



CareerSource Palm Beach County

Eligible Training Provider Manual

Helping Training Providers connect job seekers to careers



Eligible Training Provider Manual

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Purpose:

This manual explains how training providers can be approved for CareerSource Palm Beach County's (CSPBC's) Eligible Training Provider List (ETPL). The ETPL is the official list of schools and programs approved for Workforce Innovation and Opportunity Act (WIOA) funding. Only programs on this list may accept WIOA Individual Training Accounts (ITAs), which function as training scholarships for eligible participants.

Chapter 1. The Workforce Innovation and Opportunity Act

1.01 Purpose of the Workforce Innovation and Opportunity Act

WIOA is a federal law that funds workforce programs nationwide. Its goal is to connect job seekers with training and employers, while giving businesses access to the skilled workers they need. In short, WIOA strengthens the workforce, supports career growth, and helps employers remain competitive.

1.02 Key Principles of WIOA

WIOA emphasizes collaboration between workforce, education, and economic development systems. It requires performance outcomes to be transparent and publicly reported. It also ensures that individuals with barriers to employment can access services, while promoting career pathways that lead to better wages, reduced reliance on public assistance, and stronger economic productivity.

1.03 Individual Training Accounts

An ITA is a training scholarship issued on behalf of a WIOA participant. Participants, with guidance from CSPBC staff, select a program from the ETPL, and tuition is paid directly to the training provider. ITAs are meant to fund training that leads to careers in in-demand occupations.

CSPBC staff must first complete an assessment and work with the participant to develop an Individual Employment Plan (IEP). The plan documents that training is necessary for the participant to obtain or retain employment that leads to economic self-sufficiency, and that the participant has the skills and qualifications to succeed in the chosen program. Once these requirements are met, an ITA may be issued for a training program that aligns with labor market demand, maximizes participant choice, and takes provider performance into account.

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Chapter 2. Florida Workforce Development System

2.01 Florida's Workforce System

Florida's workforce system functions as a coordinated network of state and local partners working together to connect Floridians with training and career opportunities.

CareerSource Florida serves as the state workforce development board. It sets policy and strategic direction for workforce services, guided by input from business, education, and community leaders. CareerSource Florida ensures that the system remains aligned with the state's economic development priorities and oversees performance across all regions.

FloridaCommerce is the state agency that manages day-to-day administration of workforce programs funded through WIOA and other federal and state resources. FloridaCommerce provides technical assistance, monitors compliance with federal and state law, allocates funds to local workforce development boards, and supports system integration across workforce, education, and economic development partners.

Local Workforce Development Boards (LWDBs), such as CareerSource Palm Beach County, are responsible for workforce services at the regional level. Each LWDB designs its service delivery model to meet local labor market needs, oversees contractors and training providers, and ensures accountability for program outcomes.

CareerSource Centers, also known as One-Stop or American Job Centers, are where services are delivered directly to Floridians. Through these centers, job seekers can receive career counseling, skill assessments, job search help, and access to training programs, while employers can recruit workers and access business services.

2.02 Employ Florida

Employ Florida is Florida's online labor exchange and case management system. It connects job seekers with employers and also houses the ETPL. The ETPL portal inside Employ Florida is where training providers apply for approval, add new programs, and complete their required renewals.

For providers who serve Palm Beach County, CSPBC is the first point of contact. CSPBC staff assist training providers with the ETPL process answering questions, guiding them through application requirements, and reviewing submissions to ensure they are complete. Once CSPBC has reviewed the application, it is forwarded to the State ETPL Coordinator at FloridaCommerce for final approval. FloridaCommerce makes the eligibility determination and notifies the provider directly through Employ Florida or by their preferred method of communication.

This process ensures that providers receive hands-on local support while FloridaCommerce provides statewide oversight. All approved programs are listed in Employ Florida with performance and cost information so that participants and CSPBC staff can make informed choices about training options.

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Chapter 3. Training Provider Eligibility Requirements

3.01 Training Providers that Qualify for the Eligible Training Provider List (ETPL)

To be eligible to apply for inclusion on the ETPL and to receive training funds under WIOA, the training provider must be one of the following types of entities:

1. Institutions of higher education – These include universities, colleges, or other public or private institutions that provide programs leading to a recognized postsecondary credential.

Note: In Florida, private training institutions must be licensed, approved, or exempt by the Florida Department of Education, Commission for Independent Education (CIE). Documentation of licensure or exemption must be submitted when applying for ETPL eligibility.

2. Public and private providers – This category encompasses a wide range of providers, including community-based organizations and joint labor-management organizations.
3. Adult Education and Literacy providers – Providers offering adult education and literacy activities, but only if these activities are combined with occupational skills training.
4. Apprenticeship programs – Entities carrying out programs registered under the National Apprenticeship Act.

Additional LWDBs may be included on the ETPL if they meet the conditions of WIOA section 107(g)(1), which states that authority may be permitted to LWDBs to provide training services pursuant to a request from the LWDB if the local board:

1. Submits a request or an application to FloridaCommerce for approval by the CareerSource Florida Board of Directors, which must include:
 - a. Satisfactory evidence that there is an insufficient number of eligible providers of such a program of training services to meet local demand in the local area;
 - b. Information demonstrating that the LWDB meets the requirements for an eligible provider of training services under WIOA Section 122; and
 - c. Information demonstrating that the program of training services prepares participants for an in-demand industry sector or occupation in the local area; and
2. Makes the proposed request or application available to eligible providers of training services and other interested members of the public for a public comment period of not less than 30 days.

Under WIOA, Title I, Registered Apprenticeship program sponsors are automatically eligible for placement on the state-approved ETPL and will remain on the list as long as the program is registered or until the program sponsor notifies the State that it no longer wants to be included on the list. Registered Apprenticeship programs are not subject to the same application and performance information

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requirements or to a period of initial or continued eligibility as other providers because they go through an extensive application and vetting process to become a Registered Apprenticeship program sponsor with the US Department of Labor or the State Apprenticeship Agency.

3.02 Training Program Requirements to Apply for the ETPL for WIOA

A program of training services consists of one or more courses or classes, or a structured regimen that leads to the following specified outcomes:

1. An industry recognized postsecondary credential, a secondary school diploma, or equivalent;
2. Employment; or
3. Measurable skills gains leading to one of the above.

Training services may be delivered in person, online, or using a blended method or approach. Online training providers may apply and be considered for inclusion on the state and local ETPLs but are required to meet the same eligibility and performance criteria established for classroom-based instruction providers. Training programs must also be made physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, such as persons with disabilities.

3.03 ETPL and Non-ITA Training Services

There are exceptions to the required use of the ETPL for ITA-funded training by LWDBs. In the following situations covered by these exceptions, a contract for services between the LWDB and the training provider may be attained and implemented to ensure services are provided instead of selecting a training provider from the state ETPL.

- **Work-Based Training** – WIOA supports training and work experience for job seekers through work-based training, which is coordinated by LWDBs through collaboration with local employers. These activities, like OJT, Customized Training, and IWT do not require inclusion on the ETPL.
- **Training Contracts** – A program of study may be provided through training contracts instead of ITAs when there is not sufficient availability of eligible training providers in the local area to accomplish the purpose of an ITA. Because training contracts do not use ITAs, the training provider is not required to be included on the state or local ETPL.
- **Non-WIOA** – The ETPL is a requirement of WIOA and only applies to programs that are supported by WIOA funding. Providers of training services that do not intend to seek WIOA funding do not need to request or pursue ETPL inclusion.

3.04 Reasons Applications Are Denied (Common Disqualifiers)

- Lack of required Florida Department of Education CIE licensure/authorization
- Insufficient or missing performance data

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- Program not aligned with in-demand industry or credential on the Master Credentials List (MCL)
- Subcontracted training delivery (must provide training directly)

3.05 Initial Eligibility Requirements

Initial eligibility applies to all training providers except Registered Apprenticeship Programs (RAPs) registered with the Florida Department of Education (DOE).

To be considered for the ETPL, training providers must submit verifiable, program-specific performance information as required by federal regulations and Florida law. This information must demonstrate the provider's ability to successfully serve participants.

To meet initial eligibility to be included on the ETPL, a training provider must provide the following through the ETPL portal in Employ Florida:

1. Provider Information – Name, address, email, Federal Employer Identification Number (FEIN), and contact person.
2. Authorization – Proof of being licensed, certified, or otherwise authorized to provide training in Florida (applies to both in-state and out-of-state providers).
3. Program Details – A detailed description of each program submitted for eligibility.
4. Program Costs – Documentation of the cost of attendance (tuition, fees, etc.).
5. Credentials – Whether the program leads to a credential on the Master Credentials List (MCL) or another industry-recognized credential that supports career pathways.
6. Business/Industry Partnerships – Identification of any business or industry involved in developing the training.
7. Industry Demand – Identification of in-demand industry sectors and occupations aligned with the program.
8. Prerequisites – Any required skills or knowledge needed before starting the training.
9. Performance Data – Information related to WIOA performance indicators (employment, median earnings, credentials), excluding measurable skills gains.

Note: Approval is a two-step process. Programs must first be approved at the State level (Florida ETPL Coordinator) before they may be added to the local CSPBC ETPL.

Application and Review Process

CSPBC provides guidance and initial eligibility review for training providers seeking inclusion on the State's Eligible Training Provider List (ETPL). Applications and eligibility for inclusion on the State ETPL are outlined in CareerSource Florida Policy 090 – Eligible Training Provider List Requirements. CSPBC will conduct the initial review of the application to ensure documentation requirements are met and will notify the State ETPL Coordinator that an initial eligibility request has been submitted. The State ETPL Coordinator will notify the training provider of the determination. Once the State has approved the application, providers are eligible to apply for inclusion on the CSPBC ETPL. Alternatively, training providers may directly contact the State ETPL Coordinator at ETPL@commerce.fl.gov to request an initial eligibility determination.

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Initial Approval Period

- Programs approved for the ETPL will be granted initial eligibility for one year.
- After this period, providers must meet continued eligibility requirements to remain on the ETPL.

CSPBC accepts applications anytime during the year. Eligibility requirements for CSPBC are as follows:

1. Must be in business under the current ownership and licensed by the appropriate body for at least 2 years as of the date of application.
2. Eligible providers of training service programs (ETP) must be:
 - a. Higher Education - An institution of higher education that provides a program that leads to a recognized postsecondary credential or
 - b. Apprenticeship program- An entity that carries out programs registered under the National Apprenticeship Act (NAA) or
 - c. Other public/ private providers – Other public or private providers of training service programs, which may include joint labor- management organizations, pre-apprenticeship programs and occupational / technical training.
 - d. Adult education and literacy activities – Providers of adult education and literacy activities if such activities are provided in combination with occupational skills training.
3. Be a public school or licensed by the Florida Department of Education Commission for Independent Education (CIE) to provide the proposed training program(s). Licensure documentation for each course proposed in the application must be provided to CSPBC.
4. Institutions providing secondary training, education or skills must maintain and provide regional AdvancED/SACS accreditation as a secondary public or private school district.
5. Provide direct training to the client and not subcontract the delivery of the training.
6. Participate in the Florida Education & Training Placement Information Program (FETPIP).
7. Schools approved to offer Pell Grants must coordinate Pell Grant payments with CSPBC when students are also receiving ITA funding.
8. Training courses align with one of CSPBC's board-approved, in-demand industries eligible for Individual Training Account (ITA) funding.
9. Training provider/school approved by an IT software developer, whose products are considered universal products used nationally or globally to train individuals on their software, is not required to be accredited nor is the course of training required to be accredited; however, the training provider/school must be listed by the IT software developer on the developer's website.
10. Track and supply program completion/placement information to CSPBC. (Programs must meet CSPBC performance measures)

3.06 Continued Eligibility

After the one-year initial eligibility period, training providers must apply for continued eligibility to remain on the ETPL. Continued eligibility requires recertification of each program of study every three years and submission of updated performance and cost information for each program listed on the state ETPL.

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Application Process

- Applications for continued eligibility must be submitted at least three months before the current eligibility period ends.
- Providers must log in to the ETP portal to review and update all required fields and forms for each program of study.
- If the Local Workforce Development Board (LWDB) assists the provider, the LWDB will review the application, ensure documentation is complete, and notify the State ETPL Coordinator of the submission.
- The State ETPL Coordinator will review the information and notify both the LWDB and provider of the approval or denial through Employ Florida or the provider's preferred method of communication.

Required Information for Continued Eligibility

Each training provider seeking continued eligibility must supply the following information:

1. Licensing/Authorization – Proof of being licensed, certified, or otherwise authorized under Florida law to provide training services (applies to both in-state and out-of-state providers).
2. Program Data – Information reported to state agencies on federal and state training programs (other than WIOA Title I-B), including:
 - a. Number of total enrollees and WIOA participants in the program.
 - b. Number of total program completions and completions by WIOA participants.
 - c. Program quality, including whether it leads to a recognized postsecondary credential.
 - d. Ability to offer industry-recognized certificates and credentials.
 - e. Number of total and WIOA participants awarded credentials.
 - f. Employment outcomes for program completers, including WIOA participants.
 - g. Costs of attendance, tuition, and fees for WIOA participants.
 - h. Details on credentials earned, including how they align with career pathways or ladders.
 - i. Description of statewide access, including rural access and use of technology.
 - j. Description of how programs are accessible to working individuals and those with barriers to employment, including disabilities.
 - k. Information reported for other federal and state training programs, including one-stop partner programs.
 - l. Performance on WIOA indicators (employment, median earnings, credential attainment, etc.).
 - m. Alignment of programs with in-demand industries and occupations in Florida.
 - n. Timeliness and accuracy of provider performance reports.
 - o. Any other factors deemed appropriate under WIOA and state law.

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Chapter 4. Performance Standards

4.01 Program Minimum Performance Requirements

This criteria aims to enhance program transparency, ensure strong performance outcomes, and align with Florida's workforce and economic goals. Below are key elements of the eligibility criteria that will be used to assess training programs that have five or more participants.

Training providers must demonstrate performance across the following measures, for participants who've exited:

- **Minimum Enrollment:** Providers must enroll at least 5 WIOA participants annually to be considered for continued eligibility.
- **Completion Rate:** At least 60% of WIOA participants must complete the training program.
- **Credential Attainment:** A minimum of 50% of participants must earn a recognized postsecondary credential within one year of completion.
- **Employment Rate:** At least 70% of participants must be employed in the fourth quarter after exit.
- **Median Earnings:** The median wage of employed participants in the second quarter after exit must meet or exceed \$6,000. This measure will be adjusted annually to reflect new wage data.

These benchmarks must be met annually to maintain a program's status on the ETPL. Programs failing to meet the criteria will be subject to removal, with an opportunity to reapply if performance improves.

Reporting Compliance:

- Always use the secure ETPL portal to upload Social Security Numbers (SSNs).
- Do not email or share SSNs in unsecured formats.
- Ensure compliance with FERPA and FloridaCommerce security policies.
- Double-check program year selection before submitting data.

4.02 Annual Data Reporting

Each year, no later than August 31, training providers are required to upload student data into the ETPL portal for all programs of study being considered for continued eligibility. This submission must include information on every student who enrolled in or completed a program during the reporting period. Training providers must also include social security numbers (SSNs) for each individual. The SSNs are critical because they allow FloridaCommerce to match records and calculate program performance outcomes.

The ETPL portal offers a secure method for transmitting this information and ensures that Personally Identifiable Information (PII) is protected. All data transmissions must comply with FloridaCommerce's security policies, which are designed to safeguard sensitive information. For training providers, this means that any disclosure of student PII from education records must also comply with the Family Educational Rights and Privacy Act (FERPA). FERPA provides protections for student records and, in some cases,

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requires prior written consent before data can be shared. However, under federal law (34 CFR 99.31), the Florida Department of Education has designated FloridaCommerce as an authorized representative. This designation allows FloridaCommerce to collect and review student-level data in order to monitor training provider performance and ensure compliance with federal Workforce Innovation and Opportunity Act (WIOA) requirements.

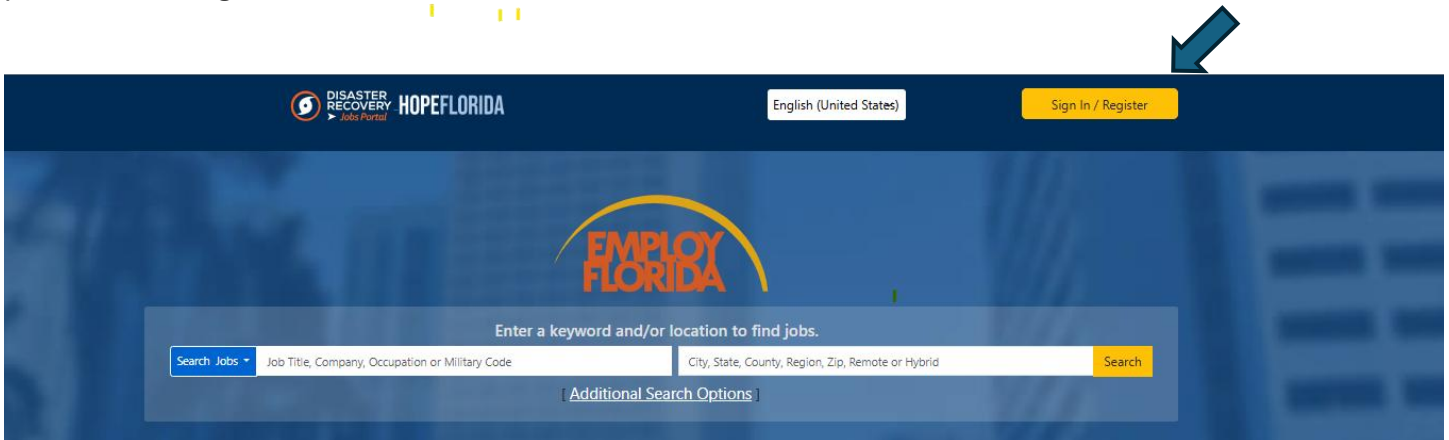
By meeting this annual reporting requirement, training providers help ensure that their programs remain eligible on the ETPL and demonstrate accountability in serving participants. Accurate and timely reporting is essential, as it provides the foundation for evaluating program quality, determining whether programs align with in-demand occupations, and ensuring that participants receive training that leads to meaningful employment outcomes.

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Chapter 5. Using Employ Florida

5.01 Registering in Employ Florida

Step 1 – On the site’s main screen, there is a Sign In / Register button. Providers must first click that link to proceed with registration.






Potential provider users (i.e., representatives for an institution) must identify themselves as providers, and register as such, to access the system. This lets new provider users register to manage their institution’s programs and other account information (once staff verify their registration).

A screen will display for selecting the type of user account you want to create.

Step 2 – Select the Provider link, to start your Provider User registration.

If you would like to become a fully registered user with Employ Florida and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: [Why Register?](#).

 Estimated time to complete registration for Individual: 13 minute(s)	Individual Register as this account type if you are an individual and wish to search for the latest job openings, post a résumé online, find career guidance, search for training and education programs, find information on local employers, etc. If you would like to view Employ Florida as a visitor to see what services are available, please select Guest Access . Individual Registration
 Estimated time to complete registration for Employers and Agents: 12 minute(s)	Employers and Agents Register as this account type on behalf of your company or on behalf of another company acting as their agent with a valid Power of Attorney. Here you will gain access to industry data, labor market information and job applicants for your business. You can also post job openings online. If you would like to view Employ Florida as a visitor to see what services are available, please select Guest Access . Employers and Agents Registration
 Estimated time to complete registration for Provider: 10 minute(s)	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 WIOA approval for specific courses. Provider Registration

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The first screen to display for Provider registration is a “Your Organization” search screen. This helps you search for the name of your organization, and see if that organization (i.e., the institution for which you will be a Provider User), is already in the system.

Step 3 – Enter at least three characters of the name, and then select the correct organization from the displayed list, when your organization shows up. Once you have selected your organization click “Found on List”.

Your Organization

First we need to see if your organization is already in our system. Please enter the name of your organization --- if it appears in the list of suggestions, please click to select it:

* Organization:

5.02 Registering as a Provider User for an Existing Organization

Step 1 – Continue the registration steps (described below) to register for the organization you found in the list. This will associate you as a Provider User for the existing organization, at the end of your registration.

Note: *If you could not find your organization, you can click the “Not Found” button and follow similar steps for your Provider User registration (see section 5.03 below). The steps will be followed by additional steps, and screens, to define the new Provider Organization that you will represent.*

New Organization Information

It appears that your Organization doesn't currently exist in our system. Please enter the following information for your Organization and click Save (or Cancel to exit Registration):

* Name: Up to 60 characters

EIN: (12-3456789 or 123456789)

Institution Ownership:

URL: Enter URL (e.g. www.companywebsite.com)

Step 2 – Review the fields in the “Organization Information” area. These are not entry fields – they are populated from data for the provider which you selected in the list (on the previous step). However, if you notice any incorrect entry (e.g., if the EIN number is wrong), you or a staff member will need to change the entry after the registration is completed.

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Step 3 – Enter information for the provider user – this is the individual who represents the organization and will manage information in the system.

Enter Your Information

* Title:

* First Name:

* Last Name:

* Address 1:

Address 2:

* Zip Code:

* City:

* State:

* Email Address: [Email Security Policy](#)

* Primary Phone Number: - - Extension

Fax Number: - -


Cell Phone Number: - -

Step 4 – Create a Log-in for the provider user.


Login Information

* User Name:

Enter User Name (3 - 20 characters, and must include characters, letters or numbers. Allowable characters are + @ _ .).


* Password: 

Enter Password (8 - 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +).

* Confirm Password: 

* Security Question:

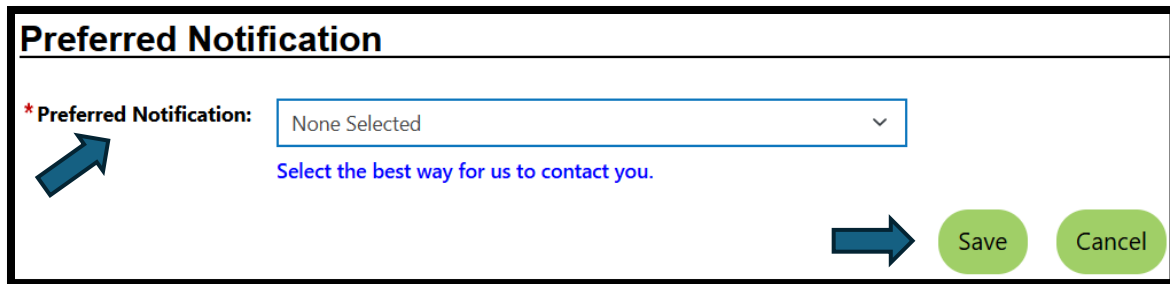
* Security Question Response:



Special characters are not allowed.

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Step 5 – Choose a Preferred Notification method and then select “Save.”

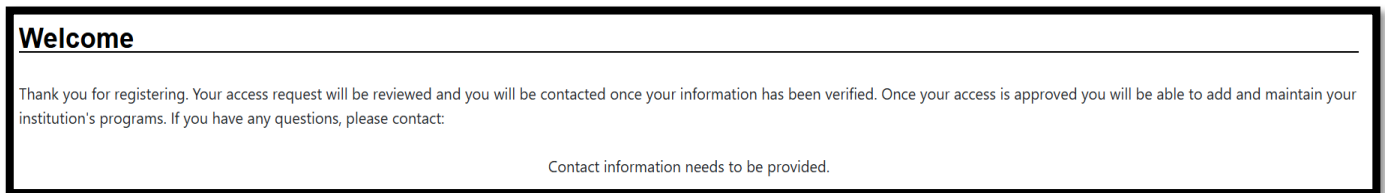


The screenshot shows a form titled "Preferred Notification". It contains a label "* Preferred Notification:" with a blue arrow pointing to it. Next to the label is a dropdown menu showing "None Selected". Below the dropdown is the text "Select the best way for us to contact you." At the bottom right of the form are two green buttons: "Save" and "Cancel", with a blue arrow pointing to the "Save" button.

A Welcome message indicates that your registration is complete.

The Welcome message confirms your registration, and indicates that you will be contacted once the information is verified.

Until your registration is verified (i.e., until your Pending Access status is changed to Enabled by staff), you can login as a Provider User, go to your dashboard, and access some menu options. However, your access to options will be limited.



The screenshot shows a "Welcome" message. The text reads: "Thank you for registering. Your access request will be reviewed and you will be contacted once your information has been verified. Once your access is approved you will be able to add and maintain your institution's programs. If you have any questions, please contact:" followed by "Contact information needs to be provided."

5.03 Registering as a Provider User for a New Organization

If you cannot find your organization, as part of the first steps for registering as a Provider User, then you will need to click the “Not Found” button, in order to register as a Provider User for a new organization that you will add to the system.

The initial steps for registering for a new organization are similar to those for registering as a Provider User for an existing organization (i.e., a *found* organization), except that you must also enter basic information in an Organization Information area.

You will then continue the registration steps to register for the organizations you found in the list. The completion of the steps for your Provider User registration will be followed by additional steps, and screens, to define the new Provider Organization that you will represent.

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Step 1 – Start to enter your organizations information in the “Organization” field. If your organization does not exist yet, you will not be able to find it.

Step 2 – Click the “Not Found” button.

The Provider User Registration screen is displayed with three areas: New Organization Information, Enter Your Information, and Login Information.

Step 3 – Enter data in all required fields about your organization and yourself related to your Provider Institution.

Click the “Save” button.

Upon successful completion of your registration (for association with a new provider institution), you are logged into the system with limited access as a Provider User, and with the first screen displayed for adding your Provider Institution.

You will continue through this screen as one of two additional screens/pages you will complete to also create the new account for your institution. The General Tab will display at the end of your complete registration.

Step 4 – Enter all information regarding the provider, billing address, and mailing address and click “Save”

The CRS Provider Information screen is displayed. It contains information which staff requires before they will mark the provider institution as *Active*.

Additional Provider Information

Institution Name:	CSPBC Test Provider Two
WIOA Provider:	<input type="radio"/> Yes <input type="radio"/> No
* Institution Type:	<div>None Selected</div>
* Institution Ownership:	<div>None Selected</div>
Years in Business:	<input type="text"/>
Disabled Access:	<input type="radio"/> Yes <input type="radio"/> No
ADA Compliant:	<input type="radio"/> Yes <input type="radio"/> No
* Institution Description:	<div></div> <div>(2000 characters max.)</div>
TTD/TTY Telephone Number:	<div><input type="text"/> - <input type="text"/> - <input type="text"/></div>
* Is this a Community College?	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Display Online to the public?	<input type="radio"/> Yes <input type="radio"/> No
Eligible Provider of Youth Workforce Investment Activities:	<input type="radio"/> Yes <input type="radio"/> No

Save

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You should complete all fields, as the provider user, if known. However, only two fields are required.

- Select the Institution Type (from drop-down list).
- Select the Institution Ownership (from drop-down list).

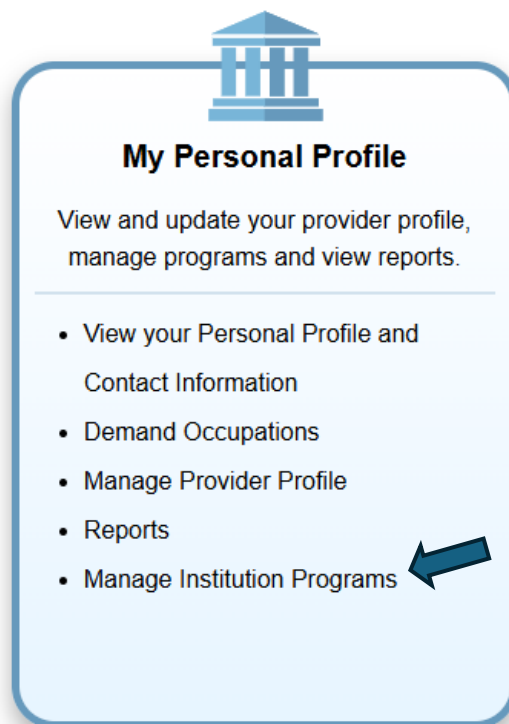
Review and answer all other questions and prompts, as accurately as possible, for known provider information then click “Save”.

Note: You may not be certain of answers to some prompts, such as “Accreditation”. If you select No, staff can change this to Yes later, when accreditation has been added, or when the information is known. (Several Yes/No selections are pre-filled. Most selections are not. If field includes required Yes/No selections and you are not sure, select No).

5.04 Managing Institution Programs / Courses





Provider Users can prepare and submit the programs to be approved for federal funding (i.e., WIOA approved provider courses), and to be visible to staff case managers in program/ service enrollments. In other words, provider users can use this option to create and maintain their institution’s programs, and to submit the programs for approval as WIOA eligible programs available to staff who are enrolling individuals in federally funded activities or courses.

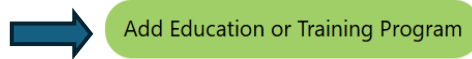
When a provider user selects “Manage Institution Programs”, they see a listing of each of the programs the school has added into the system.



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The screen includes an “Edit” link to open a program and make changes via a Program wizard. The programs list also has an “Add Education or Training Program” button, to start the Program wizard, and walk through a step-by-step process for completing information on several tabs and create a new program.

Program Name	Program Description	Changes Submitted	Active	Review Status	Action
Database Professional with Business Intelligence PS - Approved Provider Training - ITA 	A program that prepares individuals to provide technical assistance support and advice to computer users to help troubleshoot software and hardware problems. Includes instruction in computer concepts information systems networking operating systems computer hardware the Internet software applications help desk concepts and problem solving and principles of customer service.			Approved/Eligible	Edit Copy Deactivate
Excel Level 1 PS - Approved Provider Training - ITA 	A program that prepares individuals to provide technical assistance support and advice to computer users to help troubleshoot software and hardware problems. Includes instruction in computer concepts information systems networking operating systems computer hardware the Internet software applications help desk concepts and problem solving and principles of customer service.			Approved/Eligible	Edit Copy Deactivate



To add a new program or course:

Step 1 – Click the Add Education or Training Program button, at the bottom of the list. This launches the E&T Program wizard. The wizard guides you through required data entry of each separate progress step (or tab) for entering the segments of data that define the program.

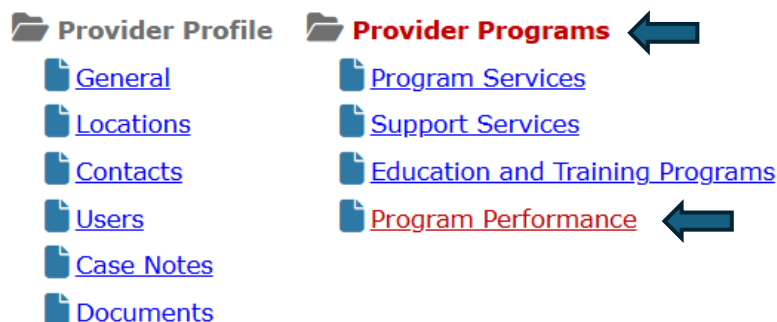
Step 2 – Move through each segment/tab and enter all required data.

Step 3 – When you have completed the wizard click the “Submit” button to complete the application and submit the program for review.

5.05 Performance Reporting

The Program Performance tab is an important tab for recording the performance data for individuals enrolled in the program (which is used in federal reporting). This tab is used to download your performance workbook and upload once you have entered the needed data.

Step1 – Upon logging into your account, proceed to “Provider Programs”, then “Program Performance”



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Step2 - Proceed to Download Performance Workbook; make sure the Program Year is set to the year you are reporting for and click “Download Workbook”.

The screenshot shows a web interface with two main sections. The top section is titled "Download Performance Workbook" and contains a "Program Year:" label, a dropdown menu showing "2025", and a blue link "[Download Workbook]". Two blue arrows point to the dropdown menu and the link. The bottom section is titled "Upload Performance Workbook" and contains a "File to Upload:" label, a file selection box with a "Choose File" button and the text "No file chosen", and a blue link "[Upload Workbook]". A blue arrow points to the link.

Download Performance Workbook	
Program Year:	2025 [Download Workbook]

Upload Performance Workbook	
File to Upload:	<div>Choose File No file chosen</div> [Upload Workbook]

Step 3 – Complete your workbook and upload to the Upload Performance Workbook Section.

This workbook is in the Excel spreadsheet format and will require one worksheet for each of your training programs. Please follow the instructions in the workbook.

The workbook contains personally identifiable information (PII) and should not be shared by email.

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Acronyms and Definitions

- **American Job Centers (AJC)** – designed to provide full range of assistance to job seekers under one roof. The centers offer training referrals, career counselling, job listing, and similar employment-related services.
- **Calendar Year Quarter** – a three-month period within a calendar year. These calendar year quarters are used in the processing of program performance timelines.
- **CareerSource Florida** – Is Florida’s State Workforce Investment Board and is the statewide body that was created with the goal to create a common vision for an integrated workforce delivery system and to advise the Governor with strategies to meet the needs of the state’s employers and workforce.
- **CareerSource Palm Beach County (CSPBC)** – the workforce development board serving Palm Beach County, Florida.
- **Classification of Instructional Programs (CIP) Code** – a taxonomic scheme that will support the accurate tracking, assessment, and reporting of fields of study and program completions activity.
- **Completer** – a completer is a student that completes a providers’ program and obtains credential, certificate, degree, etc. from the school.
- **Consumer Reporting System (CRS)** – the mechanism that tracks activities and outcomes for various programs, including but not limited to: WIOA, Wagner-Peyser, LEAP, TAA, Rapid Response, and the Veterans Program, along with employer services.
- **Code of Federal Regulations (CFR)** – The codification of the general and permanent rules and regulations published in the Federal Register by the executive departments and agencies of the federal government of the United States.
- **Date of Program Exit** – the term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services. The exit date is the last date of service.
- **Eligible Training Provider (ETP)** – Provider of training services or programs of study that has met the eligibility requirements to receive WIOA funds for providing training service programs to eligible individuals.

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- **Employ Florida** – Florida's official online job bank and a comprehensive workforce development system that connects job seekers with employers. This system integrates services via the internet for individuals, employers, training providers, workforce staff, and WIOA partners.
- **Enrollee** – an individual who has applied for and been determined eligible to participate in services provided under WIOA.
- **Enrollee Data** – data that Local Workforce Development Boards request from providers for an ETPL program year. Enrollees include only students starting a program during the specified timeframe.
- **Eligible Training Provider (ETP)** – an organization, institution, or entity that has been approved by a state workforce agency to provide training services to individuals funded under the Workforce Innovation and Opportunity Act (WIOA).
- **Eligible Training Provider List (ETPL)** – a list of training providers that have been approved to deliver occupational skills training via Individual Training Accounts under WIOA.
- **Exit Quarter** – the calendar year quarter containing the exit date of a participant from a program.
- **Exiter** – a completer or non-completer of a program that exits a provider's program.
- **Exiter Data** - data that FloridaCommerce and/or Local Workforce Development Boards request from providers for an ETPL program year. Includes completers and non-completers of all program participants who exit a program during the specified timeframe.
- **Family Educational Rights and Privacy Act (FERPA)** – a federal law that protects the privacy of student education records.
- **Florida Education and Training Placement Information Program (FETPIP)** – a data collection and consumer reporting system established by Florida Statutes Section 1008.39 to provide follow-up data on program participants who graduate, exit, or complete public education or training programs within the State of Florida.
- **Florida Department of Education (FLDOE)** – the state agency responsible for determining if educational providers and their programs / services need to be licensed in Florida.

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- **Individual Training Account (ITA)** – the funding tool used to pay for training services for eligible students. The training must be linked to in-demand employment opportunities.
- **Labor Market Information (LMI)** – data on job seekers, employment, unemployment, and changes in industrial structure, technological changes, conditions of employment, wage rates and other related statistics.
- **Local Workforce Development Boards (LWDB)** – a regional governing body responsible for overseeing and guiding workforce development efforts in a designated geographic area. These boards play a critical role in implementing federal and state employment and training programs at the local level under WIOA.
- **North American Industry Classification System (NAICS)** - the standard used by Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.
- **Non-completer** – a student that does not complete a provider’s program.
- **O*Net** – a comprehensive database developed by the U.S. Department of Labor. It provides detailed information about occupations in the U.S. economy and is widely used for career exploration, workforce development, and educational planning.
- **Personally Identifiable Information (PII)** – data that can be used on its own or with other information to distinguish, trace, or identify a specific individual.
- **Quarter After Exit** – The quarter following the participant’s exit from the program.
- **Registered Apprenticeship program (RAP)** – a structured training and work-based learning program that is approved by the U.S. Department of Labor or a State Apprenticeship Agency (SAA). Florida’s State Apprenticeship Agency is the Florida Department of Education’s Office of Apprenticeship.
- **Standard Occupational Classification (SOC)** – a universal occupational classification system that is designed to cover all occupations in which work is performed for pay or profit, reflecting the current occupational structure of the United States.
- **State Workforce Agency (SWA)** – the agency or bureau in each State that deals with employment and labor issues.

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- **Unemployment Insurance (UI) Wage Records** – are records that contain the earnings reported by employers on a quarterly basis and are maintained through the Reemployment Assistance Program which is managed by the Reconnect system.
- **Unsubsidized Employment** - employment in which the employee earns wages that are not supported or supplemented by government funds or other external financial assistance.
- **Workforce Innovation and Opportunity Act (WIOA) of 2014** – a U.S. federal law enacted in 2014 that supersedes the Workforce Investment Act (WIA) of 1998. WIOA helps job seekers access employment, education, training, and support services.

Direct Policy Links:

[Administrative Policy 090- Eligible Training Provider List Requirements](#)

[Florida Master Credentials List](#)

References and Additional Resources

[Memorandum - New Subsequent Eligibility Criteria](#)

[20 CRF 680.460](#)

[34 CFR 99](#)

Contacts

CSPBC - itaproviders@careersourcepbc.com

State ETPL Coordinator - ETPL@commerce.fl.gov

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Appendix A: Quick Start Guide for New ETPL Providers

Step 1: Determine Eligibility

Eligible providers include higher education institutions, public/private training providers, adult education providers (if combined with occupational training), and Registered Apprenticeship Programs.

Common disqualifiers: no FLDOE CIE licensure, program not aligned with in-demand occupations, insufficient performance data, or subcontracted training delivery.

Step 2: Gather Documentation

Have FEIN, licensure proof, program descriptions, costs, credential info (must be on the MCL), industry partnerships, prerequisites, and initial performance data.

Step 3: Apply via Employ Florida

Register as a Provider User, create or link your organization's profile, enter program details, and submit the application.

Step 4: Review Process

CSPBC conducts the initial review, then the State ETPL Coordinator approves or denies applications. Initial eligibility lasts 1 year; continued eligibility is required every 2 years.

Step 5: Performance & Reporting

Providers must meet benchmarks: 5 enrollments, 60% completion, 50% credential attainment, 70% employment, \$6,000+ median wage. Annual reporting due August 31 (must use secure ETPL portal).

Step 6: Stay in Good Standing

Apply July 1–Sept 30, maintain compliance, coordinate Pell grants, and provide direct training (no subcontracting).

Quick Checklist

- ☐ Confirm provider eligibility type
- ☐ Verify licensure/authorization
- ☐ Ensure program aligns with in-demand/MCL credential
- ☐ Collect all required documents
- ☐ Register in Employ Florida
- ☐ Submit programs for review
- ☐ Upload annual performance data by Aug 31
- ☐ Reapply for continued eligibility every 2 years