how-to guide: Applying for a Customized Training or On-the-Job Training (OJT)

Employer how-to guide: Registering an Apprenticeship

Table of contents

- WIOA: What employers need to know
 - Getting started with WIOA checklist
 - Employer how-to guide: Applying for a Customized Training or On-the-Job Training (OJT)
 - Employer how-to guide: Registering an Apprenticeship

Workforce Innovation Opportunity Act (WIOA) summary

WIOA is a federally funded program that provides a variety of workforce development activities to help job applicants, dislocated workers, and youth in and out of school access new employment opportunities, education, training, and support services to be successful in the job market. In addition to matching employers with qualified job candidates, it can also provide funding for employers to train incumbent workers as a means of job retention, prevention of layoffs, and skill upgrading.

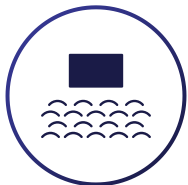
Who does it benefit?



Individuals who are on the job market or seeking additional education/training



Employers looking to recruit new employees or upskill current employees (*focus of this guide*)



Training providers seeking more students for their pipeline

What types of employer programs are available?

Customized training	Classroom-type training designed and developed to meet the specific needs of an employer, with commitment to employ those who successfully complete the training
On-the-Job Training (OJT)	Structured training provided to a salaried worker while performing productive labor on a job that provides new knowledge or new skills essential to a job
Registered Apprenticeship Program (RAP)	A combination of both On-the-Job Learning (equivalent to OJT) and related instruction (equivalent to customized training); longer-term, with nationally recognized credential

More detail on each program follows

Every two weeks, DDEC hosts a WIOA orientation; email omayra.rodriquez@ddec.pr.gov and desarrollolaboral@ddec.pr.gov to attend a session

There are three major WIOA programs that can provide employer support

	Customized training	On-the-Job Training (OJT)	Registered Apprenticeship Program (RAP)
Description	<p>Classroom-type training designed and developed to meet the specific needs of an employer or group of employers, with the commitment to employ those individuals who successfully complete the training</p> <ul style="list-style-type: none"> • Provided by either an employer's internal trained resources or an external provider with credentials¹ 	<p>Structured, hands-on training provided by an employer to a participant who earns a wage while performing productive work in a job that provides essential knowledge and/or skills ("earn as you learn")</p> <ul style="list-style-type: none"> • Typically range from 1-6 months in duration • Must differ from the initial "orientation" that the employer provides to the new employees it hires 	<p>A combination of both On-the-Job Learning (OJL, equivalent to On-the-Job Training) and related instruction in a classroom (equivalent to customized training)</p> <ul style="list-style-type: none"> • Classroom component requires an occupation-specific curriculum, loosely prescribed by Dept. of Labor • Minimum 2,000 hours of OJL and 144 annual hours of related instruction • Successful apprentices receive a Dept. of Labor nationally recognized credential
Who is eligible	<ul style="list-style-type: none"> • Newly recruited employees² • Incumbent workers³ 	<ul style="list-style-type: none"> • Newly recruited employees² who have not previously worked in the same occupation or who lack the necessary skills to perform the job • Incumbent workers³ 	<p>In some cases, apprenticeships may be <i>registered with</i> but <i>not funded</i> by WIOA.⁴ If funded by WIOA, eligible parties include:</p> <ul style="list-style-type: none"> • Newly recruited employees² • Incumbent workers³
Expenses eligible for reimbursement	A portion of the total training cost, typically up to 50%	A percent of the participant's salary while training, typically up to 50%	<p>Same expenses as both customized training and OJT</p> <p>Supportive services that help an individual participant succeed in the RAP</p>

Note: WIOA funds can also fund an employer's recruitment fair (not a focus of this guide; contact [PDL office](#) for more information)

1. External providers can be on the WIOA Eligible Training Provider List (ETPL) but are not necessarily required to be 2. Adults & dislocated workers who case manager determines meet WIOA eligibility (after interview & evaluation), hired after training is established 3. Employees with 6+ months company tenure who case manager determines are at risk of losing job due to lack of competitiveness or not earn a self-sufficient salary 4. E.g., Employer may register an unfunded apprenticeship in order to offer nationally recognized credential
 Note: More detail can be found at <https://www.conexionlaboral.pr.gov/>

Table of contents

WIOA: What employers need to know

➤ Getting started with WIOA checklist

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Employer how-to guide: Registering an Apprenticeship

For employers to qualify and apply for WIOA, they must...

- ☑ **Already be incorporated in Puerto Rico**
 - Additionally, companies that have relocated to Puerto Rico and laid off workers at their old U.S. location cannot be considered for this program until they have been in operation in PR for 120+ days or submit a set of required documents¹
- ☑ **Not plan to use WIOA funds to relocate all or part of operations**
- ☑ **Commit to retain 100% of participants who complete the training satisfactorily for at least one year**
- ☑ **Have a clear timeline laid out, including deadline by which they need employees starting on the job (this informs training start/end dates)²**
- ☑ **If planning an OJT, provide participants wages, benefits, and working conditions equal to those provided to its regular employees who have worked for a similar period of time doing the same type of work**
- ☑ **If they have any previous experience with federal funds, have positively executed that previous experience (i.e., no resulting exclusions or declarations of ineligibility)**

Note: Full list of documents required to apply can be found [later in this guide](#)

1. Contact [PDL office](#) if you have questions regarding the specifics of this requirement 2. Note that, if your company runs into hiring challenges that cause timelines to shift, it is best to proactively communicate this to the WIOA office – allowing them to assist and ensure funds are not re-obligated elsewhere

Table of contents

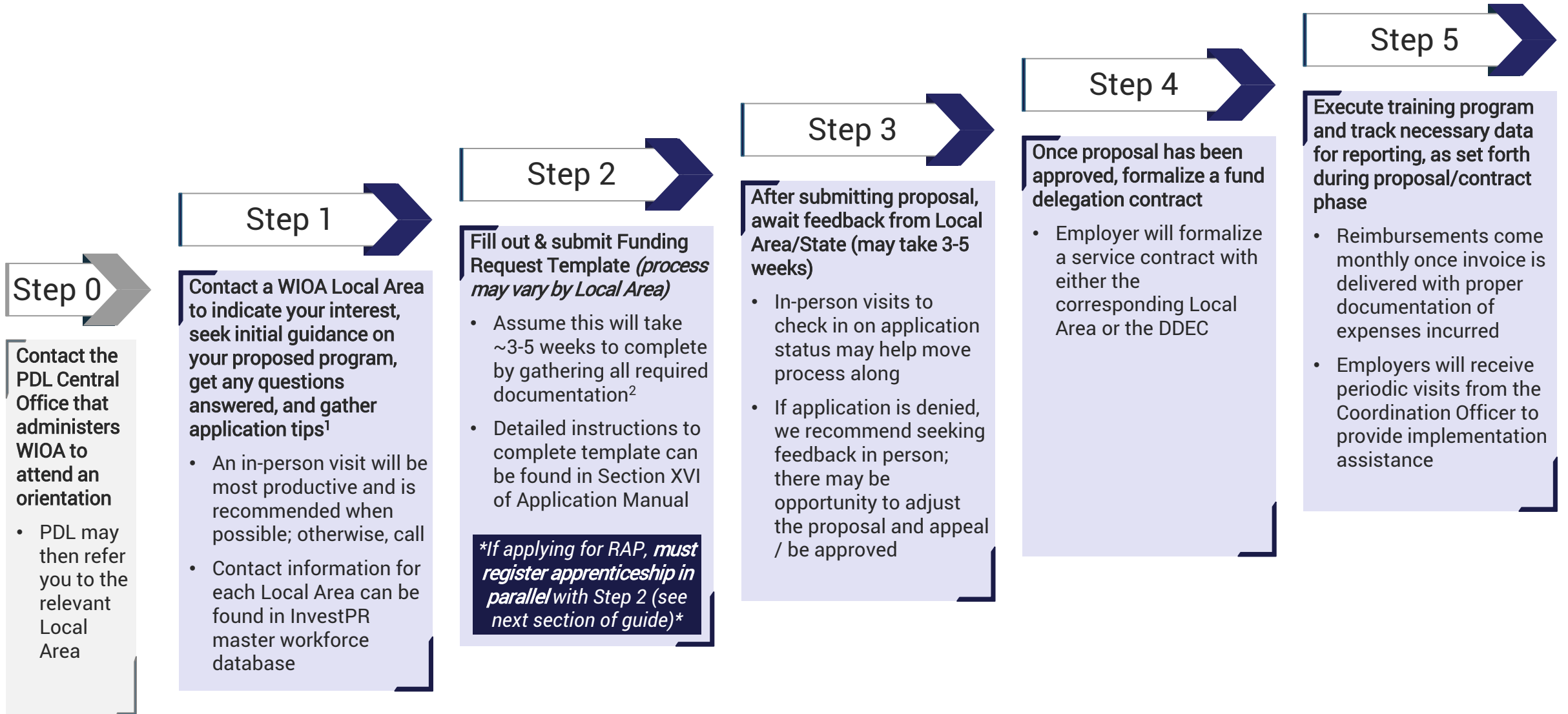
WIOA: What employers need to know

Getting started with WIOA checklist

➤ Employer how-to guide: Applying for a Customized Training or On-the-Job Training (OJT)

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Five-step overview to apply for Customized Training or OJT funding



1. See map of WIOA Local Areas on following page 2. Full list of documents required to apply can be found later in this guide

Backup | Puerto Rico has 15 Local Areas that help implement WIOA



 **Centro de Gestión Única (CGU) American Job Center**

1. A Local Area office may also be referred to as a JLDL, or Junta Local de Desarrollo Laboral

Backup | Documents required of employer to apply for WIOA funds

- Certificate of Existence or Certification of Authorization to Do Business in Puerto Rico
- Updated "Good Standing" certification from the Department of State of Puerto Rico (does not apply to employers with less than 1 year in PR)
- Copy of most recent financial statement or as applicable:
 - New employers - may present an Expense Projection Statement or the Business Plan used for the bank with evidence of loan approval
 - Own businesses that are not corporate or associations - the return filed and certified by the Department of the Treasury will be verified, which indicates the personal income of the owner and reflects the situation of the business. This must be from the most recent year.
- Copy (evidence) of Employer Social Security
- Copy (evidence) of the State Insurance Fund Corporation (CFSE) Policy (current)
- Corporate Resolution of the person authorized to contract on behalf of the company
- Affidavit, under law #2 of January 4, 2018, in the name of the person authorized to hire and the members of the company's Board
- Summary of the leaders who will manage the project, described in the resources part of the template
- Company organizational chart
- Evidence of any experiences with federal funds
- Public Liability Policy (current)
- Use Permit from the Management and Permits Office (current)
- Copy of the Municipal Patent
- Copy of the Health License issued by the Department of Health (if applicable)
- Copy of the Certification of the PR Fire Department
- Drug-Free Work Center Certification
- Lobbying Prohibition Certification
- Certification of Exclusion or Suspension

Additional documents required for customized training only:

- Training design (curriculum showing acquisition and development of skills)
- Copy of licenses or accreditations corresponding to the nature of the service to be provided
- Copy of quotes from external resources and/or educational institutions, applicable for custom training

Table of contents

WIOA: What employers need to know

Getting started with WIOA checklist

Employer how-to guide: Applying for a Customized Training or On-the-Job Training (OJT)

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To host a RAP, employer must register as an apprenticeship sponsor while, in parallel, applying for both Related Instruction & On-the-Job Learning¹

Step 1: Set curriculum

- a) The Department of Labor provides RAP curricula (called "work process" or "work activities") for 1,100+ occupations; **begin by identifying which occupation(s) you will train apprentices for at** <https://www.apprenticeship.gov/apprenticeship-occupations>
- b) **Modify the curriculum to meet your unique employee needs** (employers are allowed to modify the DOL-suggested curriculum within 25% of original)
- c) **Determine which classes and provider(s) you will include as part of your RAP²**

Step 2: Register in Standards Builder

- a) **Create a [Standards Builder](#) account and submit employer form** (*see step-by-step breakdown that follows*)
- b) WIOA office will review your proposed RAP and documentation; **if no issues, they will register your apprenticeship** and notify you of approval (entire process typically takes 1-2 weeks)

Items to note

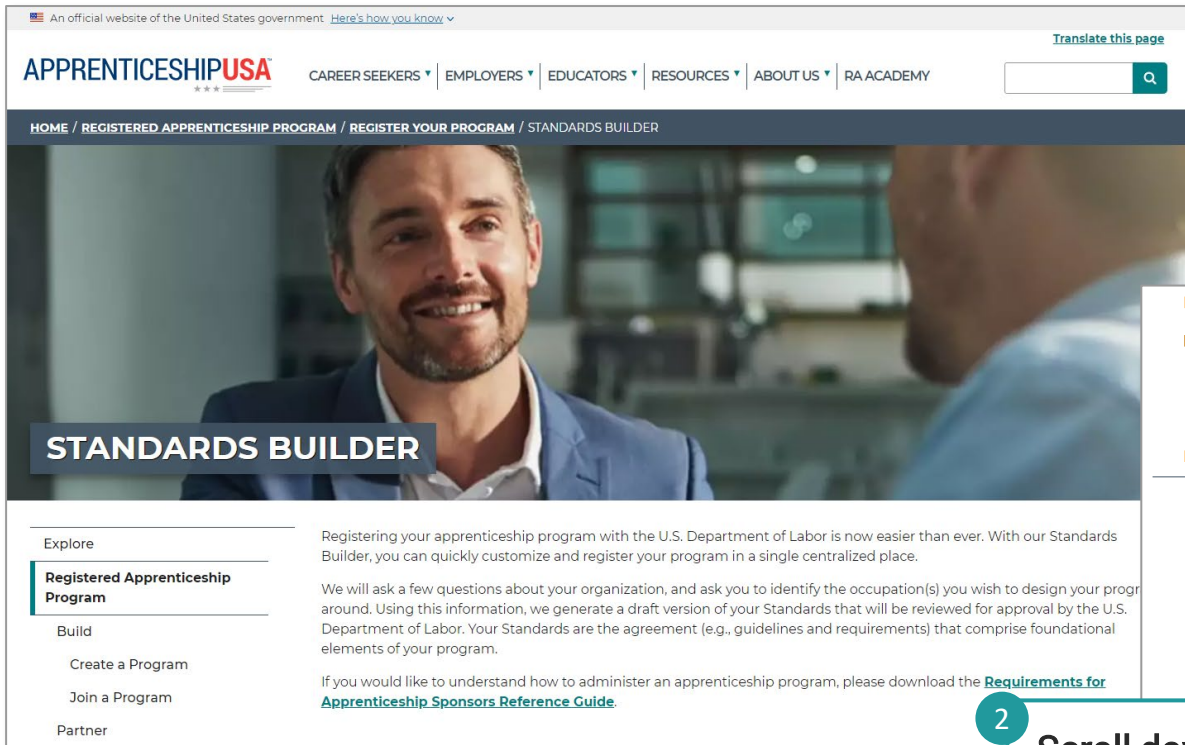
RAP sponsor employers must have **at least one apprentice registered per year** to keep the RAP actively registered

- If RAP goes inactive, must be reactivated before registering a new apprentice

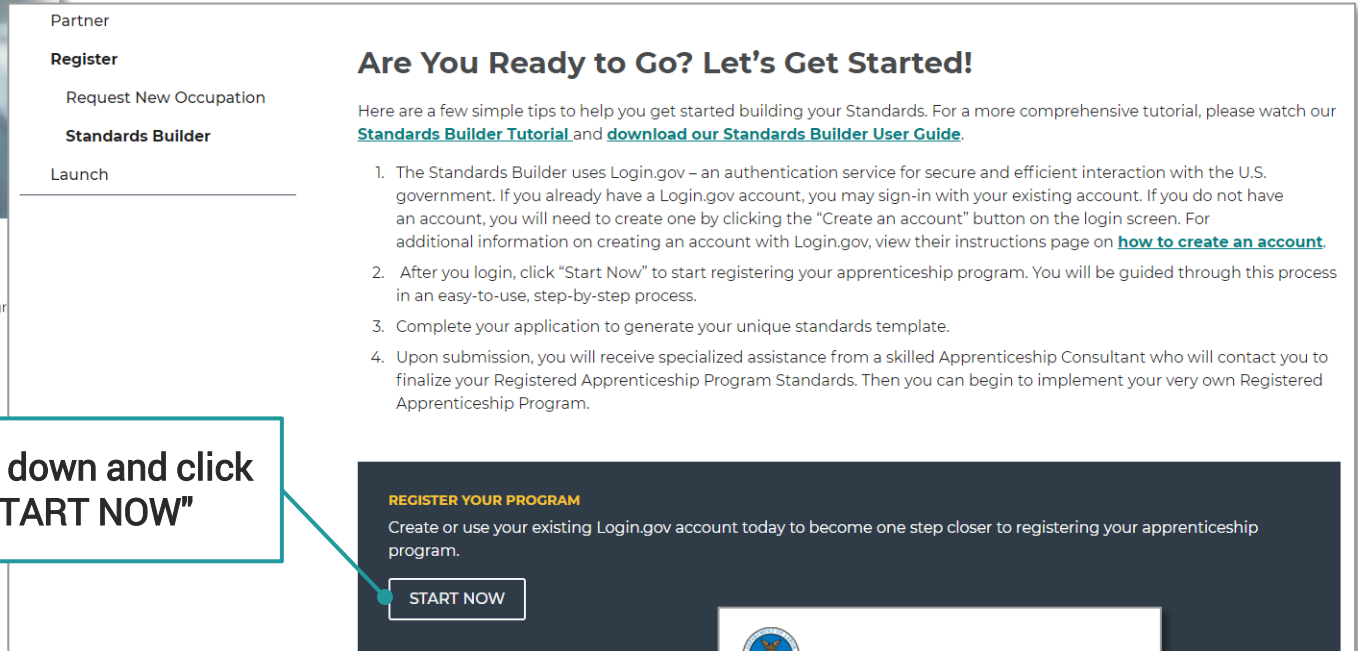
RAP sponsors must comply with **extended apprenticeship review** after 2 years or 5+ active apprentices

1. Related instruction is equivalent to customized training, and On-the-Job Learning (OJL) is equivalent to OJT (these are just referred to differently when part of a RAP; the application process is the same as for customized training and OJT) 2. Note that if employers use a provider that is not currently on the WIOA Eligible Training Providers List (ETPL), the provider will automatically be added to the ETPL once registered as part of the RAP

Detail view | Step-by-step guide to apply for RAP through Standards Builder

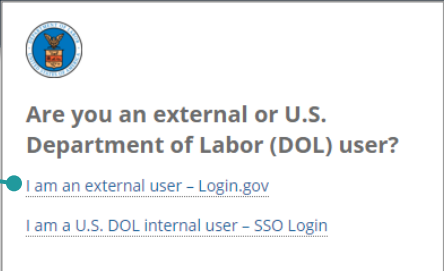


1 Visit <https://www.apprenticeship.gov/employers/registered-apprenticeship-program/register/standards-builder>



2 Scroll down and click "START NOW"

3 If prompted, select "I am an external user"



Detail view | Step-by-step guide to apply for RAP through Standards Builder

4

Create a Login.gov account, or sign in with an existing account

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

ETA BPMS is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

Create an account for new users

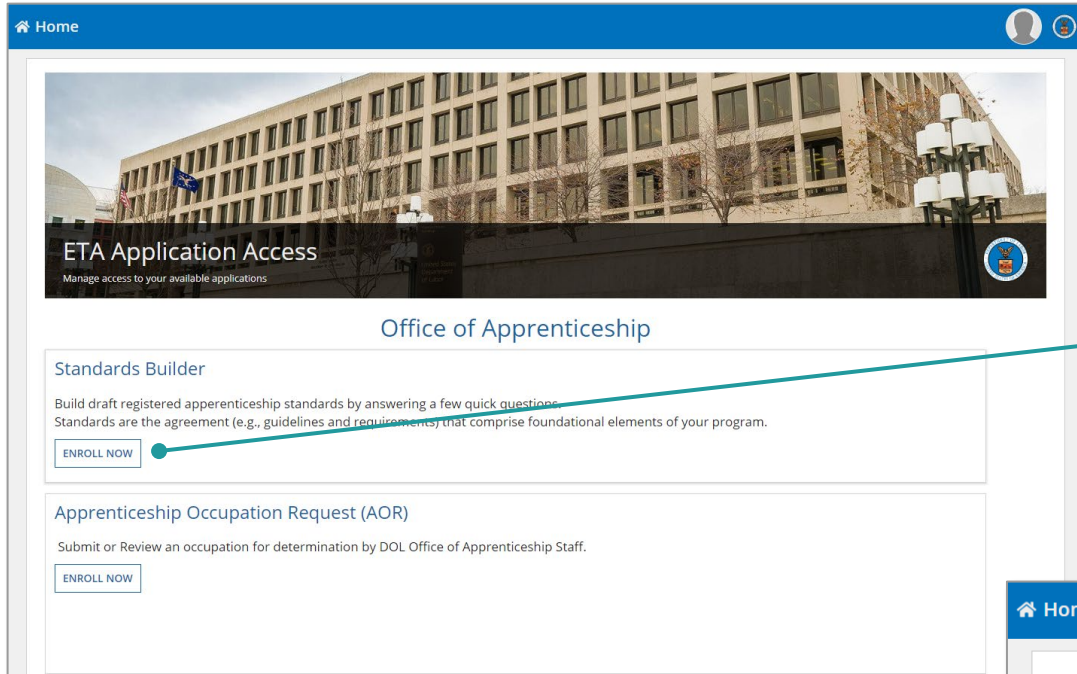
Enter your email address

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)

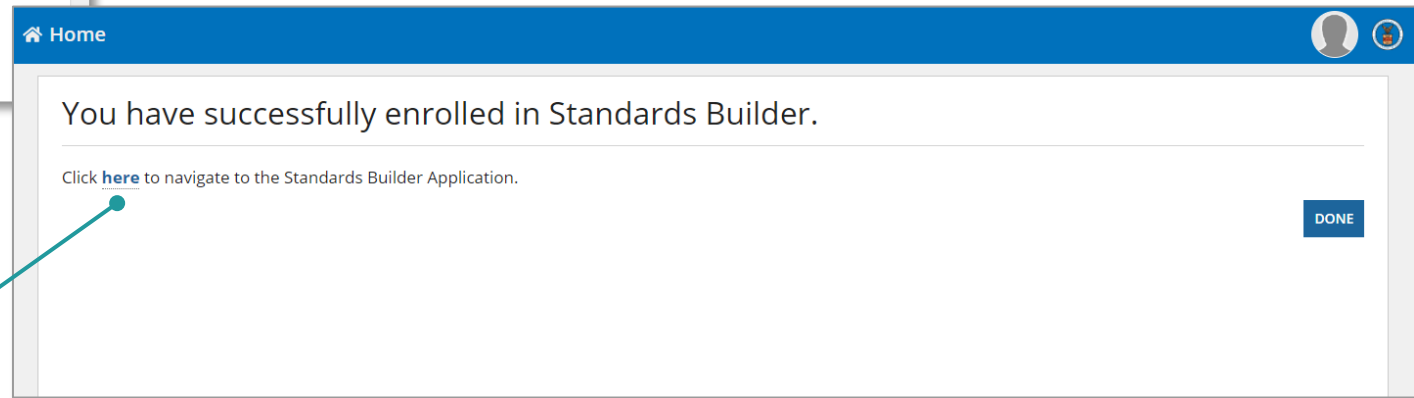
Español

Detail view | Step-by-step guide to apply for RAP through Standards Builder

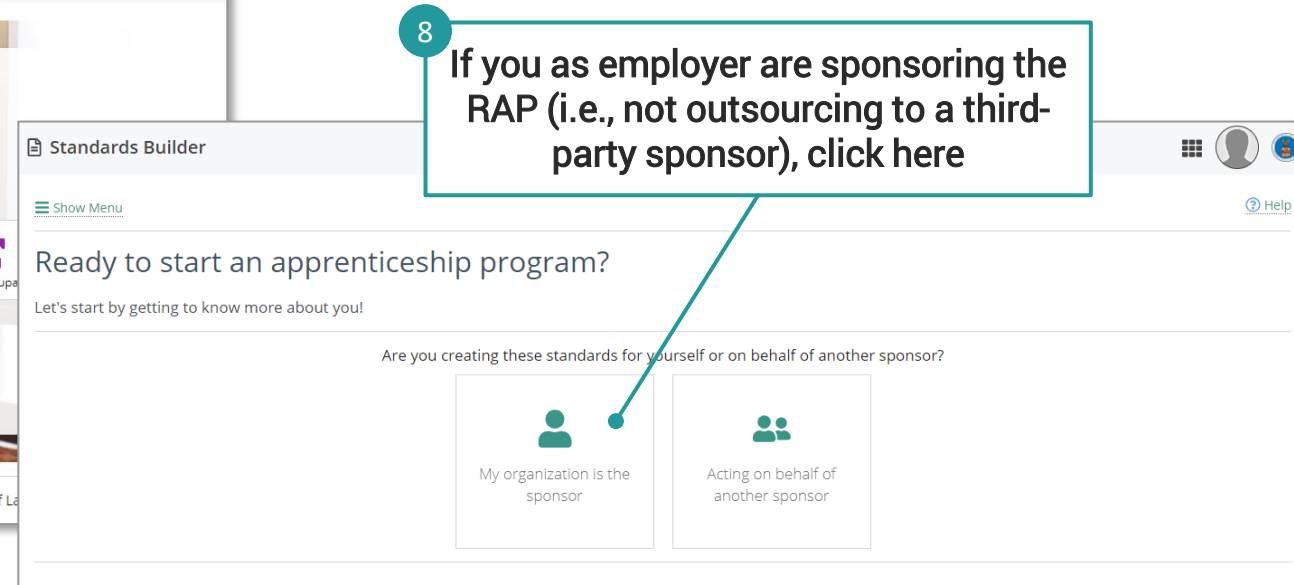
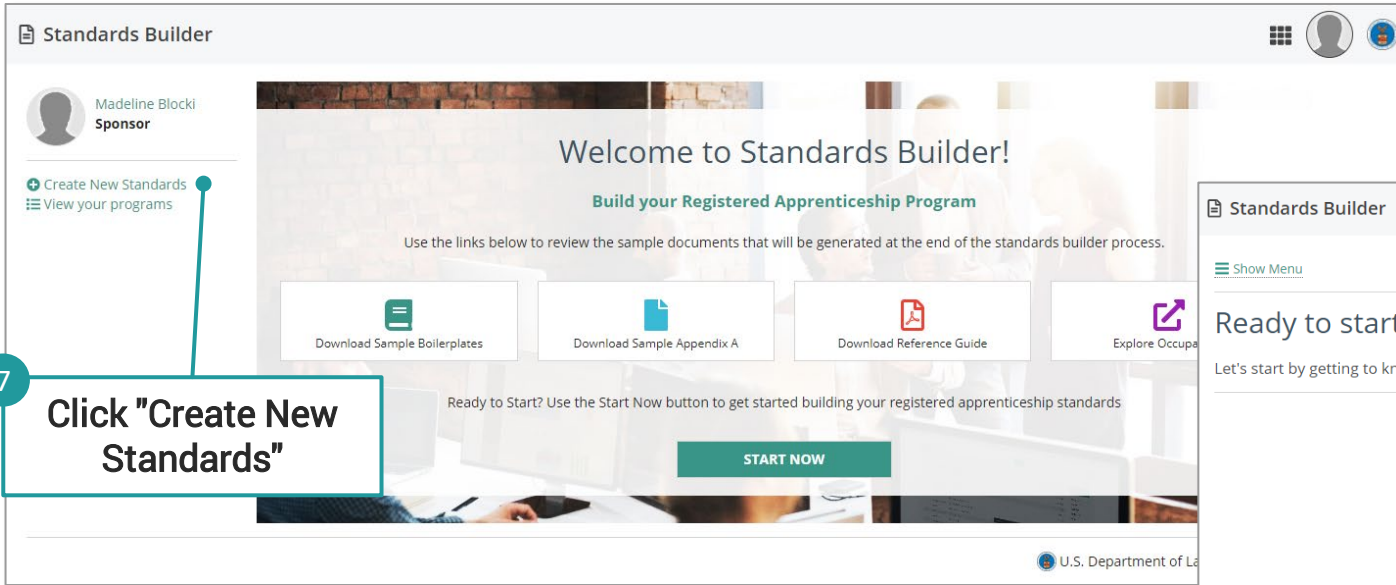


5
Once logged in, click "ENROLL NOW" under Standards Builder

6
Then click "here" to enter the Standards Builder application



Detail view | Step-by-step guide to apply for RAP through Standards Builder



9 Next, "Answer a few questions to determine which type of apprenticeship program is a best match for your organization"

How many states does your organization currently operate in?

[Learn More](#)

How many states will your apprenticeship program operate in?

How many people are employed at your organization?

How many apprentices do you intend to employ in the next 2 years?

Will your organization be the primary administrator of your program?

Are you interested in administering a program for employers external to your organization?

Detail view | Step-by-step guide to apply for RAP through Standards Builder




10

Assuming the information entered proves that you are suited for a RAP, you will be asked to enter contact information and organization details

Note: Location listed here should be your *Puerto Rico location*, to have your application directed to Puerto Rico



Let's get to know the sponsor contact...

Enter the sponsor's contact information below.

	First Name * <input type="text"/>	Last Name * <input type="text"/>
	Email * <input type="text" value="yourname@domain.com"/>	
	Telephone * <input type="text" value="(123) 456-7890"/>	Extension <input type="text"/>

Now, let's learn about your organization...

Enter the association, committee, or organization operating an apprenticeship program and in whose name the program is to be registered.

	Organization Name ? * <input type="text" value="Enter the name of your organization"/>		
	Address * <input type="text"/>		
	City * <input type="text"/>	State * <input type="text" value="Choose a State"/>	
	Zip Code * <input type="text"/>	County * <input type="text" value="Choose a County"/>	

Detail view | Step-by-step guide to apply for RAP through Standards Builder

11

Add all relevant occupations that your RAP will address (can add one or multiple)

The screenshot shows the 'Standards Builder' application. The main heading is 'Let's find your apprenticeable occupation!'. Below it, it says 'Search from the list of occupations registered with the U.S. Department of Labor'. There are several tabs: 'Select Occupation', 'Apprenticeship Approach', 'Work Process Schedule', 'Related Training', 'Probationary Period', 'Wages', and 'Selection Procedures'. The 'Select Occupation' tab is active. There are two buttons: 'BROWSE BY INDUSTRY' and 'SEARCH BY OCCUPATION'. Below these is a search input field with the placeholder text 'Type to search on Occupation Title or O*NET Code'. A 'Learn more' link is also present. At the bottom left, there are links for 'Standards Builder User Guide' and 'Requirements Reference Guide'.

Systems Administrator

REGISTERED

Install, configure, and maintain an organization's local area network (LAN), wide area network (WAN), data communications network, operating systems, and physical and virtual servers. Perform system monitoring and verify the integrity and availability of hardware, network, and server resources and systems. Review system and application logs and verify completion of scheduled jobs, including system backups. Analyze network and server resource consumption and control user access. Install and upgrade software and maintain software licenses. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software.

O*NET Title: Network and Computer Systems Administrators

O*NET Code: [15-1244.00](#)

RAPIDS Code: 1132

Estimated Length: 1 Year

When you try to add an occupation, the golden seal indicates the specific occupation is registered (non-registered occupations are not RAP eligible).

Note that many occupations are well-known by alternative names. If you can't immediately find the occupation you're looking for, consult the [O*NET Sample of Reported Job Titles](#); most times, a registered occupation by another name can be found.

Detail view | Step-by-step guide to apply for RAP through Standards Builder

Let's learn about your apprenticeship approach

How are you measuring the skill acquisition of an individual apprentice?

Select Occupation **Apprenticeship Approach** Work Process Schedule Related Training Probationary Period Wages Selection Procedures

Time-Based

Measure skill acquisition through the individual apprentice's completion of on-the-job learning.

Competency-Based

Measure skill acquisition through successful demonstration of skills and knowledge.

Hybrid

Measure skill acquisition through combined on-the-job learning and successful demonstration of competency.

12

If prompted about "apprenticeship approach," select "Time-based"

13

Enter number of hours that will be spent on each element of the curriculum during the OJL component

Note: If you have opted to modify the curriculum to meet your unique employee needs, scroll to the bottom and select "Edit/Add Work Activities"

Let's customize your work process schedule

A work process schedule consists of detailed work activities and the approximate amount of time the apprentice will spend in each task.

Select Occupation Apprenticeship Approach **Work Process Schedule** Related Training Probationary Period Wages Selection Procedures

Enter the hours required for the apprentice to complete each work activity.

The total hours can vary between 2086.5 and 3477.5 hours

Detailed Work Activities	Hours	
A. Maintain computer networks to enhance performance and user access. <ul style="list-style-type: none">Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.Perform routine network startup and shutdown procedures, and maintain control records.	<input type="text"/>	✗
B. Implement security measures for computer or information systems. <ul style="list-style-type: none">Perform data backups and disaster recovery operations.Plan, coordinate, and implement network security measures to protect data, software, and hardware.Configure, monitor, and maintain email applications or virus protection software.	<input type="text"/>	✗
C. Create electronic data backup to prevent loss of information. <ul style="list-style-type: none">Perform data backups and disaster recovery operations.	<input type="text"/>	✗
D. Resolve computer network problems. <ul style="list-style-type: none">Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.	<input type="text"/>	✗
E. Resolve computer software problems. <ul style="list-style-type: none">Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.	<input type="text"/>	✗
Z. Update knowledge about emerging industry or technology trends. <ul style="list-style-type: none">Research new technologies by attending seminars, reading trade articles, or taking classes, and implement or recommend the implementation of new technologies.	<input type="text"/>	✗

Total hours must be greater than 2086.5
No empty or 0 values are allowed

REMOVE EMPTY ROWS

Total Hours: 2782

As part of Appendix A, all sponsors must include a statement setting forth a schedule of the work processes in which the apprentice is to be trained and the approximate time to be spent at each process.

EDIT/ADD WORK ACTIVITIES

UPLOAD MY OWN WORK PROCESS SCHEDULE

Detail view | Step-by-step guide to apply for RAP through Standards Builder

Let's add your training provider

The training provider is the organization who provides instructional course work related to the apprenticeable occupation.

Select Occupation Apprenticeship Approach Work Process Schedule **Related Training** Probationary Period Wages Selection Procedures

Will your organization be the one providing related training?

Select One

< Back **SAVE RTI PROVIDER**

14

Indicate whether your company will be providing the classroom component (related instruction) yourself or through an outside provider

15

You can add multiple providers, if needed (submit details for the first provider, then click "add another RTI")

Enter your training provider details below:

Training Provider

Name*

Address

City State Zip

Training Provider Contact

First Name Last Name Telephone Email

16

Submit training provider course details (note that only one field is technically required – i.e., "Contact Hours")

Now, let's add your training outline

A training outline includes a list of anticipated courses, learning objectives, and the estimated number of hours that each course will last.

Select Occupation Apprenticeship Approach Work Process Schedule **Related Training** Probationary Period Wages Selection Procedures

Select a Classification of Instructional Programs (CIP) Code that best matches your program

CIP Codes

Definition:

Subject/Knowledge Course Number

Contact Hours*

Learning Objectives

Total Hours: 0

CONTINUE

Detail view | Step-by-step guide to apply for RAP through Standards Builder

17 Enter length of probationary period

Let's add your probationary period

Every applicant selected for apprenticeship will serve a probationary period.

Select Occupation Apprenticeship Approach Work Process Schedule Related Training **Probationary Period** Wages Selection Procedures

During the probationary period, either the apprentice or the sponsor may terminate the apprenticeship agreement, without stated cause, by notifying the other party in writing.

After the probationary period, the apprenticeship agreement may be cancelled or suspended after reasonable opportunity for corrective action.

The probationary period is typically calculated to be 25% of the length of the program, or 1 year, whichever is less.

How long (in hours) will your probationary period be? *

18 Enter apprentice wages at start and end of RAP

Let's start entering your wages

Apprentices must be paid a progressively increasing schedule of wages during their apprenticeship.

Select Occupation Apprenticeship Approach Work Process Schedule Related Training Probationary Period **Wages** Selection Procedures

Entry Wage	Completion/Mentor Wage	Wage Rate
<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="Hourly"/>
The wage at which the apprentice will start.	The wage the apprentice will make at the end of the apprenticeship.	Choose the rate at which the apprentice will be paid.

[Click here to add more levels to your wage schedule](#)

19 Outline selection process for hiring apprentices

Selection procedures are required no matter how many apprentices are registered in the program. [Learn More](#)

Examples of selection procedures include:

1. The Sponsor will follow standard company procedures for filling an open position from outside the company.
2. Once a list of qualified applicants is received, the sponsor will interview each candidate and forward its recommendations to Human Resources.
3. The Human Resources Manager and the Department Manager will make the final selection based upon the occupational requirements and the needs of the company

Selection Procedures

0/4000

[UPLOAD MY OWN SELECTION PROCEDURES](#)

Note: It is required that apprentices receive a wage increase either during or at the end of the RAP (salaries should be competitive with same or similar occupations in the region)

E.g., If OJL exceeds 2,000 hours, employers often provide wage increase at end of 2,000 hours

Detail view | Step-by-step guide to apply for RAP through Standards Builder

Let's collect your complaint contact information

The complaint contact will resolve any disputes outlined in the standards

Complaint Contact Minimum Qualifications Related Training Previous Experience EEO Pledge Affiliation Disclosure Agreement

Will the complaint contact be the same as the sponsor contact?

Yes, the sponsor contact

No, I want to designate a new

20 Identify a complaint contact in charge of resolving disputes

OK, let's determine your minimum qualifications

What are the minimum qualifications required for the apprentice to apply to your apprenticeship program?

Complaint Contact **Minimum Qualifications** Related Training Previous Experience EEO Pledge Affiliation Disclosure Agreement

Minimum Age (required) *

An apprentice must be at least 16 years of age, except where a higher age is required by law.

Driver's License (optional)

A valid driver's license is required

Educational Requirements (optional)

0/2000

Physical Requirements (optional)

0/2000

Aptitude Tests (optional)

0/255

Enter the name of the aptitude test(s) being administered.

Other Qualifications (optional)

21 Set minimum apprentice qualifications (note that the only required field on this page is "Minimum Age")



Finally, enter remaining details of related instruction plan, including:

- Whether apprentices will or will not be paid for time spent in classroom
- Whether there are any unique requirements in place for apprentices to receive credit for previous experience
- Whether you agree to the Equal Opportunity Pledge
- Whether your program is affiliated with a union or not
- Whether you agree to share your training & instruction outline with other potential RAP

Submit & wait to hear back!

Thank You



WORKFORCE
COMPASS