

**Florida Governor's Council on  
Indian Affairs, Inc.,  
Workforce Development Services  
Program**



**Participant Policies and Procedures  
Effective: September 21, 2016**  
*Expires when revised or replaced.*

If you have any questions, please feel free to call us at **1-800-322-9186**.

If you call and get a recorded voice, please dial the extension of the person you wish to speak with while the message is playing. This will transfer you to the desk of that person and if they are in, they will answer. If they are not in, you will be placed into their voice mail service. Leave a message and they will get back to you as soon as possible. Below are the extension numbers.

For questions regarding your participation please call or email:

Terrence L. Clark  
Caitlin McMullen

Ext. # 112  
Ext. # 111

[tclark@fgcia.org](mailto:tclark@fgcia.org)  
[cmcmullen@fgcia.org](mailto:cmcmullen@fgcia.org)

## Policies and Procedures

Welcome to the Florida Governor's Council on Indian Affairs, Inc., Workforce Development Services Program. These policies and procedures are provided to ensure that you obtain the training assistance you require in order to achieve your employment goals. We are dedicated to your success and look forward to serving you. Take a moment to familiarize yourself with these important payment-generating Forms. One set of the original Forms are provided, for additional Forms please go to our website at <http://www.fgcia.com/education-training-and-career-services-program/>

### \$ PAYMENT GENERATING FORMS AND DOCUMENTS \$

FORM	FORM'S PURPOSE	WHEN YOU SHOULD MAIL THEM
<b>FORM #1101</b>	<u>Generates School Authorization Letter &amp; your Partnership Agreements (PA)</u>	Mail 21 days prior to fee due dates. You will receive a copy of the Authorization Letter that was sent to your school and 2 copies of your Partnership Agreement for the term.
<b>Partnership Agreement (PA)</b>	Authorizes your participation <u>each</u> term	After receiving your Form #1101, we mail you 2 copies of the PA. Return one signed copy to begin your eligibility for the present term.
<b>FORM #1201</b>	<u>Child Care Request Form</u>	Complete this Form if you have children 12 and under and no adult in the home during your training hours. Include proof of guardianship.
<b>FORM #1240</b>	<u>Bi-Weekly Time Sheet</u>	If you are receiving an hourly Classroom Training Allowance, Childcare Assistance or both, mail this time sheet every 2 weeks according to the Pay Period Schedule.
<b>FORM #1401</b>	<u>Signatory Sheet</u> Participation Requirement	Ask each instructor to sign and initial this form. Mail it in with a copy of your official final schedule <u>no later than</u> the second week of class.
<b>GRADES</b>	<u>Final Grades</u> Participation Requirement	Mail a copy of your transcript or grade report reflecting the most recent term's grades to ensure your continued participation and a possible Achievement Allowance.
<b>FORM #1901</b>	<u>Change in Personal Status</u>	Mail when your address, job, marital status, school or Major changes. Include all documentation.
<b>FORM #2001</b>	<u>Completion Bonus Request</u>	Mail with a copy of your diploma or transcript and proof of employment or continued education.
<b>FORM #3001</b>	<u>Request for Certification &amp; Licensing Exam Fees</u>	Mail in FORM #3001 along with your completed certification/licensing application. We will enclose a check and mail the entire packet for you.
<b>FORM #4001</b>	<u>Employment Status</u>	Complete this form once every quarter after you have exited from the program. This form is often sent to you in an email requesting Employment Verification. It will need to be done a total of 5 times.

## **I. GENERAL POLICIES**

**\*\*NOTE --** Throughout these policies, any reference to the "WDS Program," or "Program," refers to the **Florida Governor's Council on Indian Affairs, Inc., Workforce Development Services Program**. The words "student" and "participant" are used interchangeably.

### **A. Duration of Your Classroom Training Participation**

The WDS Program sponsors participants through the Graduate\*, Bachelor, Associate, and Certificate Degree levels. It is imperative that participants make regular significant progress towards their degree or certificate. Students are encouraged to attain at least 12 credit hours each semester. Part-time students and certificate (hourly) students must also make progress in proportion to those standards. \*Graduate students will be accepted on a "funds available" basis.

### **B. Procedure for Requesting an Extension of Classroom Training Time**

If you will exceed the number of credit hours required to complete your program of study, you must file a written request for an extension at least one term prior to exceeding the degree requirements. Your request should include all of the following information;

(1) Outline why you require an extension, (2) How many additional hours you need. (3) State when you will complete your program. Include your most recent transcript with your request and a copy of your program of study.

### **C. Special licenses and other educational and career services**

The FGCI, Inc. WDS Program will now accept applications for, special licenses and other educational and career services beyond the limits set for duration of training according to the Policies and Procedures, paragraph I. A. Such assistance will be on a "funds available" basis only. This assistance will be provided on a term-by-term or month-by-month basis, contingent upon the availability of Program funds.

Eligibility for these services will be determined by the answers to the following questions:

1. According to economic indicators and labor statistics, what is the likelihood that the proposed training will result in increased earnings or income?
2. How soon and how much will the requested training result in an increase in wages or income?
3. If applicant is a previous participant in the FGCI, Inc. WDS Program, what was their record as to academic progress, compliance with administrative rules and regulations and cooperation with Program staff?
4. Is the applicant making use of other financial assistance, including personal contributions, to pay for the training?

### **D. Apprenticeship Programs**

Apprenticeship programs are a valuable option in reaching your educational and employment goals. They combine the classroom experience with valuable on the job experience. In most cases people who go this route obtain full-time employment with the company they are training with as well as nationally recognized certification in their chosen field. If you are interested in enrolling in a state registered apprenticeship program please contact us for additional information and service options through the WDS Program.

### **E. Entrepreneurial Training**

Entrepreneurial and Small Business Training opportunities are available through many different venues, both public and private throughout the state. Most of these are provided at little or no cost and can be tailored to fit your needs as a current or aspiring business owner. Please contact us for training opportunities in your area and available service options through the WDS Program.

### **F. On the job Training**

Participants may qualify for “On the Job Training/Work Experience” through the WDS Program thus enabling them to obtain valuable employment skills in addition to those gained through their academic studies. Services provided may include referrals to local workforce offices and placement with potential employers, assistance with building a resume and other supportive services. Contact us for additional information on how we may assist you in making a transition from your academic studies to a successful career.

### **G. Financial Aid Policy**

To maintain your eligibility, you are required to apply for the Federal Pell Grant no later than March 1st of each year. We encourage you to apply on-line at [www.fafsa.ed.gov/](http://www.fafsa.ed.gov/) . You must then provide proof of your Pell eligibility or non-eligibility to our office by **June 1st** of each year. If the Pell Grant or other sources pays for your tuition or textbooks, you will be reimbursed for those payments, up to the amount you were authorized for. Itemized receipts will be required. For additional scholarship information please contact our office at 1-800-322-9186.

### **H. Transcripts Required**

**1. After the end of every academic term, every student must submit a transcript from their school.** Transcripts should be in the office within 4 weeks after the term ends to be considered for an Achievement Allowance or payment. Failure to do so could result in a resending of the upcoming terms Letter of Authorization or termination from the WDS Program.

“Authorization Letters” can be held or rescinded for students who fail to meet this requirement. Students may also be required to provide an “Official School Transcript” to our office at any time it is requested.

**2. The WDS Program will not pay for courses that students fail or withdraw from that result in no academic credit being earned.** If the student has already received their full CTA, then the student will be responsible for reimbursing FG CIA, Inc. the amount overpaid within 30 days of the end of the term or if the student has been approved for benefits for the following term then adjustments will be made to the following term’s benefit amount.

For example, if the student fails a course where the WDS Program has paid tuition of \$225, that student will be authorized for \$225 less in the next academic term. Participants may appeal such deductions by writing a letter to their assigned Training Coordinator outlining the facts and reasoning for their appeal.

### **I. Assessments**

You may be required to undergo a vocational or educational assessment process (at our expense) to assist you in identifying your interests and aptitudes as they apply to the world of work.

### **J. Required Meetings**

Periodically, orientation meetings concerning the program are held in major cities in the service area. Participants may be required to attend these meetings as part of their participation in the program. Also, substantive seminars for computer training, financial literacy and career subjects may be held and are also required. Failure to attend without a valid excuse could result in termination from the program.

### **K. Service Priorities**

1. Level one (1) is the highest priority of service which goes to veterans as defined in Department of Labor TEGL No. 10-09 and priorities as stated in FGCI, Inc. Policy Statement number two (2).
2. Level two (2) is for recipients of public assistance and low-income individuals according to their relative economic disadvantage as evidenced by a comparison of family income with the Lower Living Standard Income Level.
3. Level three (3) is for newly eligible participants who shall have priority over students who have previously participated in the WDS Program.

## **II. CLASSROOM TRAINING ASSISTANCE PROCEDURE**

**A. Each and every academic term, students should complete Form 1101, “Request for Authorization” and mail it so that it is received by our office at least 21 days before fees are due.** This will generate a Partnership Agreement.

**B.** The Classroom Training Allowance (CTA) is limited to the cost of tuition and textbooks up to an established limit. If a student’s tuition and books are covered by another funding source, the CTA will be disbursed when a transcript is received at the end of the term.

**C. Conditional Disbursement Policy** - Due to differences in the nature and length of some training programs, different policies, procedures and schedules may be utilized for some programs and participants where warranted. This could include a different disbursement schedule and/or the use of different procedures. These variances will be outlined in writing by the WDS Program to each affected participant.

### **D. Activation Requirements**

1. No later than 21 days prior to fee due dates you should complete and mail Form 1101 to our office. You will then be sent 2 copies of your Partnership Agreement for the term and a copy of your Authorization Letter sent to your school.
2. Return one signed copy of the Partnership Agreement to begin your eligibility for your present term, your official school schedule and Form 1401, Signatory Sheet.
3. Students must provide a transcript to the WDS Program no later than 4 weeks following the end of the academic term or their Letter of Authorization for the next term will be rescinded (withdrawn).

Students may request a transcript from the school in advance of the end of the term that will reflect the grades for the academic term in question. Check with your school early in the term to make sure you follow the proper procedures.

### **E. Online Classes:**

If you are attending online classes you can meet the Signatory requirements by sending your instructor an email telling them about our program and then asking them to forward that email to your Training Coordinator. The email you send to your instructor must include; Instructor's name, class number, class name and your Training Coordinator's name. You should also cc: [forms@fgcia.org](mailto:forms@fgcia.org)

### **F. Summer Term or Short term Classroom Training Assistance Policy**

If you are attending two summer terms or mini academic terms please put both start dates and end dates on the Authorization Request Form. In the Credit hours space put the total credit/week hours for all summer terms you are requesting authorization. **The different sessions within the summer/mini term constitute 1 term.**

### **G. Occupational Licensing and Examination Fees**

The Program will pay for occupational licensing and/or examination fees not covered by your other funding sources after you submit the following information:

1. Mail **FORM #3001**
2. Mail a copy of the supporting documents indicating the amount of the fee and who the check is to be made payable to at least 40 days prior to its due date, so we can mail the check to you in time to meet the deadline.
3. If you do not think you can meet this deadline or have any questions call your Training Coordinator immediately.

### **H. Computer Training**

The WDS Program believes that computer skills are essential tools for you to possess prior to entering the world of work. If you are interested in taking any type of computer training, mail **Form #3001** with a syllabus of the course(s) in question.

### **I. Achievement allowance**

To reward excellence in the classroom, a cash **Achievement Allowance** is awarded to students maintaining a 3.0 or higher G.P.A. each term. Transcripts should be in the office within 4 weeks after the term ends to be considered for an Achievement Allowance. **This Allowance is limited to available funding and is determined on a term-by-term basis.**

## **III. POLICIES AND PROCEDURES FOR SUPPORTIVE SERVICES**

These are necessary services to enable an individual who cannot otherwise afford to pay for such services to participate in the WDS Program. The amount or level of Supportive Services provided will depend on available funds.

### **A. Childcare Assistance**

1. **Childcare Assistance** is provided to participants to supplement the cost of childcare expenses. An allowance is provided for participants with children 12 years of age or younger. A childcare allowance is not provided when a responsible adult is living in the household who is not employed, or who is not a full time student.
2. **Childcare Allowances are based on the following factors:**
  - a. The county and state in which you reside,
  - b. Household income level,
  - c. The number and age of your eligible children, and
  - d. Class attendance

**3. If students withdraw from a course(s), childcare allowances will be adjusted.**

Failure to notify our office of course withdrawals will result in the student being responsible to repay FGCI, Inc. any and all overpaid benefits resulting from the withdrawal, subsequent deductions from future Classroom Training Allowance or termination from the WDS Program.

**4. The Maximum Childcare Allowance** you may receive is \$100.00 per week and \$200.00 per pay period. You will be notified in writing regarding the amount of your bi-weekly childcare allowance. The amount of your childcare allowance may be pro-rated based upon the number of classes for which you are enrolled and actively attend. Excessive absences could result in the reduction or loss of supportive services. Also, no childcare will be authorized until a transcript reflecting the grades for the previous term is received by our office.

**5. To receive a Child Care Allowance, please use these procedures:**

a. Provide our office with copies of birth certificates, certificates of legal guardianship, and most recent tax return listing each dependent child, a completed Authorization Request Form #1101 and complete the Childcare Request Form #1201 at least 21 days prior to the beginning of each term.

b. Mail a copy of your Official School Schedule and Form #1401 (CTA Signatory Sheet).

c. Complete **Form #1240: Bi-Weekly Time Sheet** and check the appropriate box. Send in the time sheet according to the pay period schedule provided. You will only receive a childcare allowance after receipt and approval of Form #1240: Bi-Weekly Time Sheet. **If Form #1240 is not received, you will not receive a childcare allowance for that period. Forms #1240 received more than 14 days following the end of the pay period will not be processed and will not be paid.**

d. You will be notified in writing regarding the amount of your bi-weekly child care allowance after the **Childcare Request Form #1201** and **Official School Schedule** have been received and reviewed by our staff. The schedule must reflect the number of credits for each class.

**B. TRANSPORTATION ASSISTANCE**

Transportation assistance can be provided in the form of a bus pass. Please submit information indicating the cost of the bus pass as well as information on where to mail the check. The check will be mailed to you but made payable to the bus company. You can then purchase the bus pass on your own. You must request a bus pass in writing from your Training Coordinator each month you will need one.

**IV. TIMESHEET MAILING & EMAILING INSTRUCTIONS:**

**A.** All documents that result in a payment are considered "Timesheets". They must be filled out in **blue or black ink** and they should be **postmarked** no later than the **Saturday** following the end of your pay period in order for payment to be made according to the Pay Period Schedule. **Late Timesheets must be received no later than 14 days after the end of the pay period in order to be paid.**

**B.** Properly completed timesheets and other forms may be scanned in and emailed to our office in ".pdf" form for processing. Please use the address below and make sure all emails have your name and your Training Coordinator's name on them. If the email is being used in place of a Signature Sheet then make sure it has the course name, number and instructors name in it. Faxes **will not be processed** for payment.

Mail all "Time Sheets" to:

FGCIA, Inc.  
625 N. Adams St.  
Tallahassee, FL 32301

Email all "Time Sheets" to:

[forms@fgcia.org](mailto:forms@fgcia.org)

## V. MAINTAINING UPDATED PARTICIPANT INFORMATION

### **A. Change in Personal Status**

Participants experiencing a change in personal status in any of the following areas are required to complete a **Change in Personal Status Form (#1901)** updating the elements listed below. **Failure to maintain updated information could be grounds for termination or loss of bonuses or allowances.**

1. Mailing address and street address
2. Marital status
3. Employment status
4. Current phone number and current phone number of a contact person
5. Any changes related to school or training
6. Changes in work site or work supervisor

### **B. Changes in Schedule, Course of Study, or School**

If you believe you need to drop a course, change your program-of-study, or change schools, immediately contact your Training Coordinator at **1-800-322-9186**. Failure to do so could result in your termination from the program. After discussing proposed changes with your Training Coordinator, you must then provide the following:

1. Provide a written explanation with all necessary documentation (new program of study, and copy of your most recent transcripts) of the request for change and wait for a response from your Training Coordinator before making any changes.
2. Once approved, immediately follow the proper administrative procedures of your school and mail in copies of all official form(s) used to complete the change.
3. Failure to follow these procedures is grounds for termination from the Program, and will result in your personal financial liability for the tuition and books involved.
4. The Program only pays for a course once. You are responsible for the tuition and book costs for repeated courses unless you receive a waiver. Participants may appeal by writing a letter to their assigned Training Coordinator outlining the facts and reasoning for their appeal.

### **C. Documentation of Employment Policy**

If requested, you must provide proof of employment to the WDS Program. Failure to abide by this policy could result in your termination from the WDS Program or loss of bonuses or allowances. If you change your employment, you must send in a **Change in Personal Status Form (#1901)**.



## VI. ACADEMIC PROGRESS STANDARDS

### A. Grade Point Average

The WDS Program expects all of its participants to establish and maintain a minimum of a 2.0 cumulative GPA, and complete their program of study with a 3.0 cumulative GPA or better. **It is imperative that participants make regular significant progress towards their degree or certificate. Full time students are expected to attain at least 12 credit hours each semester with a minimum 2.0 Grade Point Average. Part-time students and certificate (hourly) students must make progress in proportion to those standards.**

In the event that a cumulative GPA falls below the required 2.0 average at any point in the student's program, the participant will be placed on academic probation until the minimum GPA is attained.

### B. Definitions for Academic Progress Standards

**1. Academic Probation** - Participants placed on academic probation will be closely monitored by the staff. Participants on probation may be required to:

- a. Reduce their course load.
- b. Participate in remedial or developmental programs.
- c. Meet with an academic counselor or their Training Coordinator.

**2. Academic Suspension** Participants suspended for academic reasons may be required to discontinue participation in the WDS Program for a school term or terms. Participants would then be required to submit a written request for reinstatement. Participants that are reinstated would then continue on Academic Probation until all academic deficiencies are corrected.

### C. Program Completion

Upon completing your participation, or upon completing your program objective, you may be eligible to receive a **Completion Bonus** (cash bonus). To receive your bonus, fill out the **Completion Bonus Application (Form #2001)** and send with your diploma or student transcript and proof of employment or proof of continued post-secondary training. You will also be required to complete a telephone exit interview with your Training Coordinator.

You must provide employment information and personal contact information to the WDS Program for the period of at least one year after your completion. **Failure to do so could be grounds for the WDS Program to pursue the repayment of all financial assistance that has been provided to you.**

The WDS Program is required to report on all students for at least one year by our funding agency, the U.S. Department of Labor. Failure to report on the part of the WDS Program could result in reduced or even withdrawal of funding by the Department of Labor.

**You owe it to all current and future WDS Program students to provide this information.**

## VII. GROUNDS FOR TERMINATION

Grounds for termination from participation include, but are not limited to:

- A. Any fraudulent reporting of time spent in class or falsification of signatures.
- B. Excessive absenteeism and/or tardiness.
- C. Lack of progress in training program. **You will be terminated from the program if 90 days passes without the student receiving a qualified service.**
- D. Failure to comply with the Policies and Procedures.
- E. Failure to report other sources of financial aid, PELL Grant, etc.
- F. Meeting or exceeding classroom-training limitation as described on Page 1.
- G. Refusal to comply with reasonable direction from the Program staff.
- H. **Any fraudulent action resulting in the abuse or misuse of WDS Program funds will result in termination and vigorous pursuit of restitution or other legal action.**

## **VIII. PARTICIPANT COMPLAINT AND APPEAL PROCEDURE**

The following procedure is an outline of your civil rights to file a formal complaint against the Florida Governor's Council on Indian Affairs, Inc. regarding your participation in the WDS Program. Although we make every effort to accommodate your needs, there are rare instances where a participant feels the need to formally complain. To file a formal complaint you must do the following:

**A.** Any and all complaints, appeals or grievances concerning participation in the WDS Program must be in writing and contain the following:

1. A specific statement as to the nature of the grievance.
2. All relevant facts concerning the complaint including the specific individuals, dates, times, places and actions involved.
3. Signature of the participant and date [Note - with the exception of complaints alleging fraud or criminal activity, the filing must be made within one year of the alleged occurrence.

**B.** The Executive Director shall appoint a staff member to monitor this procedure.

**C.** Within 10 working days of receipt of the written statement, the participant will be notified, in writing, of the time, date and location where applicable, of an informal conference with a FGCI, Inc. staff member designated by the Director. This conference is for the purpose of discussing the complaint and may be a telephone conference. The complainant shall have an opportunity to amend the complaint prior to the conference.

**D.** The preliminary decision will be made known, in writing, to the participant and the Executive Director of the Florida Governor's Council within ten (10) days of the informal conference.

**E.** The Executive Director will review the written complaint and the preliminary decision on behalf of the Florida Governor's Council on Indian Affairs, Inc., WDS Program. The decision of the Executive Director regarding the validity of the complaint along with the reasons for the decision shall be mailed to the complainant within ten (10) days of the day the preliminary decision is mailed to the complainant. A final decision shall be made by the Executive Director and mailed to the complainant within 60 working days of the receipt of the original complaint. The decision shall include:

1. A statement of the facts and a reason for the decision.
2. A statement that the required procedures have been completed.
3. A statement of the remedies to be applied.
4. Notice of the right to file a complaint with the Grant Office, U.S. Department of Labor.

## IX. DEFINITIONS

**Authorization Letter** - A letter authorizing a school to bill the Florida Governor's Council on Indian Affairs, Inc., WDS Program for a participant's books, tuition, and other charges related to their Program of Study.

**WIOA– Workforce Innovation and Opportunity Act-** The law authorizing the U.S. Department of Labor to provide funding to states, organizations and tribes for employment and training services.

**Lower Living Standard Income Level (LLSIL)** - The income level (adjusted for regional, metropolitan, urban, rural differences and family size) determined annually based on the “lower living family budget” issued by the Secretary of Labor.

**Partnership Agreement** - The “Partnership Agreement” is the authorizing document for all services to be provided for the participant by the WDS Program. No services shall be provided without a valid “Partnership Agreement” being in place. In the “Partnership Agreement,” each participant will be notified of the amount of his or her Classroom Training Assistance Allocation for that time period. Participants will be eligible to receive direct payment of the balance of their Classroom Training Assistance Allocation after tuition and textbook payments are made by the WDS Program.

**Supportive Services** - Supportive services.--The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this law.

Childcare allowances and other Supportive Services are not part of the Classroom Training Assistance Allocation. If you are not sure how this policy applies to you, call 1-800-322-9186, for an explanation.

## X. RECOMMENDED WEBSITES AND RESOURCES

FGCIA, INC.	<a href="http://www.fgcia.org">http://www.fgcia.org</a>
FEDERAL STUDENT AID (FAFSA)	<a href="https://fafsa.ed.gov/">https://fafsa.ed.gov/</a>
SCHOLARSHIPS	<a href="http://www.finaid.org">www.finaid.org</a> , <a href="http://www.ihs.gov">www.ihs.gov</a>
COLLEGE APPS	<a href="http://collegeapps.about.com">http://collegeapps.about.com</a>
COLLEGE BOARD ONLINE	<a href="http://www.collegeboard.org">http://www.collegeboard.org</a>
COLLEGE EXPRESS.COM	<a href="http://www.collegeexpress.com">http://www.collegeexpress.com</a>
COLLEGE NET	<a href="http://www.collegenet.com">http://www.collegenet.com</a>
COLLEGE SEARCH & FINANACIAL AID	<a href="http://www.collegeview.com">http://www.collegeview.com</a>
COLLEGE SCHOLARSHIPS.COM	<a href="http://www.collegescholarships.com">http://www.collegescholarships.com</a>
FAST WEB	<a href="http://www.fastweb.com">http://www.fastweb.com</a>
OCCUPATIONAL OUTLOOK	<a href="http://www.bls.gov/ooh/">http://www.bls.gov/ooh/</a>
AMERICA’S JOB CENTER	<a href="http://jobcenter.usa.gov/">http://jobcenter.usa.gov/</a>
AMERICA’S CAREER ONE STOP	<a href="http://www.careeronestop.org/toolkit/toolkit.aspx">http://www.careeronestop.org/toolkit/toolkit.aspx</a>
GEORGIA DEPARTMENT OF LABOR	<a href="http://dol.georgia.gov/">http://dol.georgia.gov/</a>
FL. DEPT. OF ECONOMIC OPPORTUNITY	<a href="http://www.floridajobs.org/">http://www.floridajobs.org/</a>
US DEPARTMENT OF LABOR	<a href="http://www.dol.gov">http://www.dol.gov</a>

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