

Virtual OneStop®
Version 12.1

Provider Services
(formerly CRS)
**Provider User &
Staff User Guide**

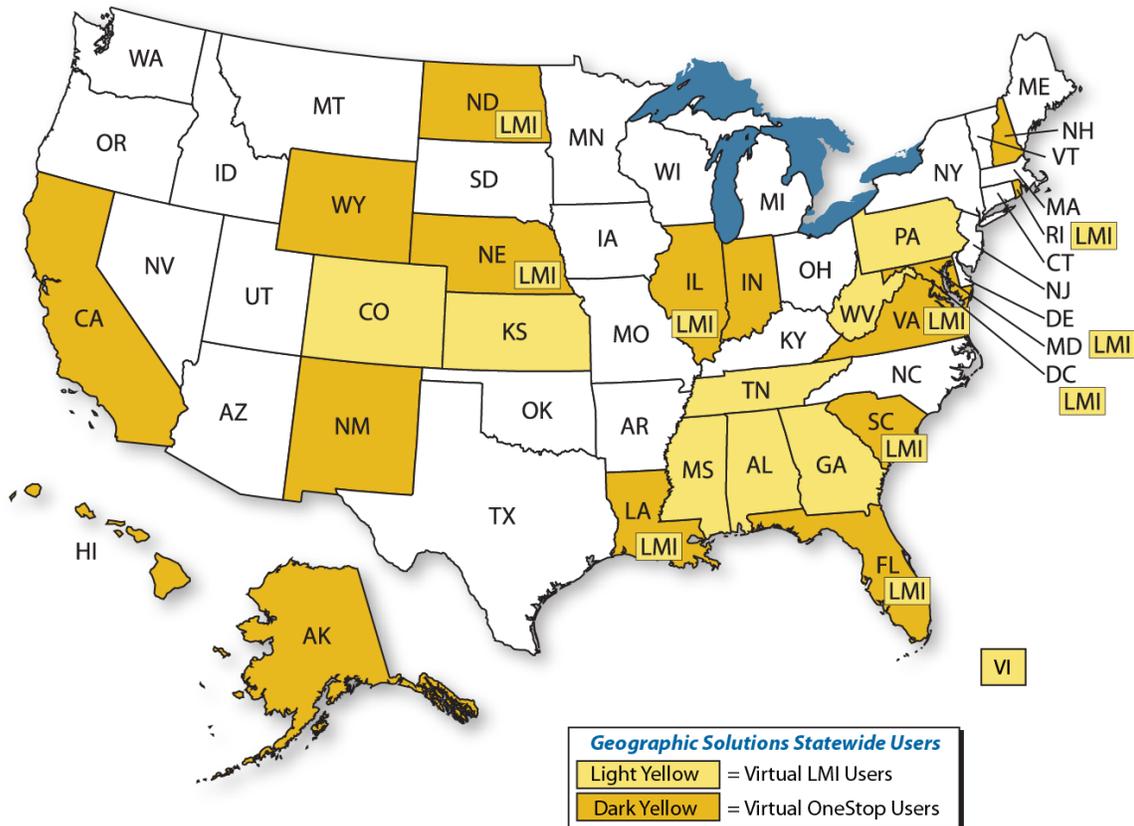


Geographic Solutions

WWW.GEOGRAPHICSOLUTIONS.COM

**1001 Omaha Circle
Palm Harbor, FL 34683**

Tel: (727) 786-7955
Fax: (727) 786-5871



Date	Doc Version & Release #	Description
January, 2012	V12.0 R1	A new release of this guide to include updates and changes for Provider Representatives and Staff in Version 12.0.
June, 2012	V12.0 R2	Minor modifications to existing documentation.
October 2013	V12.1 R1	Provider User Self-Registration and Self-Service Tools updated to reflect system changes.

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1: Provider Services – Overview & Conventions

Overview

The Provider Services System (formerly known as the Consumer Reporting System or *CRS*) can be either a standalone system, or an integrated module of the Virtual OneStop® system. The Provider Services system was created by Geographic Solutions, Inc. to provide information on educational institutions, the courses they offer, and the performance for each institution and program so that “consumers” or individuals can make more informed decisions when selecting a training provider.

As an integrated module, Provider Services System is flexible and it plays a crucial role with individual case management, individual fund tracking (IFT), and the Education Services sections for Virtual OneStop. It also plays a role with the Education Services section in the Virtual Labor Market Information System (VLMI). The data also communicates with the O*NET coding system, the Classification of Instructional Programs (CIP) coding system, and other components. The integrated module is the most popular one dealing with Provider Services.

As a standalone module, this system can also provide individuals with important information on educational program providers, without VLMI or VOS integration.

The user-friendly interface, accessed via the internet, is a valuable tool for anyone wanting extensive information on local or state colleges, universities, and other institutions of private and public learning. Information is constantly gathered and updated on course offerings, credit hours, costs, class durations, high-demand/ Bright Outlook occupations, locations and contacts, even provider URLs and email addresses. However, the Provider Services system is more than just a directory of educational institutions and courses.

Institutional representatives, or *provider-users*, can also enter data with limited intervention from workforce staff. They can update such information as:

- How many participants completed their course (and, in comparison, how many *did not* complete their course)?
- How many participants successfully gained employment after completing a provider course?
- The average weekly wage of a participant that gained employment.
- How many participants were enrolled in a federal program while taking the course?

Every educational institution represented in the Provider Service system has at least one contact person who updates their information so that the most current information is available to consumers. Information is also reviewed to maintain accuracy and authenticity.

Information gathered for each program year will be saved, so that over time, the Provider Service system becomes an important tool for educators and statisticians. It is also a valuable tool for workforce staff, analysts, students, teachers, or anyone with a desire to continue their educational pursuits.

In integrated systems, the interaction with the individual case management module makes data transfer even easier. Workforce staff members can review a new course offered by a provider and approve that course for eligibility in WIA or other federal programs. This is accomplished through a common Provider Services – Self Service Education Program interface, saving time and allowing for provider course information unrelated to federal programming and WIA program eligibility, to be reviewed concurrently.



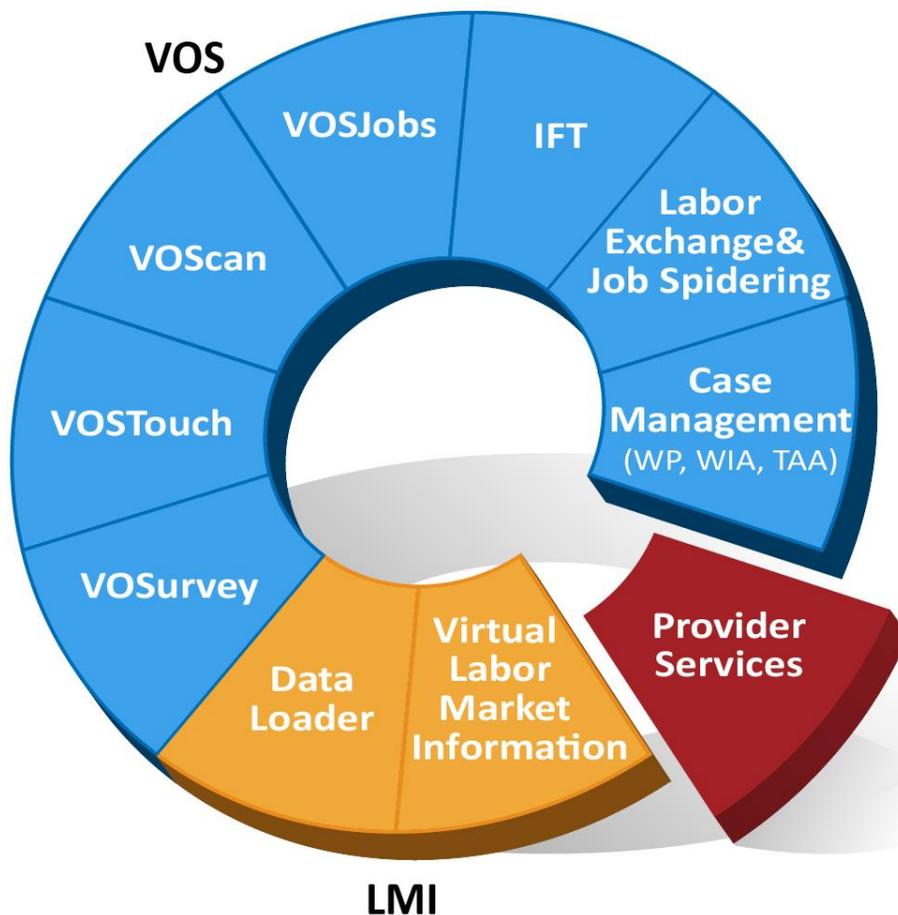
Audience

The *Provider Services System User Guide* is created for use by the Provider Users (i.e., the representatives of the brick-and-mortar providers) as well as by staff who are assisting the provider, or the specific provider user. Staff and other users should have Microsoft Windows® computer experience along with an understanding of labor market research standards as they apply to the state agency or public sector in which they are employed.

Purpose

The purpose of this guide is to instruct staff and provider users how to use the Provider Services system module in VOS or VLMI. Readers will find step-by-step procedures and graphics to assist them.

This *Provider Services User Guide* (for integrated clients) focuses on the integrated version as it interacts with either the Virtual Labor Market Information system (VLMI) or the Virtual OneStop case management and labor exchange system (VOS). Some functionality may not be available if you are using a stand-alone version of the *Provider Services* system.



Provider Services system is one of the modular components of Geographic Solutions



2: Provider User Self-Registration

The Geographic Solutions Provider Services system allows provider representatives, or provider users, the opportunity to self-register. When they first register, the system will allow them limited access while a staff verification process takes place. However, once a staff member has reviewed their information and approved them, provider representatives will have the opportunity to conduct numerous tasks without staff input. New provider representatives can register in Virtual OneStop by following the same pathway that employers and individuals use. On the site's main screen, there is a [Not Registered](#) link. Providers must first click that link to proceed with registration. The link should appear similar to the following examples.

The screenshot shows a login interface. On the left, there is a 'Username' field containing 'JOHNDOEREP' and a 'Password' field with masked characters. To the right is a blue 'SIGN IN' button. Below the fields are two links: 'Forgot Username and/or Password?' and 'Not Registered Yet?'. A mouse cursor is pointing at the 'Not Registered Yet?' link.

Not Registered? Links on a typical VOS Main Screen

Note: A Training Video for the “Registration Process is also available.” See the topic, *Learning Center (Provider Courses)* on page 3-53.

Once a provider clicks on that link, they will see a screen with three options. **Option 1 – Try Us Out** may be useful for first-time employers and individuals, but it will not offer provider representatives much of an advantage. **Option 1** allows users to review key components of the system as a guest.

The system will then require users to identify themselves in order to gain access to the system. Systems that allow provider self-registration will offer a link, called [Provider](#). Providers will want to click **Option 2 – Create a User ID** to register. **Option 2** allows new users to fully register in the system and to take advantage of all the features that Virtual OneStop has to offer. The screen will appear similar to the following example.

The screenshot shows a registration page titled 'Option 2 - Create a User ID'. It contains the following text:
If you would like to become a fully registered user with I4Marketing and have access to all of our online services choose one of the following user types. Not sure if registering with the system is needed, please click [Why Register?](#)
Individual - Register as this account type if you are an individual and wish to search for the latest job openings, post a resume online, find career guidance, search for training and education programs, find information on local employers, etc.
Employer - Register as this account type If you represent an employer and wish to post job openings online, search for candidates for your jobs, view local industry or labor market information, etc.
Provider - Register as this account type if you are a training provider who wishes to enter or update your available courses for use in the system. Once a new account request is approved, you will be able to enter information about your courses, such as costs, schedules, credentials, etc. Providers can also request WIA approval for specific courses.

Register Link Required for Provider Registration

Option 3 is strictly for users who have registered and have forgotten their user name or password.



For more information about registering as a provider representative, you can also access training videos in the Learning Center, or click this link to start with [Registration Process](#).



Provider Registration Screens

Provider User Registration, Page One

After the Provider link is selected, *Page One* of the Provider Registration Screen appears, similar to the following example. This screen contains required information that must be entered (as indicated by a red asterisk * in front of the field). Potential Provider Users are asked the following questions:

1. Create a unique *User Name* that falls within specific guidelines as noted in the blue text next to the field.
2. Create a *Password* that falls within specific guidelines as noted in the blue text next to the field.
3. *Confirm* the *Password* by typing it again in the textbox.
4. Choose a *Security Question* from a list provided in the drop-down box.
5. Write a *Security Question Response* in the textbox provided. This will be important to remember in case the User Name, Password, or both are forgotten.
6. Write a *Federal Employer ID* or *Social Security Number* in the textbox provided.
7. Indicate by radio button response whether the number is a *Federal Employer ID* number or a *Social Security Number*.
8. Enter the provider's zip code in the space provided.
9. Click the **Next** button to proceed. Virtual OneStop forms are data-driven. Each time the **Next** button is clicked, the screen will be saved as the provider goes forward to the next screen. Click the **Back** button to exit out of registration.

* indicates required fields. For help click the question mark.

Login Information

* User Name: GSIPROVIDERJDOE Enter Unique User Id (3 - 20 Characters, letters or numbers)

* Password: [Redacted] Enter Password (3 - 16 Characters, letters or numbers)

* Confirm Password: [Redacted]

* Security Question: What is your mother's maiden name? [Dropdown]

* Security Question Response: mom Hint to help if you have forgotten your password.

Federal Employer ID

Federal Employer ID No. or Social Security Number: 512862345 Do not enter dashes. Example 593217769

Type of Identification: Social Security Number Federal Employer Identification Number

Primary Location Information

* Please enter your Zip Code: 34639 [Find Zip Code]

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User ID and Password for all future activities in this system. Please write this information down and keep it in a secure place.

<< Back Next >>

Provider Registration, Page One



Provider User Registration, Page Two

Page Two of the Provider Registration Screen is divided into three sections:

- *Institution Identification*,
- *Institution Primary Location*, and
- *Contact Information*, as shown in the following example. Provider representatives are asked the following questions on this screen:
 1. Indicate the provider *Institution Name* with which the user is associated in the textbox provided.
 2. If available, include the provider *Institution Code*, especially if the representative is already a current provider. This is not a required field.
 3. Complete all the textboxes related to the *Institution Primary Location*.
 4. Complete all known contact information, including the *Salutation*, *Title*, *First and Last Name*, *Contact Phone Number*, *Contact Fax Phone Number*, *Email Address*, and *Institution URL*.
 5. Click the **Save** button to save the registration form.

Institution Identification

* Institution Name:

Institution Code/BPA#
(if you are a current provider):

Institution Primary Location

* Address 1:

Address 2:

* City:

* State:

* Zip:

Contact Information

Salutation:

* Title:

* First name:

Middle Initial:

* Last Name - (include suffix
e.g. Jr, Sr, PhD, etc):

* Contact Phone Number: - - Ext.

Contact Fax Phone Number - -

Email Address:

Institution URL:

Enter URL e.g. (<http://www.companywebsite.com>)

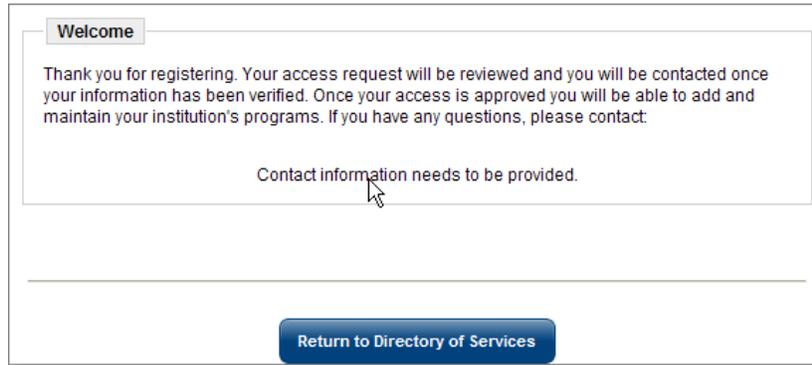
[Create Email Account](#) [Read Our Email Security Policy](#)

Provider Registration, Page Two

When the screen refreshes, users have gone as far as they can. They will see a system notification that thanks them for registering and informs them that their access request will be reviewed. There is usually a contact phone number and/or email address in case they have any questions. The system notification

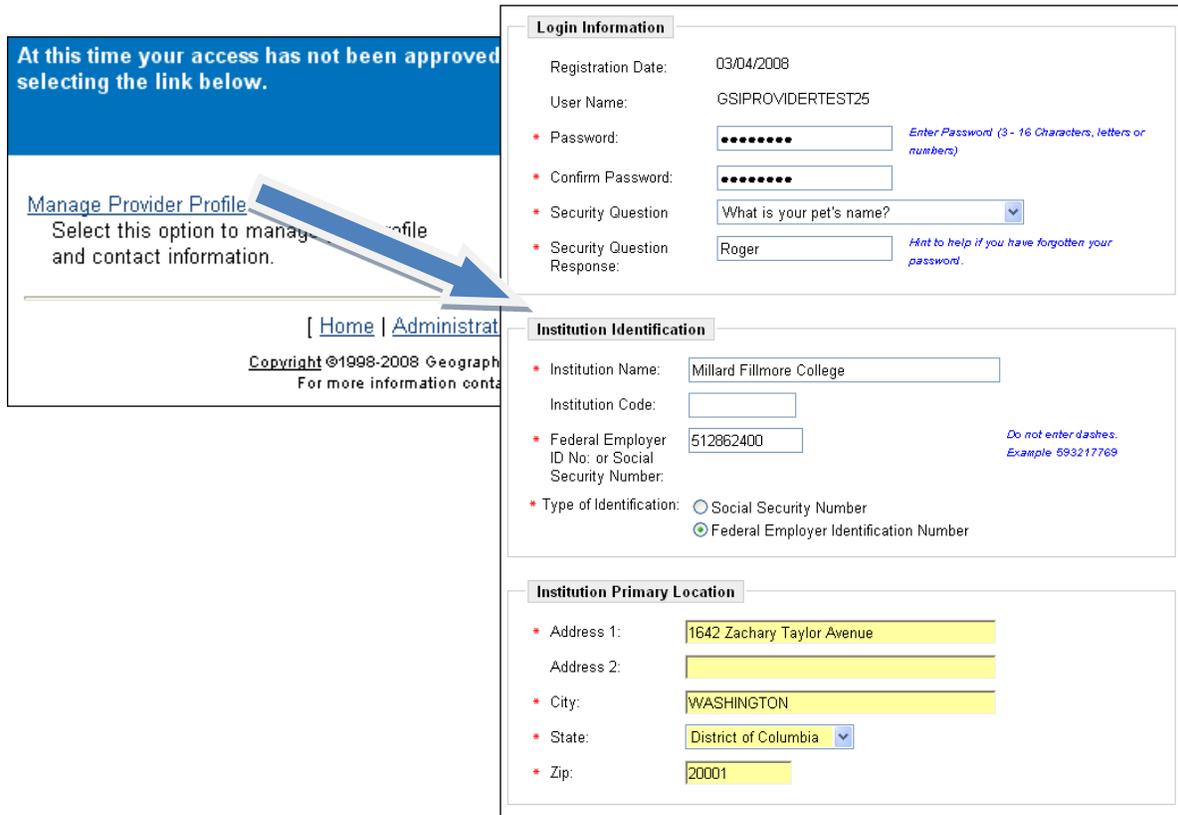


looks similar to the following example.



Sample System Notification after Provider Registration (Washington D.C. example)

Until representative information is verified by a staff member, there are only a limited number of tasks that a provider representative can perform. They can access two sections of the system, the Manage Provider Profile link and the Education Services link. The Provider Profile link contains basic information entered during the registration process. The provider will have the opportunity to review this information, and edit as necessary. Representatives can also access the Education Services link, which provides access to educational institutions and courses. It is, however, a directory available to anyone. It can't be edited. A sample of the Manage Provider Profile link and the profile page is similar to the following example.



Manage Provider Profile Page



Staff Verification of Provider Representatives

The next step after the provider user/representative's registration is for staff to verify the registration information of the new provider representative. A specific staff member may be assigned this task. They will receive system notifications through the *Message Center* when new provider users have registered. This notification process will allow for quick response time.

Staff can begin the process of verifying a provider by accessing *Manage Providers > Assist a Provider* (from the left navigation) and selecting the provider user pending verification (as shown in the following example).

Virtual OneStop®

My Workspace

- My Staff Resources
- My Staff Account

Services for Workforce Staff

- Manage Individuals
- Manage Employers
- Manage Resumés
- Manage Job Orders
- Manage Labor Exchange
- Manage Activities
- Manage Scan Card
- Manage Providers**

Create a Provider
Select this option to create a Provider account.

Manage Program Reapplication
Select this option to manage Program Reapplications.

Assist a Provider
Select this option to assist a Provider.

Create a Provider User
Select this option to create a registered Provider User.

Return to the Directory

Search

Here are the 5 most recent Providers you assisted: Florida Satellite Services, 5 Star Training Center, ABC Bartending School

General Criteria

Provider Status: Active

[Top | Bottom]

Provider User Criteria

Access Status: Pending Access

User Name:

Institution Name:

First Name:

Last Name:

Provider FEID/SSN: Example: 593217769

Email:

Phone: Do not enter dashes. Example 9394211234

Assisting Provider User Search for Pending Verification / Access

Based on your Provider user search, the results will appear in table format, similar to the following example. Here staff can click the Edit link in the *Action* column to finalize the access information, or click Change Search Criteria if the outcome was inconclusive.



Username	Contact Name	Institution	Institution Address	Region	Access	Action
GSIUUN	Bon Provider-Contact	GSI KIKI	7446 South US Highway 1 Port St. Lucie, FL 34950	Workforce Dev. Board of the Treasure Coast	Pending Access	Edit
GSIPROVIDERBMD	Bonnie Dassing	Dassing Training School		Worknet Pinellas, Inc.	Pending Access	Edit
ELLIS-PROVIDER	Ellis Flink	Florida Satellite Services	212 New Hampshire Rd Palm Harbor, FL 34683	Worknet Pinellas, Inc.	Pending Access	Edit

Provider User Information

Provider User ID: ELLIS-PROVIDER
 Institution Name: Florida Satellite Services
 Institution Code/BPA#: FL764031
 Contact Name: Ellis Flink
 Current Access Rights: Pending Access
 Access Rights Date: 02/04/2011

[View registration](#) | [Reset Provider](#)

Provider User Access Rights

Institution Access: Florida Satellite Services

* Access Rights: Pending Access

* Comments: for the Worknet Pinellas

Assist a Provider: Pending Access Provider User Results and Access Rights

The *Access Rights* screen contains two sections. The top section contains basic information collected during the registration process, such as *User ID* and *Contact Name*. Not all fields will be complete; it is dependent on the information volunteered at the time of registration. Staff can review the entire registration form by clicking the [View Registration](#) link in the center of the screen.

Staff must complete required fields in the bottom section of the form:

1. If the provider representative is associated with an existing registered provider, the *Institution Access* field will allow staff to select the provider from a drop-down list. If the drop-down is empty, the provider representative is associated with a provider that is not yet registered in the system, or has not entered the system through a conversion process. This field is required if *Access Rights* are set to *Active*.
2. Staff can change access rights for the representative through the *Access Rights* field. Here you can change the access to *Inactive*, *Active*, *Pending Access*, *Under Review*, and *Rejected*. If staff members select *Active*, once the **Save** button is clicked, the provider representative will have complete access to all provider profile folders.
3. Based on the choices made in the *Access Rights* drop-down, staff will be required to enter free-form text comments in the *Comments* textbox, which is a required field. The information that is entered in *Comments* may be an office determination. Staff can also change the status of an active provider to some status other than *Active*. This will limit their ability to modify or add anything in their provider profile.

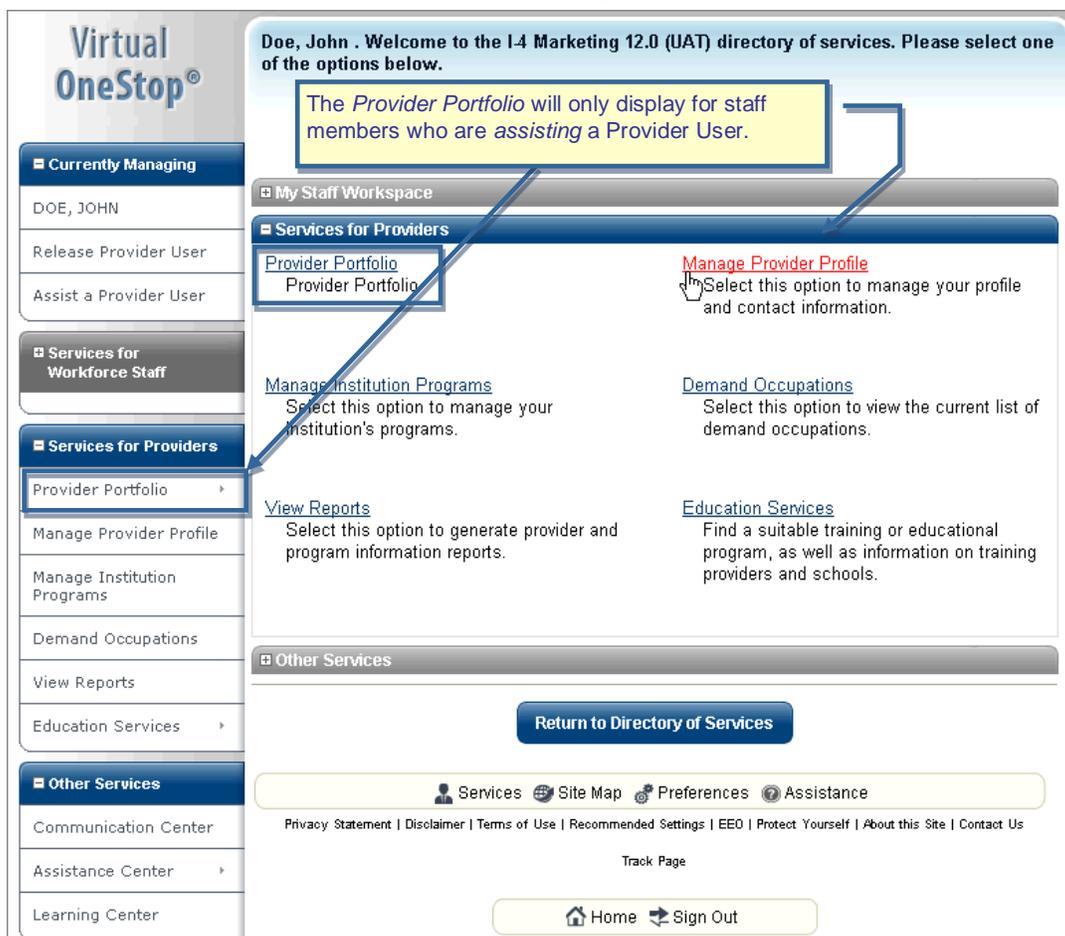
Click the **Save** button to save any changes and continue working with the provider or click **Cancel** to return to the search results screen.



3: Provider User (Self-Service Tools)

The Provider Services System functionality allows provider users (also referred to as provider representatives or provider accounts) to enter most of their own information once provider access rights for them have been set to *Active*. Much of the work no longer has to be a staff member's responsibility. As staff members review and change the status of new representatives who have registered, a system notification will go out alerting the provider that they can now access the system.

The first step in entering new information is for provider users to log into the system using the provider *User Name* and *Password* (established on page one of the registration screen) and click the *Sign In* button. A menu screen will appear, similar to the following example.



Services for Provider (User/Representatives) Menu

Note: Prior to staff updating the Provider User's access rights, they will have only two access links available to them: Manage Provider Profile and Education Services. Once access is granted they will see additional links.

- **Provider Portfolio (staff only)** – displays access to the provider user data, for staff assisting provider users, along with the other provider (institution) information, in a Portfolio-Profile-Folder structure that is similar to other Profiles in Virtual OneStop. This Provider Profile lets staff manage all aspects of the provider institution (including multiple case notes, contacts, locations, etc.) as an additional option for Managing Provider Users or Managing Providers (Institutions).
- **Manage Provider Profile** – lets provider users create and modify basic information on their provider institution (and their data as representative for the institutions, including their login and contact info, and the institution's primary location and identification data).



- **Manage Institution Programs** – lets provider users create and modify information on their institution’s programs and courses.
- **Demand Occupations** – lets provider representatives view lists of high demand occupations, which can be useful in creating course and program information. This can either be a state or a regional reference tool for reviewing O*NET occupations. High Demand, or Bright Outlook, occupations are those occupations where an extraordinary need for workers has been determined in the workforce.
- **View Reports** – lets provider users (representatives) access a variety of reports that contain useful information.
- **Education Services** – displays information about training providers and programs, and links to online learning resources.
- **Communications Center** – lets provider users view any messages received from workforce staff members.
- **Assistance Center** – lets provider users find assistance information about the system, such as settings and contact information.
- **Learning Center** – lets provider users view specifically designed videos for Provider User courses (e.g., Apply for WIA Program Certification, Manage All Programs).

Manage Provider Profile

The *Manage Provider Profile* link lets a representative review or change general provider information created at the time of initial registration.

This information is presented in a screen with several sections. Provider users can highlight specific fields, delete the information, and replace with updated information as desired. A sample screenshot appears in the following illustration.

Provider users click **Save** to retain the changes.

The screenshot displays a web form for managing a provider profile. It is divided into several sections:

- Login Information:** Includes fields for Registration Date (02/05/2010), User Name (GSIMELROSE), Password (with a link to change password), Security Question (What is your pet's name?), and Security Question Response (Elmo).
- Institution Identification:** Includes Institution Name (Florida Satellite Services), Institution Code/BPA# (FL764031), Federal Employer ID No. or Social Security Number (446819999), and Type of Identification (Federal Employer Identification Nur).
- Institution Primary Location:** Includes Address 1 (212 New Hampshire Rd) and Address 2.
- Provider Contact Information:** Includes Salutation (Mr.), Title (Owner), First name (Miguel), Middle Initial, Last Name (Melrose), Contact Phone Number (343-323-2333), Contact Fax Phone Number (432-323-2322), Email Address (iamjimmelrose@email.com), and Institution URL.

At the bottom of the form, there are two buttons: **Save** and **Cancel**.

Sample Provider User Profile

For more information, please refer to *Chapter Two: Provider Self-Registration*, in this guide.



Manage Institution Programs

The [Manage Institution Programs](#) link lets provider users create or modify specific courses and programs that the provider offers. This is where the provider representatives will spend most of their time. These courses can be approved as part of a federal program (i.e., WIA-approved provider programs), or merely be created for informational purposes for the *Education Services* section of VOS/VLMI. The provider functionality allows representatives to create their own programs and to offer them for approval as a WIA eligible program at the same time.

Once the provider user clicks on the [Manage Institution Programs](#) link, a table will appear that shows any courses or programs which are already established. The table includes the *Service Name*, *Service Description*, and the current *Status* (i.e., Active or Inactive). A drop-down filter above the table is used to list only those courses that are *Active*, *Inactive*, or *All*. A provider that has existing courses might look similar to the following example.

Use this folder to manage the Provider's program and service information.

Provider: Florida Satellite Services

Show services

Self Service Education Program Details

To sort on any column, click a column title.

Service Name	Service Description	Status	Review Status
Heat and Air Conditioning Course	Heating, Air Conditioning and Refrigeration Technology/Technician (ACH/ACR/ACHR/HRAC/HVAC/AC Technology). A program that prepares individuals to apply basic engineering principles and technical skills in support of engineers and other professionals engaged in developing and using air conditioning, refrigeration, and heating systems. Includes instruction in principles of heating and cooling technology, design and operational testing, inspection and maintenance procedures, installation and operation procedures, and report preparation.	Active	
Solar Installation Certification <small>GREEN JOB Training</small>	Solar Energy Technology/Technician. A program that prepares individuals to apply basic engineering principles and technical skills in support of engineers and other professionals engaged in developing solar-powered energy systems. Includes instruction in solar energy principles, energy storage and transfer technologies, testing and inspection procedures, system maintenance procedures, and report preparation.	Active <small>WIA</small>	Eligible

[Add Self Service Education Program](#)

Sample Self Service Education Program Details Screen



Edit a Program

The Service Name is a link to view details about the course. Click the link, and the screen expands to show several sections of information. Information within each section can be edited should situations change, including the status. The following screenshot gives a glimpse of sample information on a course once the Service Name link is selected.

Provider: Florida Satellite Services

Self Service Education Program Details

Program / Service Details

Status: Active
 Service Name: Solar Installation Ce
 Service Description: Solar Energy Techn that prepares individ principles and techn engineers and other developing solar-pow instruction in solar e storage and transfer inspection procedure procedures, and rep
 Service Type: PS - CRS
 Green Job Training: Yes
 Cipcode: 150505 - Solar Ener
 Date First Implemented: 09/15/2009
 WIA Program: This is a WIA Progra
 Pell Grant Eligible: Yes
 Completion Level: Certificates < 2yrs.
 Attain Credential: Occupational Skills
 Other Credential Type:
 Certification/License Title: N/A
 Certification/License Type: State Certification or
 Class Frequency: Daily
 Duration: 18 Months
 Class Time: 1500 Hours
 Lab Time: 1500 Hours
 Other Time: 0 Hours
 Class Size: Minimum: 15
 Maximum: 25
 Number of Instructors: 1
 Description of LEEDS Certified sol

Program / Service Occupations

BRIGHT OUTLOOK Indicates a high demand occupation.

Code	Occupation Title	Provider Title
49902100	Heating, Air Conditioning, and Refrigeration Mechanics and Installers BRIGHT OUTLOOK	

You do not have the privilege to Edit Occupations

Program / Service Cost Details

Cost Title	Cost Value
Total CRS Training Costs	\$1,650.00
Tuition/Fee	\$1,500.00
Books	
Tools	
Other Costs	
Total Amount	

Program / Service Skills

Selected Skills

- adjust or set mechanical controls or components
- adjust production equipment/machinery setup
- calculate dimensions or specifications of fabric or leather pattern
- calibrate business, vending, or related equipment
- calibrate or adjust electronic equipment or instruments to specification

[Edit Program Skills]

Program / Service Location

Address

Florida Satellite Services
 212 New Hampshire Rd
 Palm Harbor, FL - 34683

Program / Service Performance

PY	Program	Completion Rate	Employment Rate	Employment Rate Related Occupation	Average Wage
2009	Overall	100.00%	80.00%	0.00%	\$0.00
2009	WIA	0.00%	0.00%	0.00%	\$0.00

[Edit Program Performance]

Program / Service Skills

Program / Service Reapplication Confirmation

Agreed to the confirmation statement: Yes
 Submit program for WIA Approval: Yes

[Edit Confirmation]

Service Review Status

Application Status: WIA Approved
 Review Status: Eligible
 Reapplication Date:

[Return to Service List]

Each section has its own link for opening and editing the details for the program.

Sample Service Details Screen



Click the **Save** button within each section to save any changes, or **Cancel** to return to the Service Details screen. Click the **Return to Service List** button to go back to the Course Details screen.

Add a Program

The procedure to add a new Provider Services System, Course, or Service begins with clicking the **Add Self Service Education Program** button at the bottom of the Self Service Program Details screen.



When the screen refreshes, after pressing this button, providers will be able to add information on the new service section by section through a general information screen for the program.

Service Type & General Information Section

Service Type Information

Please select a service type from the options below. After you have selected a service type, you will see the associated service codes.

- * Service Type:
 - PS - CRS
- * Alternate Program Type
 - PS - Approved Provider Training - ITA
 - PS - Training Non-ITA
 - PS - Non-ITA Occupational Skills
 - Not Applicable

General Information

- * Status: Active Inactive
- * CIP Code: None Selected [Search for CIP code]
- * Program / Service Name: []
- Program / Service Description: [] (2000 characters max.)
- State Use 1: []
- State Use 2: []
- State Use 3: []
- State Use 4: []
- State Use 5: []
- * Green Job Training: Yes No [What is a green job?](#)
- * WIA Program: Yes, this is a WIA program. No, this is a Non-WIA program.
- * Completion Level: None Selected
- * Attain Credential: None Selected

Service Information

- * Duration: []
- * Duration Type: None Selected

Course Information

- * Class Time: [] Hours
- Lab Time: [] Hours
- Other Time: [] Hours
- Weekly Schedule: []
- * Minimum Class Size: []
- * Maximum Class Size: []
- * Number of Instructors: []
- * Class Frequency: None Selected

Qualifications, Prerequisites and Equipment

- * Describe the qualifications of all instructors in 200 words or less: []
- * Describe the minimum entry level requirements or prerequisites in 200 words or less: []
- * Describe any equipment used in this program and its adequacy and availability in 200 words or less: []
- * Please provide a reasonable explanation regarding why this is a new program: []

Save Cancel

Sample Service Details Screen – General Section



The *Service Type Information* section can be used to indicate if the program service type includes an Alternate Program Type, as well as a CRS Program Type.

1. Indicate an Alternate Program Type, if applicable.

The *General Information* section contains several free text and drop-down fields that describe the course. Fields with a red asterisk (*) are required. Providers will be asked to complete the following information:

2. Indicate the Status of the course by clicking the *Active* or *Inactive* radio button.
3. Choose the CIP Code related to the course. CIP stands for Classification of Instructional Programs. It provides a method of grouping programs that will support the accurate tracking, assessment, and reporting of fields of study and program completions. Click the [Search for CIP code](#) link. A CIP Code Search Screen appears. Providers can locate the appropriate CIP code for the course six different ways: by typing a keyword, by program area, by an alphabetical program list, by O*NET occupation, by career clusters, or by CIP program codes. The following is an example of the CIP Search Screen.

CIP Search Options Screen

Select the code that best describes the course you're creating. The Search Screen will then disappear and the CIP code title and description will populate in the appropriate fields.

Note: *The CIP code selected will be used as a cross-walk controlling specific O*NET occupations that can be related to this course in later definitions of the program. Once the CIP Code is selected, the Program/Service Description will pre-fill with related CIP information. Staff may retain the defaulted information or highlight and change it.*

4. Enter/adjust and review the *Program/Service Name* and the *Program/Service Description*.
The description that pre-populates this field will be drawn from the CIP Code that is selected. Edit the description to fit the course.
5. Indicate whether the course offers Green Job Training. A link, [What is a Green Job?](#) can assist providers in understanding whether the course prepares completers for a Green Job or not.



6. Indicate whether this is a WIA-program or a Non-WIA program by clicking the correct radio button.

The *WIA Program* radio button is an important one. If staff select that this is a WIA-related program, it will set the course up in the *Program Services* tab. The *Program Services* tab contains all courses for which WIA participants can enroll. Selecting *No* means that the course will not be considered for WIA. The course will merely be listed with the provider's list of available courses when looking up the provider under *Education Services*. The information is very useful either way, but the *Yes* radio button must be selected for the course to appear as an option for WIA-related training.

7. Select the correct *Completion Level* from the list of choices in the drop-down.

Indicate what the participant receives upon completion of the course by selecting the best answer from the drop-down list of choices. There are a wide range of options. Select carefully.

8. If participants receive a credential, indicate what type of credential from the drop-down options.

If the option is not among the choices in #8, you can select *Other* from the drop-down and then free-form type the credential under *Other, Specify*.

9. Provide the *Title* of the Certification/ License.
10. Select the *Certification/ License Type* from the radio button list.
11. Indicate the *Date* the course was first implemented using the correct date format. (mm/dd/yyyy)
12. Indicate whether the course is *Pell Grant Eligible* by selecting the correct radio button response.

Service Information & Course Section

The **Service Information** section can be used to provide specific details about the course, such as length, class time, maximum student size, etc. Providers will be asked to complete the following:

1. Indicate the duration (how long the course is expected to last) by entering a numerical length in the *Duration* field.
2. Choose the *Duration Type* (i.e., Hours, Months, Weeks, Semester, etc.) from the drop-down.
3. Choose if the course is available in *Day*, *Night*, or *Day or Night* classes from the drop-down.
4. Choose if the course is available in a *Classroom*, *Online*, or *Classroom and Online* from the drop-down.
5. Indicate the total *Class Time* by breaking down the number of hours the course will last. Providers can break this down into *Lab Time*, and *Other Time*, although these two fields are optional.
6. Provide a *Weekly Schedule* (i.e., 9-5 Mon-Fri) in the free-form textbox provided.
7. Indicate the *Minimum* and *Maximum Class Size*.
8. Indicate the *Number of Instructors* that will be offering the course.
9. Select the *Class Frequency* (i.e., Daily) from the drop-down list of choices.

Qualifications, Prerequisites, and Equipment Section

The *Qualifications, Prerequisites, and Equipment* area in the *Service Information* section can contain four textboxes, depending on your system's configuration. All are required fields that must be completed before the provider can proceed. Providers can be asked to complete the following:

1. Describe the *Qualifications of all the Instructors* of the course.



2. Describe the *Minimum Entry Level Requirements* of the participants. Example: if this is an advanced accounting course, and participants must complete Accounting 101 first, providers should indicate that.
3. Describe the *Equipment* used and its availability.
4. Provide a reasonable explanation as to why this is a new course.

Once all required fields have been answered, and the answers provide a satisfactory summary of the course, click the **Save** button.

When the screen refreshes, the first **Program / Service Details** section is completed, along with additional blank sections and related Details links for each of those sections. These provide additional information about the course. The following pages describe each section from top to bottom.

Program/ Service Occupation Section

To access this and subsequent sections, click the *Edit* links which are located below each section. Click the link under *Program/ Service Occupations*, as shown in the following example.



Program/ Service Occupations Screen

A table showing all related O*NET occupations to the course CIP Code will appear. Check the boxes for the O*NET occupation codes that closely relate to the course you are creating. If any of the occupations meet the national criteria for worker demand, **Bright Outlook** will appear in red text next to the occupation title. If a system has also configured local in demand occupations, the **Bright Outlook** will appear in orange text. Bright Outlook occupations are tracked closely in the system because of their perceived need in the workforce. For a list of Bright Outlook occupations, click the Demand Occupations link in the provider menu screen. The following is an example of this screen.



Provider: Florida Satellite Services
 Program: Solar Installation Certification
 Cipcode: 150505

BRIGHT OUTLOOK Indicates a high demand occupation.

Code	Occupation Title	Provider Title
<input type="checkbox"/> 49902100	Heating, Air Conditioning, and Refrigeration Mechanics and Installers BRIGHT OUTLOOK	<input type="text"/>
<input type="checkbox"/> 17302900	Engineering Technicians, Except Drafters, All Other	<input type="text"/>
<input type="checkbox"/> 17302901	Non-Destructive Testing Specialists	<input type="text"/>
<input type="checkbox"/> 17302902	Electrical Engineering Technologists	<input type="text"/>
<input checked="" type="checkbox"/> 17302903	Electromechanical Engineering Technologists	<input type="text"/>
<input type="checkbox"/> 17302911	Nanotechnology Engineering Technicians	<input type="text"/>
<input type="checkbox"/> 17302912	Nanotechnology Engineering Technicians	<input type="text"/>
<input type="checkbox"/> 49902101	Heating and Air Conditioning Mechanics and Installers BRIGHT OUTLOOK	<input type="text"/>
<input type="checkbox"/> 49902102	Refrigeration Mechanics and Installers	<input type="text"/>

If any selected occupation is not noted as in high demand above, provide evidence that it is in demand.

Bright Outlook Occupations are defined in the Provider table by Provider services administrators.

Sample Related Occupation Codes and Bright Outlook Occupations

Check the appropriate boxes for all related occupation titles. In the textbox in the column marked Provider Title, providers can indicate the title of the course that is related to the occupation code. A textbox at the bottom of the form will ask provider representatives to indicate why certain occupation titles are in demand, even though they aren't identified as such. If *Heating, Air Conditioning, and Refrigeration Mechanics and Installers*, as shown above, was selected as one of the occupations, and it is not a high demand occupation, an explanation of the course's relevance will be necessary in the textbox at the bottom.

Click **Save** to save all changes, or **Cancel** to return to the previous screen. After clicking **Save**, when the screen refreshes, it will appear similar to the following example.

Program / Service Occupations

BRIGHT OUTLOOK Indicates a high demand occupation.

Code	Occupation Title	Provider Title
49902100	Heating, Air Conditioning, and Refrigeration Mechanics and Installers BRIGHT OUTLOOK	

[[Edit Occupation Details](#)]

Sample Completed Occupation Table

Service Cost Details Section

Service Cost Details is the next section. If the course created has costs involved, they can be outlined here. Click the [Edit Cost Details](#) link to begin.



Program / Service Cost Details	
Cost Title	Cost Value
Total CRS Training Costs	\$1,650.00
Tuition/Fee	\$1,500.00
Books	\$150.00
Tools	\$0.00
Other Costs	\$0.00
Total Amount	\$1,650.00

[\[Edit Cost Details \]](#)

Program/Service Cost Details Section

Once the screen refreshes, a Cost Details page appears. Click the [Add Cost Items](#) link to continue with the process of adding a cost structure. It will appear similar to the following.

Code	Item
149	Total CRS Training Costs

[Close Window](#)

Training Cost Template Selections

A screen appears which may show a variety of cost template items. Select the template that best defines the cost structure of the course by clicking on the link.

A cost structure showing line item details will appear. In the following example, there is a line item for *Tuition/Fees*, *Books*, *Tools*, and *Other Costs*. Costs are summarized in the *Total CRS Training Costs* and *Total Amount* fields, located on the left side of the table. Once the cost structure is created, click the **Save** button. A typical *Cost Details* screen may resemble the following example.



Provider: Florida Satellite Services
Program/Service: Solar Installation Certification

Service Cost Information

* Total CRS Training
Costs:

- * Tuition/Fee:
- * Books:
- * Tools:
- * Other Costs:

* Add Line Items: [[Click Here To Add Line Items](#)]

* Total Amount

Sample Cost Details

Once providers click the **Save** button, the screen refreshes to show the cost structure, as the following example shows.

Program / Service Cost Details

Cost Title	Cost Value
Total CRS Training Costs	\$1,650.00
Tuition/Fee	\$1,500.00
Books	\$150.00
Tools	\$0.00
Other Costs	\$0.00
Total Amount	\$1,650.00

[[Edit Cost Details](#)]

Completed Cost Details Table

Program/Service Locations Section

The provider location sponsoring the program is the next section. It will display current provider locations from the provider profile. Click the [Edit Location Details](#) link to select from other locations that are already created for the provider.



Program / Service Locations

Address	Bill Address
Satellite Svc. Location - Vocational 1018 Michigan Ave. Palm Harbor, FL - 34683	1018 Michigan Ave. Palm Harbor, FL - 34683
White Location 1202 Nebraska Palm Harbor, FL - 34683	1202 Nebraska Palm Harbor, FL - 34683

[[Edit Location Details](#)]

Program/Service Locations Table

Once that link is clicked, all program locations will appear. Select the appropriate location(s) by clicking the check-boxes that apply. Click **Save** to save your changes.

Program / Service Locations

Provider: Satellite Services
Program / Service: Culinary Arts 102

Selected	Location Name	Location Address	Billing Address
<input checked="" type="checkbox"/>	Satellite Svc. Location - Vocational	1018 Michigan Ave. Palm Harbor, FL 34683	1018 Michigan Ave. Palm Harbor, FL 34683
<input type="checkbox"/>	Main Svc. Location - Professional	600 Kearny Palm Harbor, FL 34683	600 Kearny Palm Harbor, FL 34683
<input checked="" type="checkbox"/>	White Location	1202 Nebraska Palm Harbor, FL 34683	1202 Nebraska Palm Harbor, FL 34683

Program/Service Locations Screen

Program/Service Skills Section

The next section pertains to O*NET occupation skills related to the course. The provider has the opportunity to attach a list of occupational skills that will benefit the participant. These skills are derived from O*NET and they work in much the same way as the O*NET skill sets work for employers seeking candidates or individuals wanting to find jobs that are related to their background. Providers must first click the [Edit Program Skills](#) link in that section.

Program / Service Skills

[[Edit Program Skills](#)]

Program/Service Skills Section



Providers must first select an item from the *Skill Category* drop-down. The system will reload to display the skills associated with that item. The provider can then select the skills that are appropriate for this program/service from the skills listed, or they can click the [Check All](#) link to select all of the listed skills.

The provider repeats this process with the other skill categories until they have created a list of skills that are applicable to the program.

Note: The list of skills that providers can select is much more abbreviated when compared to skill set selections in the VOS interface for individuals and job orders. VOS provides individuals and employers a lengthy list of skill sets derived from fourteen different categories. On the Provider Services side, providers can choose from a short list derived from different categories.

Provider: Satellite Services
Program: Culinary Arts 102
Cipcode: 120500

Skill Category

Select a category for additional skills: General Skills

Program Skills

[\[Check All\]](#)

Skill
<input checked="" type="checkbox"/> calculate monetary exchange
<input checked="" type="checkbox"/> call on customers to solicit new businesses
<input checked="" type="checkbox"/> climb ladders, scaffolding, or utility or telecommunications
<input checked="" type="checkbox"/> collect payment
<input checked="" type="checkbox"/> conduct or attend staff meetings
<input checked="" type="checkbox"/> consult with customers concerning needs
<input checked="" type="checkbox"/> develop budgets
<input checked="" type="checkbox"/> take messages
<input checked="" type="checkbox"/> understand second language
<input checked="" type="checkbox"/> use public speaking techniques

Sample Skill Set List

Click the **Save** button to save the new list of related skills. Once the **Save** button is clicked by the provider, the screen refreshes to give users a final review of their saved skill set. Providers can continue to modify this list by selecting the same links again and starting over.



Program / Service Skills
Selected Skills
calculate monetary exchange
call on customers to solicit new business
climb ladders, scaffolding, or utility or telephone poles
collect payment
conduct or attend staff meetings
consult with customers concerning needs
develop budgets
take messages
understand second language
use public speaking techniques

[[Edit Program Skills](#)]

Program/Service Skills List

Program/Service Performance Section

The next section, *Program/Service Performance*, allows providers to maintain statistics on the success rate of the course. The table in this section organizes data by *Program Year (PY)*, the *Program*, the *Completion Rate* of the course, and the *Employment Rate* (which is especially important when discussing WIA-related provider programs). The table, which is initially empty, will appear similar to the following example. Click the [Edit Program Performance](#) link to commence entering data.

Program / Service Performance					
PY	Program	Completion Rate	Employment Rate	Employment Rate Related Occupation	Average Wage

[[Edit Program Performance](#)]

Program/Service Performance Table

When the screen refreshes, providers must choose a program year from the drop-down box at the top of the screen. Providers can go back several years in case there is historical data available. A table in the center of the screen displays percentages for *Completion Rate*, *Employment Rate*, and *Employment Rate Related Occupation*. Data can't be entered directly into these fields; they will begin tabulating percentages based on information entered in other tables.

Below this table are two other tables. One is related to service performance information of individuals enrolled in the WIA program. The other table is general service performance information that is not related to federal program participants.



Program / Service Performance

* Program Year: 2010

Program	Completion Rate	Employment Rate	Employment Rate Related Occupation
Overall	0.00 %	0.00 %	0.00 %
WIA	0.00 %	0.00 %	0.00 %

Program / Service Performance Summary

Total number of program participants who exited the program during the program year.

Total number of program participants who completed (earned certificate, diploma, etc.) the program in the program year.

Total number of program exiters (earned certificate, diploma, etc.) who obtained unsubsidized employment after completion of the program.

Total number of program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment in a related area after completion of the program.

Average monthly wage of all completers employed in the calendar quarter following their completion quarter.

WIA Program / Service Performance Summary

Total number of WIA program participants who exited in the program during the program year.

Total number of WIA program participants who completed (earned certificate, diploma, etc.) the program in the program year.

Total number of WIA program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment after completion of the program.

Total number of WIA program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment in a related area after completion of the program.

Average weekly wage of all WIA completers employed in the calendar quarter following their completion quarter.

Method used to determine performance.

[\[Add / View Performance Data \]](#)

Sample Program/Service Performance Screen

There are five questions in the *Program/Service Performance Summary* sections. They are:

- Total number of program participants who exited the program during the program year.
- Total number of program participants who completed the program in the program year.
- Total number of program exiters who obtained unsubsidized employment after completion of the program.
- Total number of program completers who obtained unsubsidized employment in a related area after completion of the program.
- Average wage of all completers employed in the calendar quarter following their completion quarter.

Information for these fields is entered through a link at the bottom of the screen, called [Add/View Performance Data](#).

Note: *Systems that don't have case management systems, such as WIA, may not have the table for gathering WIA performance data. Some systems may also allow data to be entered directly into the Service Performance Summary sections. The examples shown here are the most common ones found in Virtual OneStop systems.*



For more details on Program/ Service Performance, you can access the training video in the Learning Center, or click this link to start the [Apply for WIA Program Certification](#) video. Program Performance is covered at the end of this video.



The following figure is an example of the *Add/View Performance Data* screen.

Provider: Florida Satellite Services
Program: Solar Installation Certification
Cipcode: 150505
Program Year: 2009

Add New Performance Records

SSN	Completed	Employed	Employed Related	WIA
313131333	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
323131231	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
325432432	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
342424223	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
355232525	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Performance Records Screen

The *Add/View Performance Data* screen requires the Social Security number of each student. Columns with check-boxes allow staff or provider representatives to indicate whether these students completed the course, gained unsubsidized employment, whether the employment was directly related to the program, and whether they were enrolled in WIA. Data entered in these check-boxes will then pre-fill the table on the previous screen. Simple mathematical calculations will keep track of percentages overall in each of these categories for WIA and non-WIA students.

You may enter information on ten participants at a time. Click the **Add** button as you complete ten. You can then continue working on participant data, ten students at a time, until all information is entered. Click the **Add** button each time to save the data. Click **Cancel** to exit the screen.

After you have added data, the system will display this page with two separate tables. The top table shows data on individuals already entered, including columns for *Completed*, *Employed*, *Employed Related*, and *WIA*. A Delete link in the *Action* column allows those participants to be deleted, if data was incorrectly entered.

If you change any of the checkboxes for existing performance records, the system will highlight the changed option and display an **Update** button, as shown in the following example:

Existing Performance Records

SSN	Completed	Employed	Employed Related	WIA	Action
564-45-3342	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
786-67-5564	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete

Update

Editing Existing Performance Records



A bottom table may show additional participants whose information has not yet been saved. The tables look similar to the following example. Make certain to click the **Add** button at the bottom of the screen for the participant data that has not yet been saved.

Provider: GSI CRS University
Program: Receptionist
Cipcode: 520406
Program Year: 2011

Existing Performance Records

SSN	Completed	Employed	Employed Related	WIA	Action
564-45-3342	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
786-67-5564	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete

Add New Performance Records

SSN	Completed	Employed	Employed Related	WIA
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Performance Records Table, Showing Saved Results

Once the **Add** button is selected, or **Cancel** if nothing needs to be saved, the screen refreshes to show the Performance Summary screens. Your data that was saved should be tabulated in the various boxes. Data percentages should also be available showing Completion Rates, Employment Rates, and Employment Rate Related Occupations. This is both Overall data and WIA data. This appears similar to the following example.



This is the summary of the program performance for the Program Year indicated. To add performance information select the Program Year and click the Add Performance Data link. To view existing performance data details select the program year and click the View Performance Data link.

* indicates required fields. For help click the question mark icon

Provider: Satellite Services
Program: Culinary Arts 101
Cipcode: 120599

Program / Service Performance

Program Year: 2011

Program	Completion Rate	Employment Rate	Employment Rate Related Occupation
Overall	75.00 %	66.67 %	66.67 %
WIA	100.00 %	50.00 %	50.00 %

Program / Service Performance Summary

Total number of program participants who exited the program during the program year.

Total number of program participants who completed (earned certificate, diploma, etc.) the program in the program year.

Total number of program exiters (earned certificate, diploma, etc.) who obtained unsubsidized employment after completion of the program.

Total number of program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment in a related area after completion of the program.

Average weekly wage of all completers employed in the calendar quarter following their completion quarter. \$ 453.50

WIA Program / Service Performance Summary

Total number of WIA program participants who exited in the program during the program year.

Total number of WIA program participants who completed (earned certificate, diploma, etc.) the program in the program year.

Total number of WIA program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment after completion of the program.

Total number of WIA program completers (earned certificate, diploma, etc.) who obtained unsubsidized employment in a related area after completion of the program.

Average weekly wage of all WIA completers employed in the calendar quarter following their completion quarter. \$ 532.00

Method used to determine performance.

[Add / View Performance Data]

Save Cancel

Program/Service Performance Data Screen with Participant Results

A textbox at the bottom of the screen asks the *Method used to determine performance*. Briefly describe how the information was gleaned.

Note: *This information is not required, and many provider representatives may not have access to the information. If it is available, it can be useful in evaluating the course, or in determining whether the course should be approved for WIA for additional time. If your system contract provides for an interface with the state education system, data may be imported periodically.*

Method used to determine performance.

[Add / View Performance Data]

Save Cancel

Program/ Service Performance Determination Textbox

Click the **Save** button to save the data.



When the screen refreshes, performance percentage information will appear for all program years that the information was entered, similar to the following example.

Program / Service Performance					
PY	Program	Completion Rate	Employment Rate	Employment Rate Related Occupation	Average Wage
2009	Overall	100.00%	80.00%	0.00%	\$0.00
2009	WIA	0.00%	0.00%	0.00%	\$0.00
2010	Overall	100.00%	80.00%	0.00%	\$0.00
2010	WIA	100.00%	100.00%	100.00%	\$0.00

[[Edit Program Performance](#)]

Program/ Service Performance Section

Program/Service Application Confirmation

The *Program/Service Application Confirmation* section contains a statement that must be read by all provider representatives. Directly below the statement, a Yes check-box appears asking if the provider agrees with the statement. It must be clicked or the form will not save.

An additional question asks the provider if they wish to have the course submitted for WIA review and approval. If they check the Yes radio button, the course will be submitted to staff for approval as a WIA-related program. This will allow participants to enroll in the WIA program through the *Programs* tab in the VOS Case Management Profile. If the provider indicates *No*, the course will be saved and included in the *Education Services* directory only. An example of this screen appears in the following example.

If users indicate they want the course submitted for WIA review, a system notification will be sent to workforce staff. The course will be reviewed and either approved, or not. When the screen refreshes, this section will show, by a yes or no response, whether the provider agreed to the confirmation statement, and whether it was submitted for WIA approval.

Program / Service Reapplication Confirmation	
Agreed to the confirmation statement:	Yes
Submit program for WIA Approval:	Yes

[[Edit Confirmation](#)]



Provider: Florida Satellite Services
Program: Solar Installation Certification
Cipcode: 150505

Program / Service Application Confirmation

* Providers requesting approval or re-approval of a training program must agree to the statement below.

The Program Description and Program Costs I am Posting on the website are currently listed in my catalog/brochure. The programs offered are available to the general public on a tuition basis.

I agree to complete the information required on the web site at the time of my approval request. This includes the completion information of all students registered in the program for the last and current Program Year.

Yes, I agree to the above statement.

* Indicate if you want to submit this program for WIA Review and Approval at this time:

Yes, submit this program for WIA Approval.
 No, do not submit this program for WIA Approval.

Program/ Service Application Confirmation Screen

Program/Service Reapplication Confirmation

Upon save, a section called *Program /Service Application Confirmation* displays to display the current application status.

Program / Service Application Confirmation

Agreed to the confirmation statement: Yes
Submit program for WIA Approval: Yes

[[Edit Confirmation](#)]

Program / Service Application Confirmation Screen

Program/Service Review Status Section

The final section of the provider profile is the *Program/ Service Review Status*. **Provider Representatives cannot review and approve their own programs for WIA.** Staff must review the course and provide a status. However, providers can return to this section to discover the current status of their course, who reviewed it, and when. The section appears similar to the following example.

Program / Service Review Status

Program/Service Skills have not been entered.

Review Date: 09/30/2010
Application Status: Applied For
Review Status: Recommended
Reapplication Date:

Program/ Service Review Status and Approved provider Training – ITA Status



At the end of creating/editing all appropriate sections for the program/service, the provider user can click the **Return to Service List** button to go back to the original links available to provider users.

When the screen refreshes, a table appears, showing the *Service Name*, *Service Description*, *Status*, and *Review Status*.

The Status will indicate whether the course is currently Active, and whether it has been approved for WIA eligibility. The table looks similar to the following example.

Self Service Education Program Details			
To sort on any column, click a column title.			
Service Name	Service Description	Status	Review Status
Accounting GREEN JOB Training	Accounting stuff.	Active	
Culinary Arts 101 GREEN JOB Training	Culinary Arts and Related Services, Other. Any instructional program in culinary arts and related services not listed above.	Active REAPP WIA	Eligible
Culinary Arts 101 GREEN JOB Training	Culinary Arts/Chef Training. A program that prepares individuals to provide professional chef and related cooking services in restaurants and other commercial food establishments. Includes instruction in recipe and menu planning, preparing and cooking of foods, supervising and training kitchen assistants, the management of food supplies and kitchen resources, aesthetics of food presentation, and familiarity or mastery of a wide variety of cuisines and culinary techniques.	Active	

[Add Self Service Education Program](#)

Provider Service Details Screen

Demand Occupations

Another self-service link for provider representatives is Demand Occupations. Clicking on this link shows a list of all in demand (i.e., Bright Outlook occupations) in the provider's state, defined for the Provider Service system. The table will show the specific O*NET occupational code for the demand occupation, and the O*NET occupational title. This information can be valuable to providers when they attempt to research and create courses and programs that have inherent benefits in the workplace. This list can be modified in the *Administrative* side of the system, which appears in another chapter of this guide.



Florida

To sort on any column, click a column title.

Occupation Code	Occupation Title
11102100	General and Operations Managers
11302100	Computer and Information Systems Managers
13201100	Accountants and Auditors
13201101	Accountants
15109911	Information Technology Project Managers
49902100	Heating, Air Conditioning, and Refrigeration Mechanics and I
49902101	Heating and Air Conditioning Mechanics and Installers

Records per page:

Sample List of Demand Occupations

View Reports

View Reports for provider representatives contains three different report categories: [Institution Detail](#), [Program Summary](#), and [Program Detail](#).

Click the [View Reports](#) link to begin selecting and generating reports.

View Provider Reports:

- [Institution Detail](#)
- [Program Summary](#)
- [Program Detail](#)



For more information about use of the provider reports, you can access the training video in the Learning Center, or click this link to start the [Provider Reports](#) video.

Institution Detail Reports

Institution Detail reports contain a summary of information on the provider, such as addresses, contact name, telephone, email, and web address. This information is derived from the provider's initial profile and registration information. The report can be saved in two formats: Excel and Comma Separated Value (CSV), or it can be printed. The following is an example of this report.



02/05/2011 9:19:23 PM

Department of Employment Services

Provider: Florida Satellite Services
Address1: 212 New Hampshire Rd
Address2:
City,State Zip: Palm Harbor, FL 34683
Contact Name:
Telephone: Ext: **Title:**
Email: **Fax:**
Web Address:

[Excel](#)
[CSV](#)
[Print](#)

[Return to View Provider Reports](#)

Institution Detail Reports

Program Summary Reports

The Program Summary reports accurately describe the information that providers can access. Representatives will retrieve a table of all courses, showing information such as CIP Codes; date entered; program title; and review date, description and status. The following is an example of this report.

02/05/2011 10:46:38 PM

**5 Star Training Center -
Program Summary**

5 Star Training Center - Program Title: Critical Care Nursing Code: 511617 Date Entered: Review Date: 02/16/2009 Review Description: Review Status: Eligible	Last Edit: 10/19/2010
5 Star Training Center - Program Title: Home Health Aide/Home Attendant Code: 512602 Date Entered: Review Date: Review Description: Review Status: Not Reviewed	Last Edit:
5 Star Training Center - Program Title: Medical Assistant Code: 810955	Last Edit:

Program Summary Reports

Program Detail Reports

Program Detail reports contain additional information about each course the provider offers. The information can include the Program Title, CIP Code, CIP Title, WIA approval status, Completion Level, Program Description, Date of implementation, Costs, Class Length, Class Minimum and Maximum Sizes, Number of Instructors, Class Frequency, Training Instructors Qualification Description, Minimum Entry



Level Requirements, and Necessary Equipment. Much of this information is derived from the course description section that a provider completes. The following is an example of this report.

02/05/2011 10:48:30 PM

**5 Star Training Center -
Program Detail**

5 Star Training Center -
Program Title: Patient Care Technician
Code: 805845
CIP Title: Patient Care Technician
Approved Programs: No
Completion Level: 22 - Postsec. Awards/Cert./Diplomas; <4 yrs.
Program Description:

Date Implemented:
Other Time:
Additional Costs: \$0
Class Size Minimum:
Number of Instructors:
Training Instructors Qualification Description:

Minimum Entry Level Requirements Description:

Equipment Used Description:

5 Star Training Center -
Program Title: Home Health Aide/Home Attendant
Code: 512602
CIP Title: Home Health Aide/Home Attendant
Approved Programs: No
Completion Level: 22 - Postsec. Awards/Cert./Diplomas; <4 yrs.
Program Description:

Date Implemented: 01/02/2005 **Class Length:** 75 NULL
Other Time: **Tuition Cost:** \$335
Additional Costs: \$0
Class Size Minimum: 12 **Class Size Maximum:** 22
Number of Instructors: 3 **Class Frequency:** Quarterly
Training Instructors Qualification Description:
test
Minimum Entry Level Requirements Description:
test
Equipment Used Description:
test

Performance Year:	2008				
	Participating	Completing	Employed	Related OCC	Average Wage
Students:	3	3	3	2	\$2500
Percentage:		100%	100%	66.6666666666667%	
Criteria:		%	%	%	

Methodology:

Program Detail Report

Education Services

Education Services helps providers review the different training and educational programs that are offered. You can research the different schools for these courses and look at information about job placement of graduates. This section is not related to WIA approved courses; it is merely a directory of schools/ providers and course information.

The following figure displays a sample Education Services Options screen:



Welcome to Education Services. Here you can find a suitable training or educational program, as well as information on training providers and schools. Please select a Service from one of the options below.

	Training Providers and Schools - Select this option to help you locate information on specific training providers and schools, including the programs they offer and their web sites.
	Training and Education Programs - Select this option to help you locate a training or educational program that is related to your occupation or field of interest.
	Education Program Completers - Select this option to review the number of students that complete training and education programs for an occupation.
	Financial Assistance Links - Select this option to explore potential sources of financial assistance for training programs that you may be interested in.
	Training Budget Planning - Financial Assistance Links
	Online Learning Resources - Select this option to explore websites that offer a variety of free online learning and training courses that you can use to expand your knowledge and skills.

Education Services Options Screen

Links on the screen let you access the following options:

- **Training Providers and Schools** – lets you search for information about specific training providers.
- **Training and Education Programs** – lets you search for training or educational programs that meet your requirements.
- **Education Program Completers** – lets you view the number of participants who successfully completed training for the selected occupation.
- **Financial Assistance Links** – lets you explore sources of financial assistance.
- **Training Budget Planning** – is used to access the system’s planning tools for your training budget, if the financial option is included in your system.
- **Online Learning Resources** – is used to access links to many websites that offer a variety of free online learning and training courses.

For details of each sub-option, refer to the topics that follow.

Training Providers and Schools

Use the Provider Search or the Provider Listing tabs to locate a provider, and click the **Search** button.

- **Provider Search** – Use this tab when you know the provider name or a keyword in the provider name (e.g., Purdue, Institute). It’s also helpful to know course title and the education or training type (nurse’s aide certification, computer training, etc), since you may find a large number of courses for a specific provider.



- **Provider Listing** – Use this tab, or the link at the bottom of the screen, to view an alphabetical list of available training and educational providers. This link is useful if there are questions pertaining to the spelling, or if you have only a partial provider title.

Provider Search | **Provider Listing**

You may enter any combination of search criteria below. When you have completed entering your search criteria information, click the *Search* button.

Search Criteria

Area (click to change): [Tampa-St. Petersburg-Clearwater MSA](#)

Keyword (e.g. State University): [\[Keyword Search Options \]](#)

Provider Type: ▼

Provider Ownership: ▼

WIA Type: ▼

[\[Reset Criteria \]](#)

Search Screen for Training and Education Providers

Once you've searched for a training provider using the *Provider Search* tab, a screen will appear (as shown in the following figure) that displays search results for your area and the criteria that you entered.

Provider Search | **Provider Listing**

Search Results

Here is a list of providers that matched your keyword search. To select a provider, click on its title.

Provider	City	State	Zip Code
Florida Academy of Cosmetology	Tampa	FL	33612
Florida Academy of Hair Design	Zephyrhills	FL	33542
Florida Medical Training Institute	Tampa	FL	33614
FLORIDA METROPOLITAN UNIV (Clearwater)	CLEARWATER	FL	34619
Florida Metropolitan University - Brandon	Tampa	FL	33619
Florida Metropolitan University - Pinellas	Clearwater	FL	33759
Florida Metropolitan University - Tampa	Tampa	FL	33614
Florida School of Dog Grooming, Inc.	Tampa	FL	33609
Florida School of Holistic Bodywork, Inc.	Spring Hill	FL	34606

[\[Change search criteria \]](#)

Training Providers Screen

To find out more about a specific provider, click that provider's name.

The following figure is an example of a provider information screen. Typically, the provider's address,



telephone number, Web address, and other information are listed. If a list of programs is available, it is also shown.

Provider Information

Provider Name: GSI University
Address: 1001 Omaha Circle
PALM HARBOR, FL 34684
[\[Map Address \]](#)
Type: Four-year Colleges and Universities
Ownership: Public Institution
Website: <http://www.gsiuniversity.edu>

Program Information

To sort on any column, click a column title.

Program Name	Tuition	Eligible for financial assistance under the Workforce Investment Act (WIA)	Program Length
Adult Nursing - Bachelor's Degree	Not Available		8 Semesters/Terms
Culinary Arts Certification - Associate's Degree	Not Available		20 Weeks

Educational Services Detail Screen

- If the educational institution has a website, click the URL link to go to that website. The school's website can provide details on school activities, programs, and other information.
- Click the [Map Address](#) link to show where the provider is located. A screen will display a map and directions, if they are available.
- To view information about a specific program listed for that school, click the program name. Available information will be presented. (The **WIA Eligible** column indicates the school has been approved to use WIA funds for this program. Your system may not include the WIA eligible column depending on your state's provider information). The following figure displays a sample of the screen that lists educational program information.



Accounting/Business Administration
Largo University

Program Summary

Description: Accounting and Business/Management. (NEW) An integrated or combined program in accounting and business administration/management that prepares individuals to function as accountants and business managers.

Credential Attained Bachelor's Degree

This program is Eligible for financial assistance under the Workforce Investment Act (WIA)

Program / Service Locations

Address(1): Largo University
7811 Ulmertown Road
LARGO, FL - 33771

Address(2): Largo University - Palm Harbor Branch
1201 Florida Ave
PALM HARBOR, FL - 34683

Program Length

Duration	8 Semesters/Terms
Class Frequency	Semester
Class Time	2400 Hours
Other Time, including lab	0 Hours
Total Time	2400 Hours

Program Cost

Tuition	\$25,000.00
---------	-------------

Program Cost

Tuition	\$25,000.00
Other Cost, including tools, books, etc.	\$2,750.00
Total Program Cost	\$27,750.00

Class/Faculty Size

Minimum Class Size	12
Maximum Class Size	40
Number of Instructors	5

Additional

Qualifications of Instructors	Instructors meet requirements for accreditation.
Program Prerequisites	High School Diploma/GED
Equipment Used in Program	Laptop computer provided to student
Target Occupations	Accountants BRIGHT OUTLOOK Accountants and Auditors BRIGHT OUTLOOK Auditors BRIGHT OUTLOOK Financial Managers, Branch or Department

[View Comparisons](#)

Educational Program Information Screen (via Programs for a Provider)

This screen may appear different dependent on whether your system has the *View Comparisons* functionality. The previous sample of an Educational Program Information screen is derived from a system which has *View Comparisons*.

From the Program Information screen you can:

- Click **Change Program** to see information about another program.
- Click **View Comparisons** to compare the current program with others. A screen appears (as shown in the following topic), which displays options for seeing comparative information about the current program in relation to others.

Note: The *View Comparisons* option is available from the bottom of the Program Information screen regardless of whether the path to get there was through searching a provider/school to see a program listing or searching directly for a desired program. The options are described in the following topic.

Viewing Program Comparison

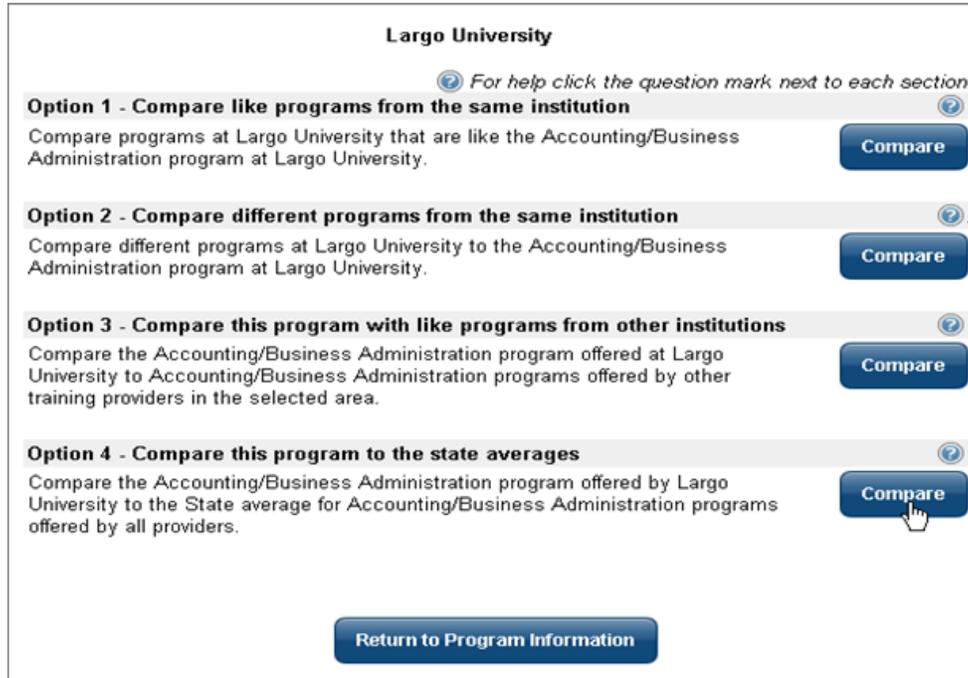
From the Program Information screen, you can click a **View Comparisons** button to compare the displayed program with other programs in the following ways:

- Compare similar programs from this institution to the currently selected program.



- Compare programs different from the currently selected programs that are located at the same institution.
- Compare similar programs from other institutions to the currently selected program.
- Compare the currently selected program to the state averages.

Note: *The View Comparison function may not be available in your system.*



Program Comparison Options Screen

From this screen, you can select the four comparison options which are briefly described in the topics that follow:

Option 1: Comparing a Program to Similar Programs at the Same Institution

When you click the **Compare** button for similar programs, a screen appears that lists similar programs offered by that institution. Compare the current program with another program by clicking the name of the program you want to compare.

Option 2: Comparing a Program to Different Programs at the Same Institution

When you click the **Compare** button for the second option, a screen appears—similar to the following figure—that lists the other programs offered by that institution.



DeVry University-Virginia

To sort on any column, click a column title.

Program Name
Accounting
Business Administration and Management, General
Human Resources Management
Management Information Systems and Business Data Processing
Purchasing, Procurement and Contracts Management

Choose Another Comparison Option

Program List Screen

From this screen, you can compare the current program with another program by clicking the name of the program that you wish to compare. A screen appears—similar to the following figure—that compares information about the current program with the program you selected.

Comparing Accounting at DeVry University-Virginia to Business Administration and Management, General at DeVry University-Virginia

For help click the question mark next to each section

Program Length Information

Measure	Accounting	Business Administration and Management, General
Program Length	N/A	N/A
Other Time, including lab	0 Hours	0 Hours
Program Frequency	Not Available	Not Available

Program Cost Information

Measure	Accounting	Business Administration and Management, General
Tuition	N/A	N/A
Other Cost, including tools, books, etc.	\$0.00	\$0.00
Total Program Cost	N/A	N/A

Class Information

Measure	Accounting	Business Administration and Management, General
Minimum Class Size	0	0
Maximum Class Size	0	0
Number of Instructors	0	0

Additional Information

Measure	Accounting	Business Administration and Management, General
Credential Attained	Master's Degree	Master's Degree
Qualifications of Instructors		
Program Prerequisites		
Equipment Used in Program		
Target Occupations	Not Available	Not Available

Choose Another Comparison Option

Program Comparison Screen

Option 3: Comparing a Program to a Similar Program at Other Institutions

When you click the **Compare** button for the third option, a screen appears—similar to the following figure—that lists the institutions that offer similar programs.



Compare Accounting/Business Administration at Largo University with ...

To sort on any column, click a column title. [Next](#)

Provider Name	Program Name	City	St
CLEARWATER CHRISTIAN COLLEGE	Accounting	CLEARWATER	FL
Devry University, Tampa	Accounting and Financial Management	Tampa	FL
ECKERD COLLEGE	Accounting and Business/Management (NEW)	TAMPA	FL
Florida Metropolitan University - Brandon	Accounting	Tampa	FL
Florida Metropolitan University - Pinellas	Accounting	Clearwater	FL
Florida Metropolitan University - Tampa	Accounting	Tampa	FL
GSI #1 Training Provider	Accounting	PALM HARBOR	FL
GSI Test University	Accounting	PALM HARBOR	FL
ITT Technical Institute - Tampa	Business Accounting & Technology	Tampa	FL
SAINT LEO UNIVERSITY	Accounting	SAINT LEO	FL

[Next](#) Enter page number: Viewing page 1 of 2

Provider List Screen

To select a provider to compare against, click the program name for that provider. A screen appears—similar to the following figure—that compares the program from the current provider with the program of the selected provider.

Comparing Accounting/Business Administration at Largo University to The State Average

[?](#) For help click the question mark.

Program Cost Information

Measure	Largo University Accounting/Business Administration	The State Average of Accounting/Business Administration
Tuition	\$25,000.00	\$11,398.24
Other Cost, including tools, books, etc.	\$2,750.00	\$58.85
Total Program Cost	\$27,750.00	\$11,564.41

Class Information

Measure	Largo University Accounting/Business Administration	The State Average of Accounting/Business Administration
Minimum Class Size	12	9
Maximum Class Size	40	38
Number of Instructors	5	3

Program Comparison Screen



Option 4: Comparing a Program with the State Average

When you click the **Compare** button for the fourth option, a screen appears—similar to the following figure—that lists the state average for this program. The following figure contains sample “test” data. Your screen will include complete data, if available, for the state averages.

**Comparing Accounting/Business Administration at Largo University
to The State Average**

For help click the question mark.

Program Cost Information

Measure	Largo University Accounting/Business Administration	The State Average of Accounting/Business Administration
Tuition	\$25,000.00	\$11,398.24
Other Cost, including tools, books, etc.	\$2,750.00	\$58.85
Total Program Cost	\$27,750.00	\$11,564.41

Class Information

Measure	Largo University Accounting/Business Administration	The State Average of Accounting/Business Administration
Minimum Class Size	12	8
Maximum Class Size	40	37
Number of Instructors	5	3

[Choose Another Comparison Option](#)

Comparison with State Average Screen

Training and Education Programs

The system also lets provider users search for training programs by first finding specific training providers and schools (as indicated in the previous topics), and then displaying the programs they offer.

Based on provider users’ needs, they can also locate a specific training or educational program that is related to an occupation or field of interest, and then select the specific provider, and view the details for the program offered through that provider.

The following sub-topics discuss the search criteria and options for searching by program, and then viewing specific provider and program details, including viewing comparisons of programs.

Search for Programs – Search Criteria

Click the Training and Education Programs link to locate a training or educational program that is related to your occupation or field of interest.

The following screen shows options for searching for a program.



You may enter any combination of search criteria below. When you have completed entering your search criteria information, click the Search button.

Search Criteria

Area (click to change): [Pinellas County, FL](#)

Keyword (e.g. Accounting):
[\[Keyword Search Options \]](#)

Program Classification:
[\[Select specific program \]](#)

Qualification:

Maximum Total Cost:

Program is eligible for financial assistance under the Workforce Investment Act (WIA)?

Program provides training for Green Jobs?

Day or Night Classes:

Program Type:

Click [Program Listing](#) to see an alphabetical list of all available training programs.

Program Search Results

Here is a list of education programs that matched your keyword search. To select a program, click on its title.

Results View: [Summary](#) | [Detailed](#)

Program Name	Credential	Provider Name	City	State	Key Match
Accounting	Associate of Arts Degree(AA)	HOBE SOUND BIBLE COLLEGE	HOBE SOUND	FL	1
Accounting	Associate of Arts Degree(AA)	NORTHWOOD UNIVERSITY - FLORIDA EDUC	WEST PALM BEACH	FL	1
Accounting	Associate of Science ~ Non-Public(ASnp)	Central Florida College	Winter Park	FL	1
Accounting	Associate of Science ~ Non-Public(ASnp)	Central Florida College	Winter Park	FL	1
Accounting	Associate of Science	Florida Metropolitan	Tampa	FL	1

Program Search Screen and Search Results (for a keyword search)

Programs – Area Search Criteria

The Area options on this page are displayed below.

Search Criteria

Area (click to change): [Florida](#)

Select New Area:

- State
- None Selected
- City
- County/Parish
- Custom
- Metropolitan Area
- State
- Workforce Region
- Zip Code

Keyword (e.g. Accounting):

Program Classification:

Qualification:

Select Program by Geographic Area

Click the [Area](#) link to select a new area, and then select the area from the Select New Area dropdown. Finally, select the specific area (e.g. county, city, etc.) from the dropdown or radio buttons displayed.



Programs – Keyword Search Criteria

You can either just enter a keyword or phrase in the text box, or you can specify the type of keyword search by clicking on the [Keyword Search Options](#) link.

Select Program by Keyword

Programs –Classification (CIP Codes by Dropdown or by Tabs)

You can search for programs by classification (the CIP code). This can be done by selecting from the drop-down list (as shown below), or by finding the CIP code using a separate search window.

CIP Code selection by Dropdown:

Select Program by Classification Dropdown

CIP Code selection by search window:

You can click the [Select program classification](#) link, and then the displayed [Choose a program](#) link, to see a separate window displaying multiple tabs for locating the desired program codes (each of which is covered in the next heading).

Choosing a CIP Program Search tab (such as Keyword), and then choosing a program selection corresponding to the CIP code, will populate the main Program Search screen with that CIP code selection, which can then be used to search for programs that are specifically associated with that CIP code. The figures below are an example of a CIP code search by keyword:



The screenshot shows a multi-step process for selecting a program classification. At the top, a 'Program Classification' dropdown is set to 'Any Group'. Below it, a 'Program' dropdown is set to 'None Selected'. A search box contains the keyword 'accounting', and a 'Search' button is clicked. The resulting table lists programs with their titles, descriptions, and CIP codes.

Program	Program Title	Program Description	CIP Title	CIP Description
Accounting			✓	✓
Accounting and Business/Management (NEW)			✓	✓
Accounting			✓	✓

Select Program Classification (by Keyword)

Programs Classifications – by Keyword Tab

Type the keyword and click Search (as shown above) to see a list of related CIP code program designations. Click on the Program title to select the CIP code for you main program search.

Programs Classifications – by Program Area Tab

Click the Select program classification link to select a program by the type of program area. The screen itself is a cascading tree. Click the “+” boxes and the screen will expand to show specific program titles defined by that program area. Click the “-” boxes and the screen will contract to show only program areas, similar to the following example. Click on the lowest Program title to select the CIP code for your main program search.

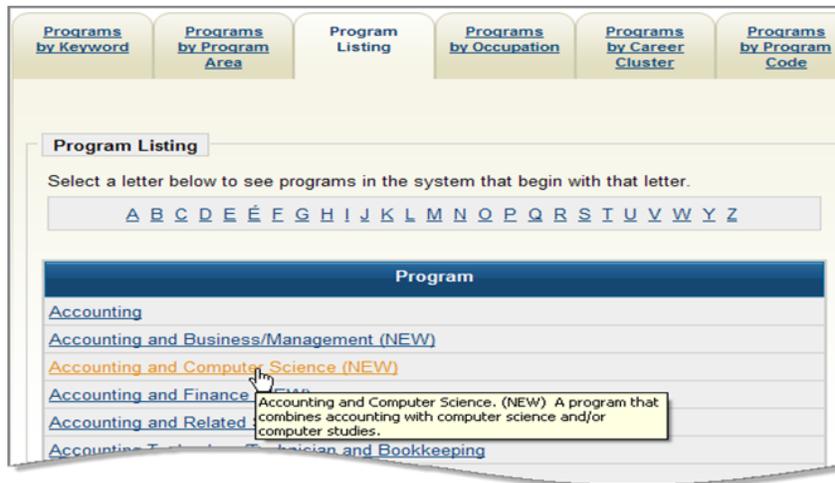


Select a Program by Program Area

Click the appropriate program area and program classification to populate the main Program Search screen and continue.

Programs Classifications – by Program Listing Tab

Click the *Programs by Program Listing* tab to choose from a list of programs in alphabetical order, similar to the following example.

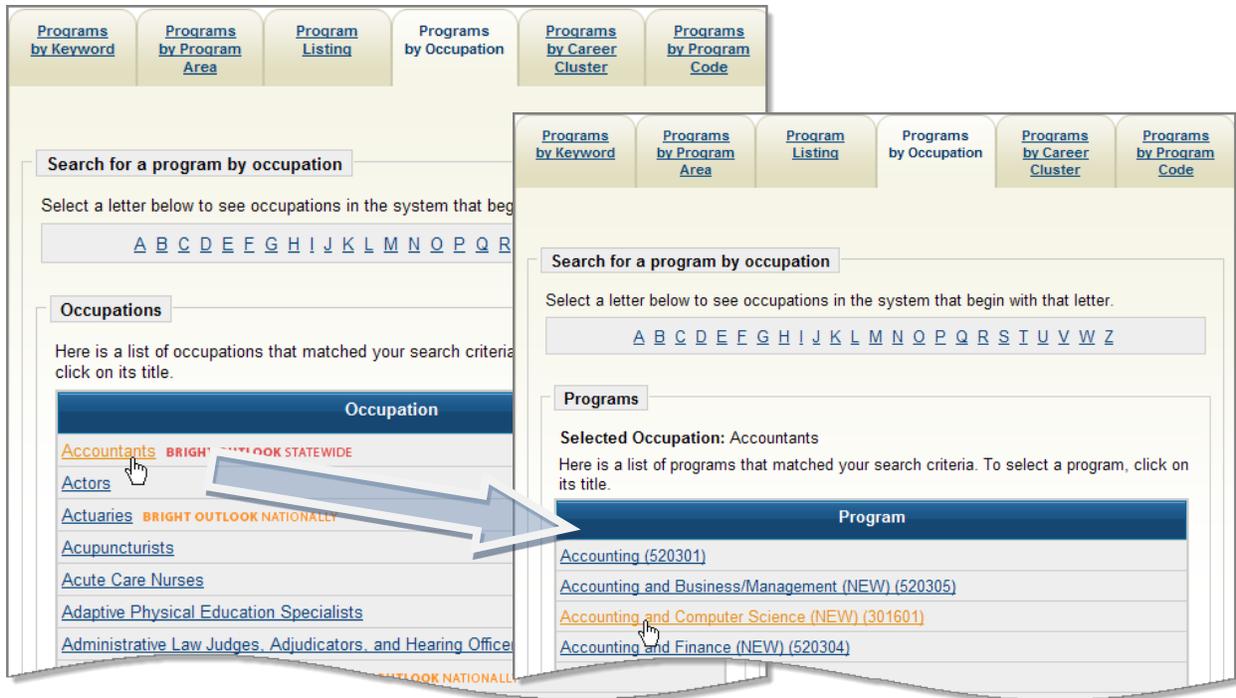


Programs by Program Listing

Click the appropriate program classification to populate the main Program Search screen and continue.

Programs Classifications – by Occupation Tab

Click the *Programs by Occupation* tab to select from the Occupation Code listing, drilling down to a specific occupation code.



Programs by Occupation Code

Click the appropriate program title to populate the main Program Search screen and continue.

Programs Classifications – by Career Cluster Tab

Click the *Programs by Career Cluster* tab to select a program by its career cluster title. The screen itself is a cascading tree. Click the “+” boxes and the screen will expand to show specific program titles defined by career cluster. Click the “-“boxes and the screen will contract to show only career cluster titles, similar to the following example.



Select a Program by Career Cluster



Click the appropriate career cluster to populate the main Program Search screen and continue.

Programs Classifications – by Program Code Tab

Click the *Programs by Program Code* tab to enter a complete or partial CIP code. Once the code is entered, click the **Search** button, as shown in the following example.

Programs by CIP Code Screen

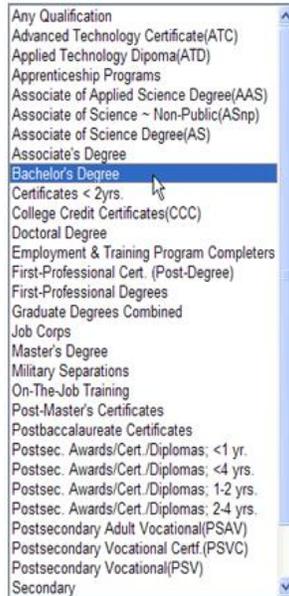
Based on the full or partial code that is entered, a screen will indicate the various options. In the following example, CIP code 1102 was entered. The search results indicated there were computer programming matches. If any of these are what you are searching, click that link to display educational programs that fit.

CIP Program Search Screen



Program Search by Qualification

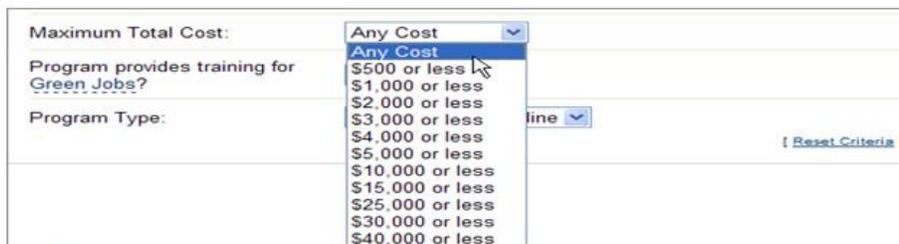
Individuals can search by program qualification by using a drop-down list.



Program Qualification Drop-Down

Program Search by Maximum Total Cost

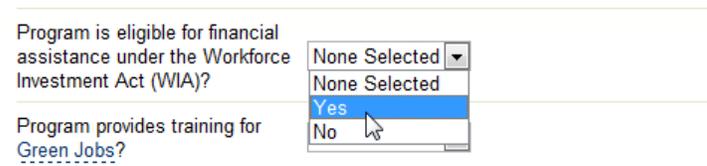
Individuals can search by the maximum total cost by clicking a drop-down list.



Maximum Total Cost Drop-Down

Program Search by WIA Financial Assistance Eligibility

Individuals can search for programs that are eligible for financial assistance through the Workforce Investment Act (WIA) by clicking a drop-down list.



WIA Financial Assistance Eligibility Drop-Down

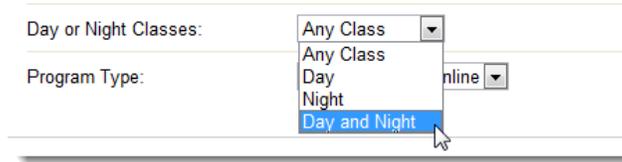
Search for Programs that Prepare for Green Jobs

Individuals can search for programs that provide training/certification for Green Jobs by selecting Yes or No from the drop-down list. Click the link to view the definition of [Green Jobs](#).



Program Search by Day or Night Classes

Individuals can search for programs based on the time of day classes are offered by clicking a drop-down list.



Day or Night Classes Drop-Down

Program Search by Program Type

Individuals can search for programs that are Classroom and Online, Classroom only, or Online only by making a selection from the drop-down.



Green Job and Program Type Search Options

Program Listing

The system also offers individuals the option to search for education and training programs from a full list by selecting the area (described above), program type (described above), and the first letter of the program name as shown in the following figure.



[Program Search](#) Program Listing

Program Listing

Area (click to change): [Florida](#)

Program Type:

Select a letter below to see programs in the system that begin with that letter.

: # 0 1 2 3 5 6 **A** B C D E F G H I J K L M N O P Q R
S T U V W X Y Z

Results View: [Summary](#) | [Detailed](#)

Program Name	Credential	Provider Name	City	State
A Spontaneous Actor for the World	Postsec. Awards/Cert./Diplomas; <4 yrs.	CIFALC, School for the Performing Arts	Miami	FL
A Spontaneous Actor for the World	Postsec. Awards/Cert./Diplomas; <4 yrs.	CIFALC, School for the Performing Arts	Miami	FL
A+	Postsec. Awards/Cert./Diplomas; <4 yrs.	Advanced Systems Training Inc.	Sunrise	FL
A+	Postsec. Awards/Cert./Diplomas; <4 yrs.	Advanced Systems Training Inc.	Sunrise	FL
A+	Postsec. Awards/Cert./Diplomas; <4 yrs.	TCM Computer Training & Support, Inc.	Miami	FL
A+	Postsec. Awards/Cert./Diplomas; <4 yrs.	TCM Computer Training & Support, Inc.	Miami	FL
A+ and Network+ Certification (A+ & Net+)	Postsec. Awards/Cert./Diplomas; <4 yrs.	The Training Camp	Orlando	FL
A+ and Network+ Certification (A+ & Net+)	Postsec. Awards/Cert./Diplomas; <4 yrs.	The Training Camp	Orlando	FL

Program Listing – Partial Display

Viewing Education Program Completers

To view education and training program completers:

- Select **Education Services** ▶ **Education Program Completers** from the Navigation menu.

— OR —

Click **Education Program Completers** from the Education Services menu screen.

Select an occupational search screen. There are six different occupational search tabs that can be used: Occupations by Keyword, Occupations by Group, Occupation Listing, Occupations by Education Program, Occupations by Military Specialty, and Occupations by Occupation Code. See Appendix A - Common System Tools, for more information on searching for an occupation.

- Based on what you enter, possible titles may display, as shown below:



Occupations by Keyword | Occupations by Group | Occupation Listing | Occupations by Education Program | Occupations by Military Specialty | Occupations by Occupation Code

Area (click to change): [Pinellas County, FL](#)

Display only Occupations with a Bright Outlook Display Green Occupations only

Search for an occupation by keyword(s)

Type a job title or occupational keywords in the box and click the *Search* button.

Click [Occupation Listing](#) to see an alphabetical list of all available occupation titles.

Click [Occupations by Military Specialty](#) to enter a military occupational specialty

Based on your search, a list of related O*NET occupational titles will appear. Those that are related to high growth industries with a greater probability of employment will have a *Bright Outlook* indicator next to their title. Click the occupation title that best fits your requirements.

Occupations by Keyword | Occupations by Group | Occupation Listing | Occupations by Education Program | Occupations by Military Specialty | Occupations by Occupation Code

Area (click to change): [Hillsborough County, FL](#)

Display only Occupations with a Bright Outlook Display Green Occupations only

Search for an occupation by keyword(s)

Here is a list of occupations that matched your keyword search. Occupations are ranked based on how well they matched the keyword. The table below also indicates whether the keyword was found in the title, related job titles, or description of each occupation.

You may click on the matched indicator in the Related Job Titles and Occupation Description columns to view the corresponding matches. To select an occupation, click on its title.

Score	Occupation	Occupation Title	Related Job Titles	Occupation Description
100%	Medical Assistants ♦	✔	✔	
18%	Medical Secretaries ♦		✔	
18%	Nursing Aides, Orderlies, and Attendants ♦		✔	
18%	Receptionists and Information Clerks ♦		✔	
18%	Vocational Education Teachers, Postsecondary		✔	

♦ BRIGHT OUTLOOK NATIONALLY | * BRIGHT OUTLOOK STATEWIDE | ♣ GREEN OCCUPATIONS

[[Change search criteria](#)]

Occupation Search Screen

Once the occupation title is selected, the screen will display a list of completers (similar to the following figure):



Displayed below are completers for ACCOUNTING APPLICATIONS in Pinellas County for the year 2007

Completer Type	Completers
ACCOUNTING APPLICATIONS - Sum of all types	44
ACCOUNTING TECHNOLOGY - Sum of all types	95
ACCOUNTING TECHNOLOGY OPERATIO - Sum of all types	16

Records per page:

[[Choose another Occupation](#)]

Education Program Completers Screen

Viewing Financial Assistance for Training

Individuals can select an option to explore potential sources of financial assistance for training programs that they may be interested in. This will display links to sites identified by the state.

To view a page listing links to options for financial assistance:

- Select **Education Services** ▶ **Financial Aid for Training** from the Navigation menu.

— OR —

Click **Financial Aid for Training** from the Education Services menu screen. A screen displays a list of *national* financial aid options.

[ED.gov](#)
The Department of Education administers several major student aid programs, including Pell Grants and Stafford Loans, to help millions of students pay for the costs of college. If you're exploring options for paying for college, visit [Find Aid](#). You'll learn about the various kinds of financial aid (loans, grants, and work-study), how to apply, common myths, and more. You can also search for [educational resources in your state](#).

[U.S. Department of Education - Student Financial Assistance Home Page](#)
The Student Financial Assistance programs are the largest source of student aid in America, providing over \$150 billion a year in grants, loans, and work-study assistance to nearly 14 million postsecondary students and their families. Here you'll find help for every stage of the financial aid process, whether you're in school or out of school. The site also contains a [Financial Aid Resource Publication](#).

[FAFSA - Free Application for Federal Student Aid](#)
For students planning to attend college, the FAFSA is their starting point to apply for many student financial aid programs. Many schools also use the FAFSA as part of their application process for non federal aid.

[Direct Loan Program](#)
Find out about applying for Direct Loans, learn about your options for repayment, use the interactive calculators, download Direct Loan deferment and forbearance forms, get information about Direct Consolidation Loans, and use the Free Application for Federal Student Aid (FAFSA) online.

[Benefits.gov](#)
Benefits.gov provides easy, online access to government benefit and assistance programs. The site's core function is the eligibility prescreening questionnaire or "Benefit Finder." Answers to the questionnaire are used to evaluate a visitor's situation and compare it with the eligibility criteria for more than 1,000 Federally-funded benefit and assistance programs. Each program description provides information on the next steps to apply for any benefit program of interest.

[Sallie Mae - Education Finance Planning Calculators](#)
Sallie Mae's college planning calculators can help you with your specific questions about education finance. Types of calculators include long-term planning, college cost, future savings, and monthly savings.

[Mapping Your Future](#)
Financial aid, and money management information

Financial Aid Options Screen

- To view information about a financial aid option, click the link associated with that option.
- Use the  in the upper right corner of your Internet browser to return to the system.



Accessing Training Budget Planning

Depending upon your system's configuration, you may have access to a transition budget planning section. This area will help you plan for the expenses associated with enrolling in a training or education program beyond just tuition and fees. The Transition Budget lets you plan for additional expenses, such as child care, rent/mortgage, food, etc.

To access the training budget planning functionality:

- Select **Education Services** ▶ **Training Budget Planning** from the Navigation menu.

Once you have explored the training programs available in your community, you will need to plan expenses. The options below allow you to create a new plan to estimate the cost of your training for a selected time period.

For help click the question mark.

Step 1 - Explore Training Programs

[Education Services](#) - Select this option to find a suitable training or educational program, as well as explore information on specific training providers and schools.

Step 2 - Training Expense Planning

Once you have selected a suitable training program, choose this option to create a plan to estimate the cost of your training for a selected time period. To create a new training plan click *Create New Plan*. You can edit an existing plan by clicking the plan period. To delete an existing plan click *Delete* next to the plan period you want to remove.

Plan Period	Created On	Last Edited	Delete Plan
No Existing Plans			

[\[Create New Plan \]](#)

Step 3 - Explore Financial Aid for Training

[Financial Aid for Training](#) - Once you have selected a training program and calculated the cost, choose this option to explore potential sources of financial assistance for training programs that you may be interested in.

From this screen you can:

- Click the [Education Services](#) link to access information about training and education providers and programs
- Click the [Create New Plan](#) link to begin the process of creating a new training budget plan
- Click a link in the Plan Period column to edit an existing budget, if applicable
- Click the [Financial Aid for Training](#) link to access a page of links to websites that contain information on financial aid

Creating a Training Budget

Creating a training budget requires these steps:

1. Selecting the time period for the program/course you plan to take
2. Entering information about the courses/programs that will be undertaken during the planning period.
3. Entering information about your current monthly expenses
4. Entering information about your current monthly income
5. Reviewing your completed training budget plan



Entering Program/Course Information

To begin creating your training budget on the Training Budget Planning page:

- Enter the Planning Period for the courses/programs you plan to take.
- Click the [Add Programs/Courses](#) link, as illustrated below.

In order to create a new training plan and its associated budget, you must first select the time period for your plan and then add the programs or courses that will be in your plan.

For help click the question mark next to each section.

Training Expenses Plan - Select Period

Select the beginning date and end date for your training plan before you add items to your plan.

Existing Items in this plan

Planning Period: Starting: 01 2012 Ending: 06 2012

Class or Semester / Quarter Name	Tuition or Fees	Books and Supplies	Misc. Costs	Other Fees	Total	Action
No existing information						

[Add Programs/Courses](#)

Select another Financial Service

Create New Plan Screen

Begin by selecting a Planning Period, choosing the month and year that the training budget plan will start and end. Then, click the [Add Programs/Courses](#) link to add an education or training program to your plan:

* indicates required fields. For help click the question mark next to each section.

Training Expenses Plan - Planning Period: 01/2012 - 06/2012

Enter the name you want to use to identify a new class or semester and the costs in the appropriate fields.

1. * Name of semester / quarter or class

2. * Tuition or fees for this semester / quarter or class

3. Cost of books and supplies

4. Other miscellaneous school expenses

5. Certification or license fees

Total Cost

Save << Back

Add a Program/Course Screen

This screen allows you to enter amounts for your education/training expenses, such as tuition, books, and other costs. When you have finished entering information, click the **Save** button.

The system now displays your saved training budget plan:



Training Expenses Plan - Planning Period: 01/2012 - 06/2012						
Class or Semester / Quarter Name	Tuition or Fees	Books and Supplies	Misc. Costs	Other Fees	Total	Action
medical assistant Spring Sem	4,000.00	200.00	100.00	0.00	4,300.00	Delete
Total of all Expenses	4,000.00	200.00	100.00	0.00	4,300.00	

[\[Add Programs/Courses \]](#)
[Next >>](#)

Saved Training Budget Plan

Now, you can either add more programs/courses to your plan, or click the **Next** button to continue entering information.

Entering Current Monthly Expenses Information

After you have finished entering program/course information, the system displays a page where you can enter your current monthly expenses:

Your Current Monthly Expenses			
Enter your monthly expenses in the Expenses Each Month column. Your expenses over the Training Period will be calculated for you.			
Item	Expenses Each Month	Expenses over Training Period 01/2012 - 06/2012	
1. What is your current rent or mortgage payment each month?	\$ 600.00	\$ 3,600.00	
2. What do you pay for utilities each month? -- This includes water bill, gas bill, electric bill and fuel oil bill.	\$ 200.00	\$ 1,200.00	
3. What is your average phone bill each month? -- This includes pagers, cell phones and internet expenses.	\$ 75.00	\$ 450.00	
4. What is your monthly cable bill?	\$ 65.00	\$ 390.00	
5. What do you spend, on the average, for food/groceries each month?	\$ 200.00	\$ 1,200.00	
6. What do you pay each month for childcare or babysitting?	\$ 0.00	\$ 0.00	
7. What are your monthly costs for transportation? -- This includes gasoline, public transit (bus, taxi or train), tolls, etc.	\$ 100.00	\$ 600.00	
8. What do you spend, on the average, for family clothing each month?	<input type="text" value=""/>	\$ 0.00	
9. What are your medical costs each month for the family? -- This includes prescriptions, co-pays for doctor visits, etc.	\$ 0.00	\$ 0.00	
10. What does your family spend each month for entertainment? -- This includes eating out, movies, CDs, dancing, etc.	\$ 0.00	\$ 0.00	
11. What are your family's personal costs each month? -- This includes nails, hair, etc.	\$ 0.00	\$ 0.00	
12. What do you spend each month for family laundry? - This includes laundry or dry cleaning expenses.	\$ 0.00	\$ 0.00	
13. What are your monthly loan / credit payments? -- This includes personal loans, student	\$ 0.00	\$ 0.00	

Current Monthly Expenses Screen



Enter cost information for the items provided in the Expenses Each Month column. The system will automatically perform two calculations – it will multiply the monthly expenses by the number of months in the planning period and display the total in that item’s Expenses Over Training Period column. The system will also total the costs of all your items and display them in the **Planned household expenses** field:

Planned household expenses:	\$ 1,240.00	\$ 7,440.00
------------------------------------	-------------	-------------

Totaled Current Monthly Expenses

When you have finished adding information about your monthly expenses, click the **Next** button.

Entering Current Monthly Income Information

After you have finished entering your monthly expenses, the system will prompt you to enter information about your current monthly income:

Your Current Monthly Income			
Enter your monthly income into the Income Each Month column. The amount over the Training Plan Period will be calculated for you.			
Item		Income Each Month	Income over Training Period 01/2012 - 06/2012
1. What is your take-home pay each month?		\$ 3,500.00	\$ 21,000.00
2. What is your family's take-home pay (all household members combined not including yourself) each month?		\$ 0.00	\$ 0.00
3. What is your family's benefit income (all household members combined)? This includes Unemployment Compensation, Welfare or General Assistance Payments, Social Security benefits, etc.		\$ 0.00	\$ 0.00
4. What is your monthly family food stamp allowance?		\$ 0.00	\$ 0.00
5. What is your monthly housing assistance? This includes Section 8 Certificate value, and other subsidies.		\$ 0.00	\$ 0.00
6. What are your monthly childcare, dependent care assistance and foster child payments?		\$ 0.00	\$ 0.00
7. What is your monthly transportation assistance?		\$ 0.00	\$ 0.00
8. What is your income from other sources such as child support, alimony, family, etc.?		\$ 0.00	\$ 0.00
Planned household income:		\$ 3,500.00	\$ 21,000.00

[<< Back](#) [Next >>](#)

Current Monthly Income Screen

Enter cost information for the items provided in the Income Each Month column. The system will automatically perform two calculations – it will multiply the monthly income by the number of months in the planning period and display the total in that item’s Income Over Training Period column. The system will also total the income from all your items and display the figure in the **Planned household income** field. When you have finished adding information about your monthly income, click the **Next** button.



Reviewing Your Completed Training Budget Plan

After you have entered information about your education/training program, your current monthly expenses, and your current monthly income, the system will use the information to calculate your training budget:

Step 1 - Calculate your Training Budget

Expenses and Income	Amount Each Month	Amount for Training Period 01/2012 - 06/2012	Action
Planned household expenses:	-\$2,510.00	-\$15,060.00	Change
Planned Training costs:	-\$716.67	-\$4,300.00	Change
Planned household income:	\$3,500.00	\$21,000.00	Change
Balance:	\$273.33	\$1,640.00	

Step 2 - Review your Training Budget Summary

Based on the information you have provided, you have sufficient income to take the training and meet your family's monthly living expenses with a surplus of **\$273.33**.

Step 3 - Analyze Potential Sources of Additional Income

[Financial Assistance](#) - Select this option to look for potential sources of financial assistance to increase your surplus.

[Financial Aid for Training](#) - Select this option to explore potential sources of financial assistance for training programs.

Expenses and Income	Amount Each Month	Amount for Training Period 01/2012 - 06/2012	Action
Balance from Step 1:	\$273.33	\$1,640.00	
Potential income from other sources:	\$0.00	\$0.00	Change
Potential financial assistance:		\$0.00	Change
Total income and assistance:		\$21,000.00	
Total expenses - includes training:		-\$19,360.00	
Potential Balance:	\$273.33	\$1,640.00	

[Display Training Plan Options](#)

Completed Training Budget Plan

From this screen, you can:

- Modify any of the information previously provided – tuition costs, monthly expenses, or monthly income – by clicking one of the [Change](#) links. The system will recalculate your training budget after you have made your changes.
- Click the [Financial Assistance](#) link to access information about benefit programs that you might be eligible for to contribute to your education/training costs.
- Click the [Financial Aid for Training](#) link to access a page of links to websites that contain information on financial aid.
- Click the [Display Training Plan Options](#) button to return to the Training Budget Planning screen, where you can create another training budget plan.



Accessing Online Learning Resources

A page is provided with links to websites that offer a variety of free online learning and training courses that individuals can use to expand their knowledge and skills.

Click [Online Learning Resources](#) to view links that are grouped into sections for different workplace, education, or other learning resources groups, such as: [ALISON Online Learning](#), [Workplace Skills](#), [Education \(K-12 and College\)](#), [Business and Technology](#), [Writing and Languages](#), and [Miscellaneous](#).

ONLINE LEARNING RESOURCES

This page contains links to websites that offer a variety of free online learning and training courses that you can use to expand your knowledge and skills. The links are grouped into the following sections: [ALISON Online Courses](#), [Workplace Skills](#), [Education \(K-12 and College\)](#), [Business and Technology](#), [Writing and Languages](#), and [Miscellaneous](#).

ALISON ONLINE COURSES



ALISON is one of the leading FREE online learning websites of topics, including tutorials on Microsoft® Word, Excel and Access, potential workplace safety issues; basic economics; and even courses designed to assist individuals in the workplace, but other courses are designed to assist individuals in the workplace, but other satisfaction and enrichment. ALISON is also self-paced and suitable for individuals. All courses on ALISON are accessible for free.

WORKPLACE SKILLS

[GCFLearnFree.org](#) - Funded by the Goodwill Community Foundation, this website provides free computer, technology, and life skills training online. Users can take classes, or take any of the free tutorials at their own pace. Topics include: [technology](#), [math and money basics](#), [career](#) and [workplace safety](#).

[Vocational Information Center](#) - The Vocational Information Center provides links to online resources for career exploration, career information, trade and technical schools, and career-related references.

[ERI Human Resources Distance Learning Center](#) - ERI offers courses in human relations topics such as health insurance, employee benefit programs, tax issues, compensation and safety, and recruiting.

[LINCS Workforce Education LAB](#) - The Learning Activities Center provides quality learning activities that focus on the basic skills and knowledge needed for the 21st Century workplace.

BUSINESS AND TECHNOLOGY

[Microsoft Office Online](#) - Microsoft offers free online training tutorials to help you learn how to use the popular suite of Office products, such as Excel (spreadsheets), Access (databases), and Word (word processing).

[Small Business Training Network](#) - The Small Business Training Network is a service provided by the U.S. Small Business Administration. The website provides targeted online training to meet the information needs of prospective and existing small business owners. The courses are self-paced and take about 30 minutes to complete.

[HP Learning Center](#) - HP offers free online classes, available 24/7, on topics including [software & technology](#) (Microsoft Office, web skills), [IT professionals](#) (networking, data management), and [business skills](#).

[Adobe Knowledgebase](#) - The Adobe website provides free tutorials that help you learn how to make the most of out of the company's products, such as Photoshop, Flash, Illustrator, and FrameMaker.

[Basic Computer Skills Tutorial](#) - This tutorial helps new online users familiarize themselves with the Windows operating system and basic computer tasks.

[CNET Online Course Catalog](#) - The CNET Online Course Catalog offers free, online courses led by industry experts as well as "learn on your own" interactive tutorials on topics related to technology and consumer electronics.

EDUCATION (K-12 and COLLEGE)

Open courseware programs are designed to give students free access to materials that are actually used in university classrooms. The project was developed by the Massachusetts Institute of Technology (MIT), which currently offers a variety of courses. Participating colleges post syllabi, assignments, and other materials online making it easy for self-learners to study. Open course materials are often available. Open course registration or charge tuition. However, they also do not award credit from a professor.

Visit the following college websites to learn more about the courses:

- [Johns Hopkins University](#)
- [Kaplan University](#)
- [Massachusetts Institute of Technology | en Espanol](#)
- [Michigan State University](#)
- [Open University \(UK\)](#)
- [Tufts University](#)
- [University of Alaska - Fairbanks](#)
- [University of California - Berkeley](#)
- [University of California - Irvine](#)
- [University of Massachusetts](#)
- [University of Michigan](#)
- [University of Notre Dame](#)
- [University of Utah](#)
- [University of Washington](#)
- [University of Wisconsin - Eau Claire](#)
- [Utah State University](#)
- [Weber State University](#)
- [Western Governors University](#)
- [Yale University](#)

[MIT OpenCourseWare: Highlights for OpenCourseWare](#) materials that are most popular. Information is available to help users prepare for concepts you learned in school, and sample assignments.

[OpenCourseWare Consortium - Member Institutions](#) are colleges and universities that provide open access to high quality educational materials in a variety of languages through the member institutions.

[Open Learning Initiative](#) - Through the World Wide Web make good on its promise of education. The project currently offers introductory courses in French, statistics, chemistry, etc.

[Sofia Project](#) - The Sofia Project is a community college-level courses on the World Wide Web. Discussion questions, video clips, and interactive materials.

[Free-Ed.net](#) - Free-Ed.Net provides links to free online courses in Accounting to Zoology. The site offers a variety of courses.

[Online High School](#) - About.com's Distance Learning site offers courses for teens and adults considering earning a high school diploma.

[Annenberg Media](#) - Annenberg Media offers Web and print materials to K-12 schools in their entirety online, free of charge.

[University of Washington - Computer Science](#) notes, and other resource information online.

[Open Educational Resources Commons](#) - Learning resources organized by both subject and discipline.

WRITING AND LANGUAGES

[OWL - Online Writing Lab](#) - Purdue University provides over 200 free online writing resources for students, parents, English as a Second Language learners, and professional writers. Topics of interest include assistance in creating an effective [resume](#) and [cover letter](#), and a section on [writing for the workplace](#).

[Word2Word](#) - Word2Word provides links to a variety of websites that offer free classes in language instruction, including the common (French, Spanish, Italian) to the uncommon (Croatian, Thai, Vietnamese).

[About.com Distance Learning - Languages](#) - About.com's Distance Learning site provides links to resources that offer free online instruction in a variety of languages, including the common (French, German, Italian) to the uncommon (Arabic, Armenian, Hebrew).

[BBC Languages](#) - The British Broadcasting Corporation offers online instruction in a variety of popular languages, including French, Spanish, German, Italian, and Mandarin Chinese. Learners can move at their own pace.

MISCELLANEOUS

[U.S. Citizenship Preparation Course](#) - The Missouri Multicultural Network offers a free citizenship preparation course that prepares non-U.S. citizens for the naturalization process. The course offers lessons in American history and government, and a sample test using questions found on the actual INS naturalization test.

Sample Online Learning Resources Screen



Other Services

Communications Center

The Communications Center lets provider users read/respond to system messages from workforce staff. Click the [Communications Center](#) link. There is one category, called [Messages](#).

Click the [Messages](#) link. A table appears that shows an *Inbox* and an *Outbox*. If there are any messages waiting, they will appear in the Inbox. Responses to messages will appear in the *Outbox*, similar to *Microsoft Outlook*. This is a useful link for provider representatives to keep in touch with issues and concerns from their local workforce staff members. The table will appear similar to the following example.

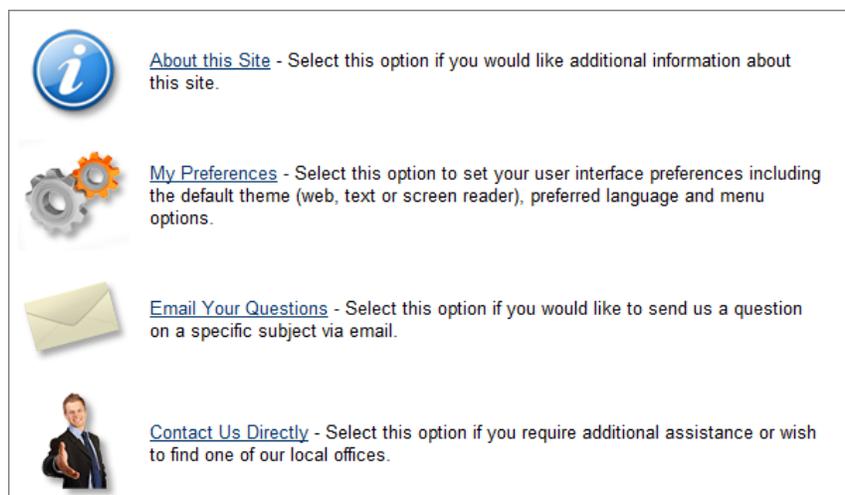


Communications Center Table

Assistance Center

The Assistance Center gives provider users access to a variety of general information about the system, including settings and preferences, and ways to contact system staff for assistance or to ask questions.

The Assistance Center can include four options, depending on your system's configuration, as shown in the following figure:



Assistance Center Options Screen

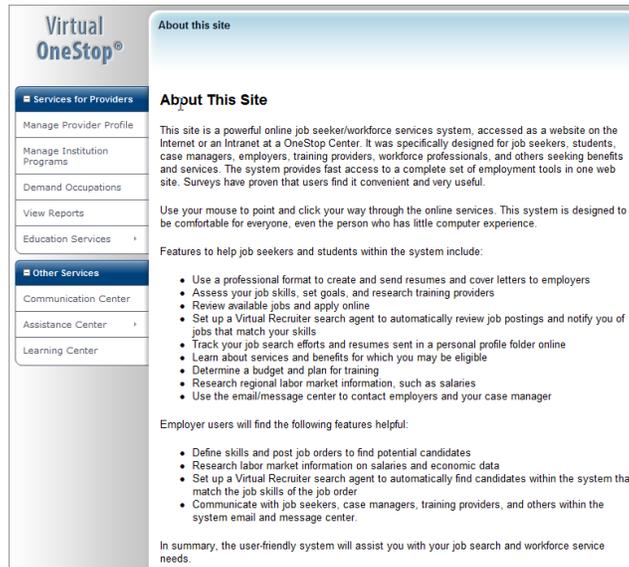
- **About this Site** – Select this option to view additional information about this site, and its services.
- **My Preferences** – Select this option to view and select the settings you use when visiting this site. Settings may include graphics displayed, preferred language, and other menu options.
- **Email Your Questions** – Select this option if you have a question about using the system. This area allows you to send an online message to system staff.



- **Contact Us Directly** – Select this option to access contact information for the system’s help desk, a local office in your area, or all offices served by the system.

About this Site

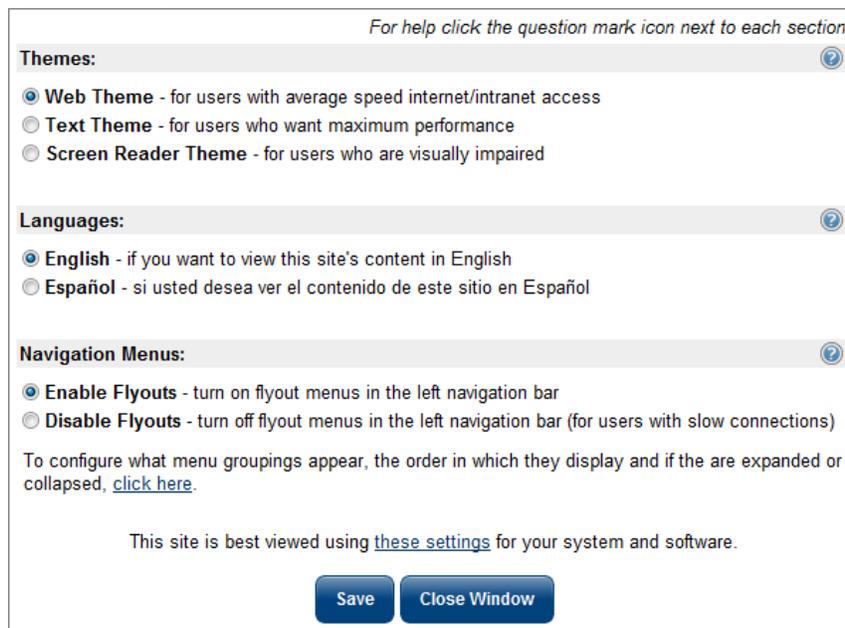
Click the [About this Site](#) link to view detailed information about the site and its services and features.



Sample About this Site Page

My Preferences

Click the My Preferences link to set your user preferences for this system. Depending upon your system’s configuration, you may be able to choose options for themes (graphics versus text-only), preferred language, and navigational preferences.



My Preferences Options Screen



Email Your Questions

Click the [Email Your Questions](#) link to access an online form that allows you to submit a question to system staff.

Email Us Your Questions

* Subject: None Selected

Phone Number: 3442323222

Your Email:
(if available)

* Description:

Send Cancel

Email Your Questions Screen

Contact Us Directly

Click the [Contact Us Directly](#) link to view contact information for the system's Help Desk (if applicable), the Office Near You, or All Offices.

The Office Near You tab allows you to search for offices based on a ZIP code, county, or region, as shown in the following figure:

[Help Desk](#) [Office Nearest You](#) [All Offices](#)

Search for an Office Location

* Search By: Zip Code

* Enter a Zip Code: 34683

Radius From Zip Code

5 Miles 10 Miles 25 Miles 50 Miles 100 Miles 150 Miles

Search

Total Record(s) Found: 3

Region#	Office Location	Contact Information	Distance
14	Tarpon Springs One Stop Center - 4444 38500 U.S. Hwy 19 North Tarpon Springs, FL 34684	Phone: (727)524-4344 Fax: (727)324-2855 Email: Map Address	1.9 mi
14	North County One Stop - 4440 2312 Gulf-to-Bay CLEARWATER, FL 33769	Phone: (727)524-4344 Fax: (727)791-5891 Email: Map Address	6.4 mi
01	This is a test office Test address1 City, FL 33759	Phone: Fax: Email: Map Address	7.6 mi

Contact Us Directly – Office Near You Tab – ZIP Code Search



Select a type of geography (ZIP Code, County, or Region) from the *Search By* drop-down list, then enter or select your specific area and click the **Search** button.

Learning Center (Provider Courses)

The Learning Center lets provider users access training videos that provide both general assistance in user the system, and cover specific provider-related functions. These self-paced tutorials present detailed demonstrations to help provider users take advantage of the various system resources available.

Welcome to the Learning Center. Please select a training video from the titles listed below. Audio is used in these videos, so speakers are recommended.

[General Courses](#) | [Provider Courses](#)

General Courses

- [How to use these videos](#) - Learn how to use the video player to view the are various control options available to help you manage these self-paced
- [How to Conduct an Occupation Search](#) - Learn how to search for and occupation. The system uses the O*NET program, the nation's primary s occupational information.
- [How to Conduct an Industry Search](#) - Learn how to search for and sele using the North American Industry Classification System (NAICS). Federal employ this standard to classify business establishments.

Provider Courses

- [Registration Process](#) - Provider Representatives must register in the system before they can enter information on courses or submit courses for WIA eligibility. This brief video will explain the registration process from start to finish.
- [Apply for WIA Program Certification](#) - Provider Representatives may wish to submit some courses to workforce staff for WIA eligibility. This video will explain how the process works from the provider's perspective.
- [Apply for Region Program Certification](#) - Provider Representatives must make a decision whether their programs will be regional or statewide. This decision has implications as they pertain to WIA eligibility. This short video will discuss the differences between *region* and *statewide*.
- [Manage All Programs](#) - Some information on provider courses can be edited. This video will disc how course information can be changed by provider representatives, and what flags appear to allow staff to review those changes.
- [Reapplication Process \(each calendar year\)](#) - Courses approved for WIA eligibility must be reviewed each calendar year. This video will explain the reapplication process.
- [Comparing Programs or Institutions](#) - The Education Services directory allows provider representatives to compare institutions and their programs. This video will explain how the compare feature can assist provider representatives in creating courses that are competitive with other institutions.

[Return to Directory of Services](#)

Learning Center – Provider Courses



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4: Staff – Provider Tools

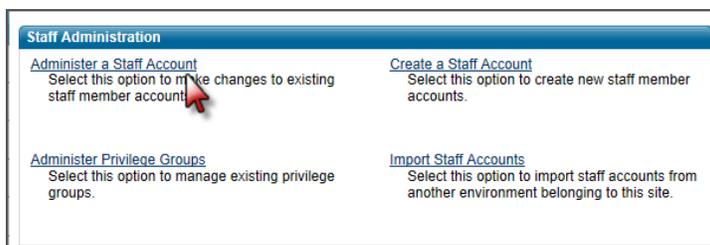
Staff with appropriate privilege settings can enter new providers and assist providers with information. All of the provider self-service functions described in Chapter 3 can also be performed by staff members. In addition, other functions, such as setting provider access, provider reapplication or approving programs for WIA, are exclusively staff related. Privileges that allow staff members the ability to perform these functions are available through the Administrative part of the system.

Note: For a brief indication of where these settings are accessed see Chapter 4 of the Administrator Guide. For a detailed explanation of all functions related to the Administrative side, please review the latest version of the VOS/VLMI System Administrator Guide.

Staff Access to Provider Information

Set Staff Privileges to Verify New Providers

A staff member with Administrative privileges will need to ensure certain privileges are set for the staff members who will grant access to self-registered providers. To grant these privileges, an administrator will open the Staff Administration menu option and click the [Administer a Staff Account](#) option.



Search for and open the record of the staff member to whom you are granting privileges. The Staff Administration screen for that staff member will open. Open the Manage Consumer Reporting System (CRS) submenu by clicking the plus sign.



Manage Consumer Reporting System (CRS) menu selection

When the screen expands, set the following privileges to Yes: *Manage Provider Access*, *Manage Provider Users – Assist*, and *Manage Provider Users – Create*.



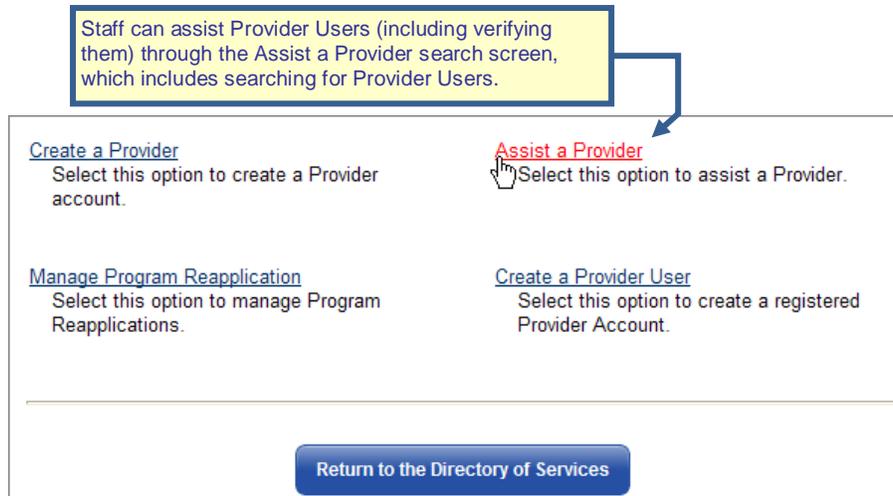
Top		Manage Consumer Reporting System (CRS)	
Manage High Demand Occupations	Yes	▼	
Manage Performance Variables	Yes	▼	
View Survey Results	Yes	▼	
Receives Program Approval/Rejection Notifications	No	▼	
Receives notification of Programs not reviewed within 30 days of creations/modification.	No	▼	
Receives Program Change Notifications	No	▼	
Receives Registration Notifications	No	▼	
Receives Regional Provider User Status Change Notification	No	▼	
Approved Provider Programs - Manage	Yes	▼	
Manage CRS Providers			
Assist a Provider	Yes	▼	
Create a Provider	Yes	▼	
Manage Provider Access	Yes	▼	←
Manage Provider Users - Assist	Yes	▼	←
Manage Provider Users - Create	Yes	▼	←

Manage Providers Privileges Settings – Administration

Click the **Save Changes** button at the bottom of the screen to save the privileges.

Manage a Provider

Staff members, with the appropriate privileges, can enter provider information through the Main Menu Screen, as shown in the following example. Staff can either click the main heading, called Manage Providers, or click the link on the left navigational menu.



Manage Providers Link on the Main Screen and Left Navigation Menu

The main links in [Manage Providers](#) are:

- **Create a Provider** – lets staff create a new provider (institution) in the system.
- **Assist a Provider** – lets staff members locate and add, edit, or modify information for an existing provider (institution) record.

Staff can also use the search screen from this option to locate and add, edit, or modify information for an existing provider user, using the same menu options that provider user sees (which are covered in the previous chapter).

- **Manage Program Reapplication** – lets staff members review programs that are scheduled for periodic reapplication or review.
- **Create a Provider User** – lets staff create a new provider user in the system (following steps similar to those of the provider user doing self registration).

Creating a Provider

Staff members who click the link to [Create a Provider](#) will first view a *General Information* screen for basic information. The screen will look similar to the following example. Whether a staff member is creating a provider with WIA eligible programs or not, the process is the same.



Provider Information

* Status: Active Inactive

* LWIA Region: ▼

Linked Employer: [\[Search For Employer \]](#)

* Vendor ID:

* FEID/SSN:

* Provider Name 1:

Provider Name 2:

* Address 1:

Address 2:

Note: By entering the Zip Code first, the system will automatically populate the City and State.

* City:

* State: ▼

* Zip:

URL:
Enter URL e.g. (<http://www.companysite.com>)

Type of Business:

State Use 1:

Billing Address Information

Populate the Billing Address from: [Provider's Main Address](#)

* Billing Address 1:

Billing Address 2:

* Billing City:

* Billing State: ▼

* Billing Zip:

* Attention:

Mailing Address Information

Populate the Mailing Address from: [Provider's Main Address](#) | [Provider's Billing Address](#)

* Mailing Address 1:

Mailing Address 2:

* Mailing City:

* Mailing State: ▼

* Mailing Zip:

* Mailing Attention:

Sample Provider Information Screen

Staff members will be asked to complete the following information about the provider:

1. Mark the provider status by selecting the *Active* or *Inactive* radio button. Staff may wish to keep the provider as *Inactive* until all information is entered.
2. Select the provider's region from a list in the drop-down menu.

Note: *If a preferred employer is linked to this provider (i.e., OJT contracts), click the [Search for Employer](#) link to match the employer with the provider information. In most situations pertaining to CRS providers, this information would not be pertinent.*

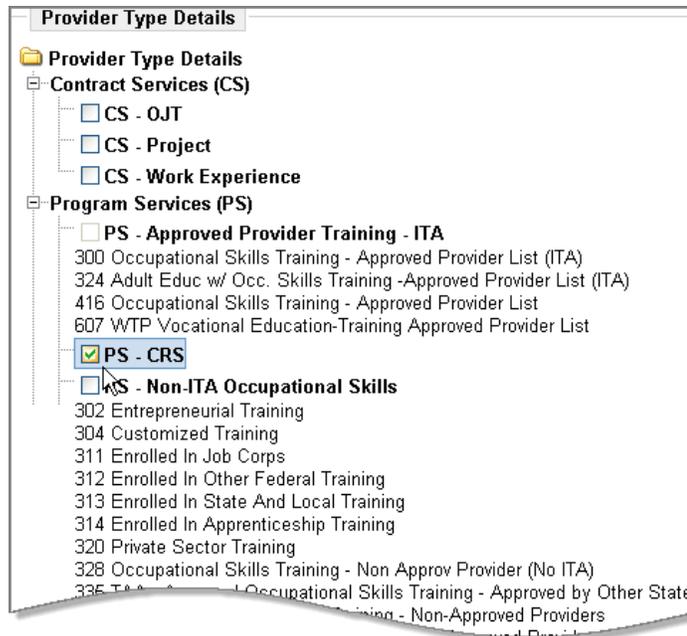
3. Provide the Vendor ID number.
4. Enter the FEID/SSN in the space provided.
5. Enter the provider name, address, city, state, and zip code.
6. If the provider has a URL, enter the URL in the space provided.
7. Select the Type of Business for the provider from the drop-down menu.
8. Enter State Use fields, as appropriate.

Note: *In some configurations, Quadrant and Ward, or other State Use fields are unique fields for specific clients. If pertinent, provide that information.*



9. Input the provider billing address manually (if different from the physical address).
If the billing address is the same as the previous address, click the Provider's Main Address link and the information will pre-fill.
10. Provide a fiscal contact person associated with the billing address in the *Attention* field.
11. Input the provider mailing address manually (if different from the main address or billing address).
If the mailing address is the same as either of the previous addresses, click the Provider's Main Address or Provider's Billing Address link and the information will pre-fill.
12. Provide a contact person associated with the mailing address in the *Mailing Attention* field.
13. Click the **Save** button to save the information, or **Cancel** to return and start again.

When the screen refreshes, staff will be asked to select the *Provider Type Details*. When creating a provider with programs that are not WIA approved, a staff member will want to go to the Program Services tree, and select *PS- CRS*. This is a very important step. The data transfer here will inform the system that the staff member is creating a provider without WIA-approved programs. Make a selection similar to the following illustration.



Sample CRS Provider Type Details Screen

14. Click the **Save** button to save your selection, or **Cancel** to start again.

Staff will notice that the **PS-CRS** selection does not have any associated service codes. It is that way on purpose. These providers will not appear as options for federal program enrollments, thus no activity codes are needed.

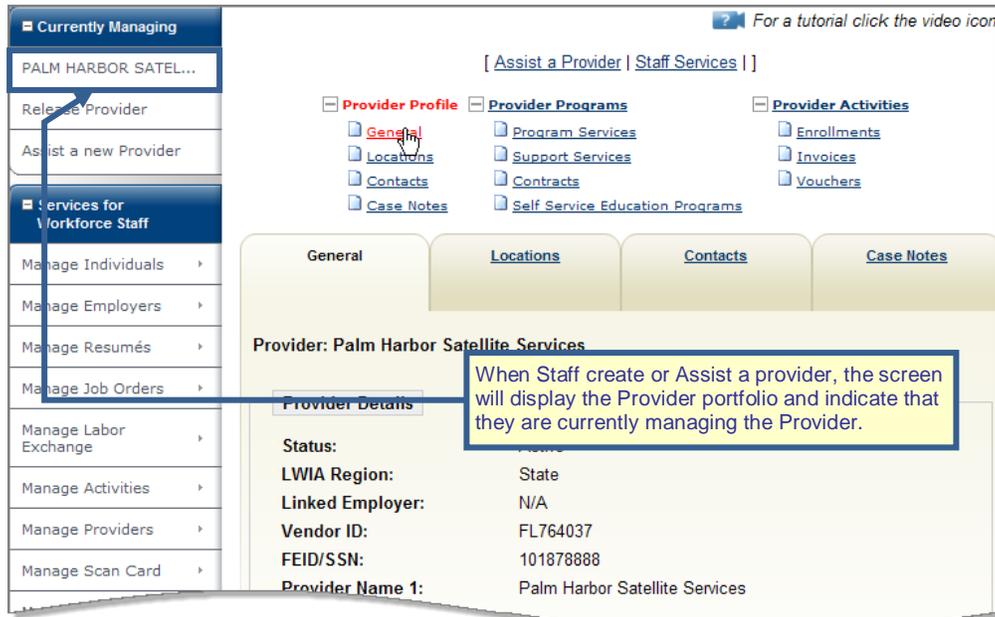
When the screen refreshes after saving the provider type details, the three provider portfolios will appear with the related profiles (and their tabs), as shown in the following figure: *Provider Profile*, *Provider Programs*, and *Provider Activities*. Each of these profiles retains specific information about the provider:

- **Provider Profile** is a placeholder for general information about the provider, such as locations, contact persons, billing address, etc.
- **Provider Programs** is where all of the specific courses and programs are created, edited, and modified.



- **Provider Activities** contains information on those who enrolled in the courses and programs created in Provider Programs, and any vouchers and invoices that were created for those programs that were funded.

Note: *The Provider Payments folder and tabs only display for systems integrated with Virtual OneStop IFT. For more detailed information regarding the role of these profile folders, please review the Manage Providers chapter in the IFT Staff User Guide.*



Manage Providers Link on the Main Screen and Left Navigation Menu

Provider Profile Folder

The *General* tab of the *Provider Profile* folder will appear as the default tab when the screen refreshes after creating or assisting a provider.

The *General* tab contains summary information that was previously entered.

Edit links at the bottom of each section will allow staff members, with sufficient privileges, to go into each section and edit information as appropriate. At the bottom of the screen is a section called *Provider Type Details*. This section shows the provider types which define the scope of the provider's services. The following illustration is an example of the *General* tab.



The screenshot displays the 'Provider Profile' page with the 'General' tab selected. The provider is identified as 'Palm Harbor Satellite Services'. The page is divided into three main sections: 'Provider Details', 'Provider Type Details', and 'CRS Provider Details'. Each section contains a list of fields and values, along with an 'Edit' link.

Provider Details	
Status:	Active
LWIA Region:	State
Linked Employer:	N/A
Vendor ID:	FL764037
FEID/SSN:	101878888
Provider Name 1:	Palm Harbor Satellit
Provider Name 2:	
Address 1:	1214 Pembroke
Address 2:	
City:	PALM HARBOR
State:	FL
Zip:	34683
URL:	
Type of Business:	College/University
Bill Address 1:	1214 Pembroke
Bill Address 2:	
Bill City:	PALM HARBOR
Bill State:	FL
Bill Zip:	34683
Attention:	Mel Sharples

Provider Type Details	
Mailing City:	Palm Har
Mailing State:	FL
Mailing Zip Code:	34683
Mailing Attention:	Mr. Alt Testee

CRS Provider Details	
Institution Code:	
Primary Institution:	
Institution Area:	
Institution Type:	
Institution Ownership:	
Years in Business:	
Disabled Access:	
Allow External Updates:	
Source of Funding:	
Institution Description:	

Sample Provider General Tab and Details links

Note: The General Tab in the Provider Profile shows the information entered previously in the Provider Details and Provider Type Details sections as part of the provider creation. The Edit links allow staff members to edit information. Staff can also create case notes from this screen

The [Edit CRS Provider Details](#) link contains fields for completing institutional information.

Click the [Edit CRS Provider Details](#) link to access the questions/prompts.

When the screen refreshes, staff will view a screen similar to the following example.



Enter the required CRS information for this provider. Once you have completed the information, click the Save button. To cancel your changes and return to the previous page click the Cancel button.

* indicates required fields. [For help click the question mark](#)

CRS Provider Information

Institution Name: Culinary Care Community Services
Institution Code: The Institution code will be created.
Primary Institution: Yes, this is the primary institution.
 No, this is not the primary institution.

* Institution Area: Pinellas County

* Institution Type: None Selected

* Institution Ownership: None Selected

Years in Business: 34

Disabled Access: Yes, disabled access is available.
 No, disabled access is not available.

Source of Funding: Private funds and tuition funds

* Institution Description: Private 4 year college

CRS Provider Information Screen

Staff will be asked to provide the following information about the provider:

1. The *Institution Name*, and *Institution Code*, which are display-only fields that cannot be changed.
2. Click the appropriate radio button indicated whether this is a *Primary Institution*.
3. Select the correct *Institution Area* from the drop-down list provided.
4. Select the correct *Institution Type* from the drop-down list provided.
5. Select the type of *Institution Ownership* from the drop-down list provided.
6. Indicate the number of years the provider has been in business.
7. Click the appropriate radio button to indicate whether the institution provides *Disabled Access*.
8. Indicate whether *External Updates* to this record are allowed, if your system is configured to allow external updates.
9. Give a description of the institution's *Source of Funding* in the text box provided.
10. Provide an *Institution Description* in the text box.
11. Click **Save** to save your changes or **Cancel** to return to the General screen without saving.

Note: The *Locations and Contacts* tabs in the *Provider Profile* folder can also be accessed and staff can add additional locations and related contacts for those locations. For more information on completing these sections, refer to the *Manage Providers* chapter in the *IFT Staff User Guide*.

Provider Programs Folder

The folder for creating information on specific programs or courses offered by the provider is the *Provider Programs* folder. The *Provider Programs* folder may contain as many as four tabs: *Program Services*, *Support Services*, *Contracts*, and *Self Service Education Programs*.



For purposes of this user guide, the focus will be on the *Provider Services – Self Service Education Programs* tab. For more information on *Program Services*, *Support Services*, and *Contracts*, refer to the *Manage Providers* chapter in the *IFT Staff User Guide*. The following is an example of this profile folder.

Provider: 5 Star Training Center
Show services

Self Service Education Program Details

To sort on any column, click a column title.

Service Name	Service Description	Status	Review Status
Critical Care Nursing GREEN JOB Training	Critical Care Nursing. (NEW) A program that prepares registered nurses to provide specialized care to patients with life- threatening problems, including those in intensive care facilities and on life support. Includes instruction in adult, neonatal, and pediatric critical care; technical skills; patient monitoring and assessment; normal and abnormal readings; and troubleshooting.	Active REAPP WIA	Eligible
Home Health Aide/Home Attendant	Home Health Aide/Home Attendant. A program that prepares individuals to provide routine care and support services for homebound disabled, recovering, or elderly people. Includes instruction in basic nutrition, home sanitation, infection control, first aid, taking vital signs, personal hygiene, interpersonal communication skills, supervised home management, emergency recognition and referral, geriatric care, and legal and ethical responsibilities. (Moved from	Active	Not Reviewed

Self Service Education Programs Tab in Provider Programs Profile

To create a new CRS program, click the **Add Self Service Education Program** button.

If the provider User intends to make this program available for WIA enrollment purposes, the same step will accomplish BOTH purposes. When the screen refreshes, a list of required fields, divided into a series of sections, must be completed.

The sections include the *Program/Service Details*, *Program/Service Occupations*, *Program/Service Cost Details*, *Program/Service Locations*, *Program/Service Skills*, *Program/Service Performance*, *Program/Service Application Confirmation* and *Program/Service Review Status*.

Note: *Discussion on completing each of these sections, except the Program/Service Review Status, is discussed in Chapter 3. For information on completing these sections, refer to the topic Add a Program starting on page 3-5 for details. The following figure is an example of these sections completed for a specific course.*



You can also access the training video in the Learning Center, or click this link to start the [Apply for WIA Program Certification](#) video, for specific on how to add a program from this tab.



Program / Service Occupations

Data indicates this item was changed 02/14/2011. [[View Previous](#)]

BRIGHT OUTLOOK Indicates a high demand occupation.

Code	Occupation Title	Provider Title
29111100	Registered Nurses	
29111101	Acute Care Nurses BRIGHT OUTLOOK	

[[Edit Occupation Details](#)]

Program / Service Cost Details

Cost Title	Cost Value
Total CRS Training Costs	\$25,207.00
Tuition/Fee	\$23,335.00
Books	\$1,856.00
Tools	\$15.00
Other Costs	\$1.00
Test CRS Line Item	\$99.77
Total Amount	\$25,306.77

[[Edit Cost Details](#)]

Program / Service Locations

Address	Bill Address
5 Star Training Center 39 NW 166th Street #4 Miami, FL - 33169	39 NW 166th Street #4 Miami, FL - 33169

[[Edit Location Details](#)]

Program / Service Skills

Selected Skills

- administer injections
- administer medications or treatments
- analyze medical data
- use interpersonal communication techniques
- use nursing practices or procedures

[[Edit Program Skills](#)]

Program / Service Performance

PY	Program	Completion Rate	Employment Rate	Employment Rate Related Occupation	Average Wage
2008	Overall	100.00%	100.00%	0.00%	\$4,255.00
2008	WIA	100.00%	100.00%	100.00%	\$4,255.00

[[Edit Program Performance](#)]

Program / Service Reapplication Confirmation

Agreed to the confirmation statement: Yes
 Submit program for WIA Approval: No

[[Edit Confirmation](#)]

Program / Service Review Status

Review Date: 02/16/2009
 Application Status: WIA Approved - **Changes Not Applied For** -
 Review Status: Eligible
 Reapplication Status: Not Applied For
 Reapplication Date: 04/01/2009

[[Edit Program Review](#)]

[[Return to Service List](#)]

Occupations, Cost Details, Locations, Skills, and Performance and Confirmation Sections Completed

The Program/Service Review Status section is a staff only function. In order to update information in this section, staff members click the [Edit Program Review](#) link. When the screen refreshes, it appears similar to the following example.



Program / Service Review Status

• Review Date: (mm/dd/yyyy)

• Application Status:

• Review Status:

• Reapplication Status:

Reapplication Date: (mm/dd/yyyy)

Case Note: [\[Add a new Case Note | Show Filter Criteria \]](#)

ID	Create Date	Subject	Actions
No data found.			

Approved Provider Training - ITA Status

Approved for Provider Training: Yes, Approved for Training
 No, not Approved for Training

Program/ Service Review Status Screen

When staff members have an opportunity to review the course, they can provide information by answering the following questions:

1. Enter a *Review Date* following the format noted in blue text.
2. The *Application Status* indicates the current status of the program. Staff can select *Not Applied For*, *WIA Approved*, or *Applied For*. *WIA Approved* is the correct response if this program is initially set up for WIA approval. If you select *Applied For* when you really meant to approve the course, the form will not save.
3. The *Review Status* is an important drop-down field. Here, the reviewer can determine federal program eligibility of the course. Staff can choose from *Not Reviewed*, *Eligible*, *Rejected*, *On Hold*, *Recommended*, *Re-applied*, or *Elected to no longer participate*. The *Eligible* option will allow inclusion of the course among other WIA programs and courses.
4. If you wish to set up the course for future review, there is a *Reapplication Date* field. Here that date can be entered using the format noted in the blue text. See the *Reapplication* section for related information.
5. If the review requires comments, staff can now create a case note from this screen.
6. If the course is approved as an ITA Training course, there are two radio buttons in the *Approved Provider Training – ITA Status* section. If a staff member selects the *Yes* radio button, the course will be approved as an ITA Training course. It will be WIA eligible, and a duplicate entry will appear in the *Program Services* section. If the *No* radio button is selected, it will not be a WIA eligible ITA training course.
7. Click the **Save** button to save any changes, or click the **Cancel** button to exit without saving.
8. Click the **Return to Service List** button, and when the screen refreshes, the Provider Services – Self Service Education Program main screen will appear. Here, a table is now visible with the course title and description. The course title is a link to access the various sections of the course information screen. It will appear similar to the following example. The *Status* column will show whether it is *Active*, and whether it is WIA approved.



Program Services | Support Services | Contracts | **Self Service Education Programs**

Provider: 5 Star Training Center
Show services

Self Service Education Program Details

To sort on any column, click a column title.

Service Name	Service Description	Status	Review Status
Critical Care Nursing GREEN JOB Training	Critical Care Nursing. (NEW) A program that prepares registered nurses to provide specialized care to patients with life- threatening problems, including those in intensive care facilities and on life support. Includes instruction in adult, neonatal, and pediatric critical care; technical skills; patient monitoring and assessment; normal and abnormal readings; and troubleshooting.	Active REAPP WIA	01

Provider Services – Self Service Education Programs Tab Showing Newly Created Course Title

If the course is approved as WIA eligible, it will also appear in the *Program Services* tab. Click the *Program Services* tab to make certain that the information was entered successfully.

Program Services | **Support Services** | Contracts | Self Service Education Programs

Provider: 5 Star Training Center
Show services

Program Services Details

To sort on any column, click a column title.

Service Name	Service Description	Status
adf		Active
Critical Care Nursing GREEN JOB Training	Critical Care Nursing. (NEW) A program that prepares registered nurses to provide specialized care to patients with life- threatening problems, including those in intensive care facilities and on life support. Includes instruction in adult, neonatal, and pediatric critical care; technical skills; patient monitoring and assessment; normal and abnormal readings; and troubleshooting.	Active WIA
ITA	Other services	Active
QJT		Active

Program Services Tab Showing the Same Course

Note: Staff members who enter the information through the *Program Services* tab instead of the *Self Service Education Programs* tab will have to enter the information twice because the data will not transfer from *Program Services* to *Self Service Education Programs*, just the other way around.

Staff members may wish to click on the *Service Name* link in the *Program Services* tab to review the information that is gathered. Most of the information will copy over from the *Self Service Education Programs* tab. However, staff may need to examine the Program/ Service Customer Group section. Here, every customer group will default until the section is edited, similar to the following example.



Program / Service Customer Group

Customer Group Description
TAA
Older Youth
Dislocated Worker
Adult
Younger Youth

[[Edit Customer Group Details](#)]

Program/Service Customer Group Screen in Programs Tab

Click the [Edit Customer Group Details](#) link and select only the customer groups that directly relate to this course. If this course is not designed for youth, then the Older Youth and Younger Youth groups need to be unchecked. If this course is not eligible as a statewide program, then the Statewide program group options need to be unchecked. When finished, click the **Save** button to save your changes, or the **Cancel** button to exit without saving.

One important note that needs to be made regarding editing. After information is initially entered and saved for WIA-eligible courses, a provider representative can access the course again and make edits in the *Self Service Education Programs* tab. However, the information will not automatically transfer to Program Services. The system will identify when specific information was edited and changed on the *Self Service Education Programs* tab, and red text will appear, indicating a change was made.

Staff, with appropriate privileges, will receive system notifications when information has been changed in a Self Service Education Programs course. They can then review the changes, and manually change the information on the *Program Services* tab. Therefore, it is important to remember that editing must be done *twice* on a WIA-eligible course. There are some situations where data may be different on the *Self Service Education Programs* tab. In these situations, this allows the information *not* to automatically transfer if it is *not* applicable.

Significant changes, such as a change in the CIP code, will require staff to review the course again for WIA Approval. The Program/Service Review Status section may state, in red text, **Changes Not Applied For**. Staff must review the changes, and indicate whether the changes are WIA-approved. In the Approved Provider Training – ITA Status section, there will now be four radio button options:

- Yes, Approved for Training – Accept changes.
- Yes, Approved for Training – Reject changes.
- No, not Approved for Training – Accept changes.
- No, not Approved for Training – Reject changes.

Select the appropriate response, and click the **Save** button. The screen appears similar to the following example.



Program / Service Review Status

* Review Date: (mm/dd/yyyy)

* Application Status:

* Review Status:

* Reapplication Status:

Reapplication Date: (mm/dd/yyyy)

Case Note: [[Add a new Case Note](#) | [Show Filter Criteria](#)]

ID	Create Date	Subject	Actions
106	2/14/2011 3:34:50 PM	WIA Approval of CRS Program	Edit

Approved Provider Training - ITA Status

Approved for Provider Training:

- Yes, Approved for Training - Accept changes
- Yes, Approved for Training - Reject changes.
- No, not Approved for Training - Accept changes
- No, not Approved for Training - Reject changes.

Accepting Edits and Changes from Program/Service Review Status

This is a description of staff-related functions for providers. The interface is currently set up where courses that are eligible for federal program enrollments, as well as those that are merely part of the Education Services directory, can be created at the same time. Both staff and provider representatives use the [Manage Providers](#) section of the system. Staff members who wish to review this section in more detail may also find the *IFT Staff User Guide* to be a valuable resource.

Assist a Provider – Setting Provider Access

Staff members can modify the access level of provider users in the system by clicking the [Assist a Provider](#) link under Manage Providers. The system allows staff to search for provider users in a variety of ways, and also displays the last five provider users that the staff member has assisted.



- Here are the 5 most recent provider users you assisted: [GSIPROVIDERBMD](#), [GSIBDASSING](#), [GSIJGPROVIDER](#), [GSIPROVIDERLAST@ABC.COM](#), [GSIMDESIANTE](#)

Provider User Criteria

Access Status:

- None Selected
- Active
- Inactive
- Pending Access**
- Under Review
- Rejected

User Name:

Institution Name:

First Name:

Last Name:

Provider FEID/SSN: *Example: 593217769*

Email:

Phone: *Do not enter dashes. Example 9994211234*

Provider User Criteria Search Screen

Staff can either click one of the links to work with one of the displayed provider users, or they can select an *Access Status* from the drop-down menu and click the **Search** button. The following figure shows the search results page:

Username	Contact Name	Institution	Institution Address	Region	Access	Action
GSIPROVIDERBMD	ann provider	providerbmd2		Worknet Pinellas, Inc.	Pending Access	Edit
GSIISLANDTECH	Ben O	Island Technologies Inc		Worknet Pinellas, Inc.	Pending Access	Edit
GSIPROVPOST	Bill Smitrovich	Smitrovich Career Center		Worknet Pinellas, Inc.	Pending Access	Edit
GSITESTUSER	Clean Agent	GSI Inst		Worknet Pinellas, Inc.	Pending Access	Edit
GSISSKIDPROV4	Davey Jones	Davey Jones' Locker		Worknet Pinellas, Inc.	Pending Access	Edit
GSIDCPROVTEST	David Colon	Crazy house		Worknet Pinellas, Inc.	Pending Access	Edit

Provider User Criteria Search Results Screen

To modify a provider user's access rights, click the Edit link in the Action column. The system will display the Provider User Access Rights page, shown in the following example:



* indicates required fields. [?](#) For help click the question mark icon.

Provider User Information

Provider User ID: GSITEST
Institution Name: GSI
Institution Code/BPA#:
Contact Name: GSI TEST
Current Access Rights:
Access Rights Date:

[[View registration](#) | [Reset Provider](#)]

Provider User Access Rights

Institution Access:

* Access Rights:

* Comments:

Provider User Access Rights Screen

The details shown in the **Provider User Information** section are for your reference and cannot be changed from this page.

In the **Provider User Access Rights** section, select an *Access Rights* setting (*Active, Inactive, Pending Access, or Under Review*) from the drop-down menu; then enter *Comments* that support the Access Rights setting you selected.

When you have finished entering information, click the **Save** button.

Manage Program Reapplication

Staff members can keep track of providers that have programs due for reapplication by clicking the [Manage Program Reapplication](#) link in *Services for Staff > Manage Providers*.

Create a Provider Select this option to create a Provider account.	Assist a Provider Select this option to assist a Provider.
Manage Program Reapplication Select this option to manage Program Reapplications.	Create a Provider User Select this option to create a registered Provider Account.

The Reapplication Criteria section allows staff to filter by the number of days from the reapplication due date. Staff can choose from 30 days to greater than 90 days.



Based on this filter, a list of providers appear in a table, which includes the *Program* due for reapplication, the Reapplication Date, and a View link in the *Action* column which will take staff to the provider information, along with the link in the *Provider Name* column. This screen appears similar to the following example.

Reapplication Criteria			
Select Number of days from Reapplication Due Date: <input type="text" value="30 days"/>			
The following Providers have programs due for reapplication in the next 30 days.			
Provider Name	Program/Service Name	Reapplication Date	Action
5 Star Training Center	Critical Care Nursing	04/01/2009	View
Academy of Healing Arts, Massage And Facial Skin Care.	Cosmetology	06/02/2009	View
GSI #1 Training Provider	Accounting	05/29/2010	View
GSI #1 Training Provider	Technical Writing	05/29/2010	View
GSI #1 Training Provider	Computer Systems Analysis/Analyst	06/12/2010	View
GSI Out Of State Provider	Computer Systems Analysis/Analyst	06/20/2010	View
GSI Out Of State Provider	Wastewater Treatment Management	06/20/2010	View
GSI Test University	Computer Systems Analysis/Analyst II	06/12/2010	View

Manage Program Reapplication Screen

Provider Representatives can keep track of courses that are due for reapplication. A red **REAPP** icon will appear next to the course, much like the purple **WIA** icon appears. The following is an example of a course that is due for reapplication.

Service Name	Service Description	Status	Review Status
Accounting GREEN JOB Training	Accounting stuff.	Active	
Culinary Arts 101 GREEN JOB Training	Culinary Arts and Related Services, Other. Any instructional program in culinary arts and related services not listed above.	Active REAPP WIA	Eligible

Red REAPP icon indicating that a course is up for Reapplication

During a predefined reapplication time period by a provider, staff will send a message through the system to request all WIA Approved program representatives to reapply for approval. This could be an annual request, or some other predefined time period.

Provider representatives can then reapply through the Program/Service Re-application Confirmation section. This section will be available to provider representatives following initial WIA approval by staff.



Program / Service Reapplication Confirmation

Agreed to the confirmation statement: Yes No

Submit program for WIA Approval: Yes No

[\[Edit Confirmation \]](#)

Program / Service Application Confirmation

* Providers requesting approval or re-approval of a training program must agree to the statement below.

The Program Description and Program Costs I am Posting on the website are currently listed in my catalog/brochure. The programs offered are available to the general public on a tuition basis.

I agree to complete the information required on the web site at the time of my approval request. This includes the completion information of all students registered in the program for the last and current Program Year.

Yes, I agree to the above statement.

* Indicate if you want to submit this program for WIA Review and Approval at this time:

Yes, submit this program for WIA Approval. No, do not submit this program for WIA Approval.

Program/ Service Re-Application Confirmation

The section consists of two questions that provider representatives reviewed initially when it was the *Program/ Service Application Confirmation* section. Provider representatives will be asked to:

- Review and agree again to the confirmation statement by selecting the **Yes** radio button, and
- Agree to submit the program for another year by selecting the **Yes** radio button.

Staff will then review the program through *Manage Program Reapplication*. Within the *Program/Service Review Status* section, a new field is available called *Reapplication Status*. The Reapplication Status will be set to “*Applied For*.” If staff members wish to approve the program for another year, they can change the status to *Approved*. The following is an example of the *Reapplication Status* field that appears.

Program / Service Review Status

* Review Date: (mm/dd/yyyy)

* Application Status:

* Review Status:

* Reapplication Status:

Reapplication Date: (mm/dd/yyyy)

Case Note: [\[Add a new Case Note | Show Filter Criteria \]](#)

ID	Create Date	Subject	Actions
No data found.			

Reapplication Status Field in Program/ Service Review Status



Reports

The Reports section available to staff contains Provider Reports under the Detailed Reports area; these reports are divided into two categories – Eligible Training Provider (CRS) Reports, and general Provider Reports. The access screen looks similar to the following example. Staff with questions on other reports may wish to consult the latest edition of the *Virtual OneStop Staff User Guide* or the *Reports At-A-Glance*.



Detailed Reports Screen – Provider Reports Section

Eligible Training Provider (CRS) Reports

The Eligible Training Provider Reports are divided into four different categories: [by Providers](#), [by Programs](#), [by Provider Contact](#), and [by Program Status](#). The menu screen looks similar to the following example.



Provider Reports Screen Categories – Eligible Training Provider Reports



For more information about use of these CRS reports, you can access the training video in the Learning Center, or click this link to start the [Eligible Training Provider \(CRS\) Reports](#) video.

By Providers Reports

Click on the [by Providers](#) link in the **Eligible Training Provider (CRS)** category. Most of the information for this report is taken from the institution's general profile.

When the screen refreshes, staff can select a provider by location, status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region.

The filter screen appears in the following example.



Location	
State:	Florida
Provider	
Provider to Report On:	Provider Status: <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All Provider Name: None Selected
Provider Type:	None Selected
Closest LWIA/Region:	None Selected

Sample by Provider Report Filters

Click the **Display Report** button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel, CSV (Comma Separated Value), Pipe Delimited, or PDF formats. You can also print the report using the Print link or icon. The following is an example of a by Provider report.

Provider	Sub-Provider Name	Address Location	Web Address	Age	Disabled Access	Institution Type	Institution Owner
Tallahassee Community College	TCC	444 APPELYARD DR TALLAHASSEE, FL 32304-2895	http://www.tcc.cc.fl.us	0	No	Community Colleges - CC	Public Institution
St Petersburg College	SPC	8580 66TH ST, N PO BOX 13489 St Petersburg, FL 33733-3489	http://www.spjc.cc.fl.us	0	No	Community Colleges - CC	Public Institution
St. Johns River Community College	SJRC	5001 ST. JOHNS AVE FLORIDA	http://www.firm.edu/sjcc	0	No	Community Colleges - CC	Public Institution
Metropolitan Trucking and Technical Institute		655 N. Military Trail, Suite 4 West Palm Beach, FL 33415				Schools	institution
Metropolitan Trucking & Technical Institute		398 NE 79th St. Miami, FL 33138	www.MetropolitanTechnical.com	0	No	Private Business and Technical Schools	Private for profit institution
Meridian Technical Institute		1516 East Colonial Drive Suite 303 Orlando, FL 32803	www.meridiantechnicalinstitute.com	0	No	Private Business and Technical Schools	Private for profit institution
Melbourne Beauty School		686 North Wickham Road Melbourne, FL 32935	melbournebeautyschool.com	0	No	Private Business and Technical Schools	Private for profit institution
Provider Sub-Provider Name Address Location Web Address Age Disabled Access Institution Type Institution Owner							
Total Rows: 1,212							

Enter page number: Records per page: 500

Viewing Page 1 of 3

[Change Report Search Criteria](#)

Sample Provider Report

Click the **Select Another Eligible Training Provider (CRS) Report** button to view another CRS report, or click the **Select another Report Option** button to return to the reports menu screen.

Note: At the top of the report screen, you may see a blue question mark and a link, which states: "This website wants to install the following add-on: 'MeadCo's ScriptX' from 'Mead & Company'"



Limited'. If you trust the website and the add-on and want to install it, click here..." Installing this software is unnecessary, and you can ignore it.

By Programs Reports

Click on the [By Programs](#) link in the [Eligible Training Provider \(CRS\)](#) category. Most of the information for this report is taken from general information entered pertaining to a provider's programs.

When the screen refreshes, staff can select a program by location, program status, provider status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region. Staff can select either a Summary Report or a Detail Report. The Detail Reports will provide more information in comparison to a Summary Report, which provides information such as the program name, CIP Code, date entered in the system, and review status.

The filter screen appears in the following example.

Location	
State:	Florida
Program	
Active Status:	<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All
Provider	
Report Type:	<input checked="" type="radio"/> summary <input type="radio"/> detail
Provider to Report On:	Provider Status: <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All Provider Name: None Selected
Provider Type:	None Selected
Closest LWIA/Region:	FloridaWorks

Sample By Program Report Filters

Click the **Display Report** button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel or CSV (Comma Separated Value) formats. You can also print the report using the [Print](#) link or icon. The following is an example of a summary report.

02/03/2010 8:35:24 AM

Department of Employment Services
Program Summary

GSI Louisiana Mercantile Community College -
Program Title: Introduction to Accounting 200
Code: 520301
Date Entered: 02/02/2010 Last Edit:
Review Date: 02/02/2010
Review Description:
Review Status: Eligible

Excel CSV Print

By Programs Summary Report

For comparison purposes, the following is the same report when the Detail radio button is selected.



DRYADES YMCA SCHOOL OF COMMERCE -
Program Title: Office Occupations
Code: 520401
CIP Title: Administrative Assistant/Secretarial Science, General
Approved Programs: Yes
Completion Level: 81
Program Description:

Date Implemented: 01/01/1990 **Class Length:** 9 Months
Other Time: 100 **Tuition Cost:** \$0
Additional Costs: \$0
Class Size Minimum: 0 **Class Size Maximum:** 0
Number of Instructors: **Class Frequency:** Daily
Training Instructors Qualification Description:

Minimum Entry Level Requirements Description:
The applicate must posses some knowledge of computers and have some basi computer skills.

Equipment Used Description:
We have a computer for every student in the class during lab and theory sessions.

Occupational Skills:
Apply industry terms/concepts
Apply interpersonal communication techniques

Sample Excerpt by Programs Detail Report

By Provider Contacts Reports

Click on the [By Provider Contacts](#) link in the **Eligible Training Provider (CRS)** category. Most of the information for this report is taken from provider representative registration.

This report will show all the registered provider representatives. Provider, Provider Sub-Name, Address, City, State, Zip, Contact Name, Title, Telephone, Fax, Email and Web Address are displayed if completed in the Provider Profile.

02/14/2011 4:25:01 PM

Department of Employment Services
Provider Summary

Provider: 5 Star Training Center
Provider Sub-Name:
Address1: 39 NW 166th Street #4
Address2:
City, State Zip: Miami , FL 33169
Contact Name: John Simmons **Title:**
Telephone: (555)555-5555 Ext: **Fax:**
Email:
Web Address:

Provider: 5 Star Training Center
Provider Sub-Name:
Address1: 39 NW 166th Street #4
Address2:
City, State Zip: Miami , FL 33169
Contact Name: JoAnn Jeffries **Title:** Comptroller
Telephone: (555)555-5557 Ext: **Fax:**
Email:
Web Address:

Sample by Provider Contacts Report

This report can be saved as an Excel spreadsheet or a CSV (Comma Separated Value). You can also print the report using the [Print](#) link or icon.



By Program Status Reports

Click on the [By Program Status](#) link in the [Eligible Training Provider \(CRS\)](#) category. Most of the information contained in this report is gleaned from staff information as it pertains to the current WIA eligibility status of any given provider program. The report will generate results based on the Type of Program Status: *Not Reviewed, Eligible, Rejected, On Hold, Recommended, Re-applied, and Elected to no longer participate.*

When the screen refreshes, staff can select a program by location, program status, application status (*Not Applied For, WIA Approved, and Applied For*), Type of Programs Report (*Not Reviewed, Eligible, Rejected, On Hold, Recommended, Re-applied, and Elected to no longer participate*), provider status, provider name, provider type (Two-year University, Public Adult School, etc.), and LWIA/Region.

The filter screen appears in the following example.

Location	
State:	Florida
Program	
Active Status:	<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All
Application Status:	WIA Approved
Select the type of Programs Report:	Eligible
Provider to Report On:	Provider Status: <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> All Provider Name: None Selected
Provider Type:	None Selected
Closest LWIA/Region:	WDB 14 AJB

[Display Report](#)
[\[Save to My Reports \]](#)

By Program Status Report Filter Screen

Click the **Display Report** button located at the bottom of the screen. The report will appear based on your filters. You can save this report in Excel or CSV (Comma Separated Value) formats. You can also print the report using the [Print](#) link or icon. The following is an example of the report.



02/14/2011 3:44:23 PM

**Department of Employment Services
Program Status Report
Eligible**

Florida Satellite Services -

Code	Completion Level	Program Title	Review By	Last Review Date
150505 - Solar Energy Technology/Technician	Certificates < 2yrs.	Solar Installation Certification	GSIEFLINK	2/4/2011
150505 - Solar Energy Technology/Technician	Certificates < 2yrs.	Solar Installation Certification	GSIEFLINK	2/4/2011

GSI #1 Training Provider -

Code	Completion Level	Program Title	Review By	Last Review Date
110501 - Computer Systems Analysis/Analyst	College Credit Certificates (CCC)	Computer Systems Analysis/Analyst	GSISA0	6/9/2010
231101 - Technical and Business Writing	First-Professional Degrees	Technical Writing	GSISA0	5/28/2010
520301 - Accounting	Associate's Degree	Accounting	GSISA0	5/28/2010
520301 - Accounting	Associate's Degree	Accounting	GSISA0	5/28/2010

GSI Test University -

Code	Completion Level	Program Title	Review By	Last Review Date
150506 - Water Quality & Wastewater Treatment	Certificates < 2yrs.	Water Quality	GSISA0	10/12/2010

University -

Code	Completion Level	Program Title	Review By	Last Review Date
010699 - Applied Horticulture/Horticultural Business Services, Other	Associate of Applied Science Degree(AAS)	Applied Horticulture	GSILOIS	10/18/2010
520305 - Accounting and Business/Management (NEW)	Bachelor's Degree	Accounting/Business Administration	GSILOIS	9/16/2010

Mike Terry Automotive -

Code	Completion Level	Program Title	Review By	Last Review Date
150506 - Water Quality & Wastewater Treatment Management & Recycling	Advanced Technology Certificate(ATC)	Oil and Lube Management	GSISA0	1/8/2009
150506 - Water Quality & Wastewater Treatment Management & Recycling	Advanced Technology Certificate(ATC)	Oil and Lube Management	GSISA0	1/8/2009

[Excel](#) [CSV](#) [Print](#)
[Change Report Search Criteria](#)

Sample Program Status Report

Provider Reports

The Provider Reports under the Detailed Reports section are divided into three different categories: by Providers, by Program, and by Contact. The menu screen looks similar to the following example.

View Provider Reports:

 Basic

- [by Providers](#)
- [by Program](#)
- [by Contact](#)

Provider Reports Screen Categories – Provider Reports

These reports provide details on providers in general.



For more information about use of these provider reports, you can access the training video in the Learning Center, or click this link to start the [Provider Reports](#) video.