

## GLOW ON-THE-JOB TRAINING PROCEDURES

**Background:** Current economic conditions make OJT a desirable solution for both businesses and jobseekers. For businesses, OJT helps accelerate hiring by offsetting the costs of training a new or current employee. For jobseekers, OJT provides an opportunity to earn income while learning skills desired in the current labor market.

### OJT Outreach Approaches

OJTs are targeted to employers and job seekers utilizing the following approaches:

**Broad-based outreach** to employers is the most time-efficient approach, since it can reach a large number of employers and has the potential for greater volume of OJT opportunities.

- Broad-based outreach can reach employers and open up job opportunities staff might not uncover otherwise.
- Before launching a broad-based outreach strategy, the workforce development program must have a ready source of pre-screened candidates to refer.
- Business Services Representatives will match job orders that are listed in OSOS with registered job-seekers. People who are matched will serve as pool of OJT candidates. Candidates will then be pre-screened and referred to employer for interview process.

**Job Seeker-focused** targeted job development may offer the best results for the job seeker, since it searches for the job that most closely fits the job seeker's specific needs and goals.

- Targeted job development is more time-intensive for the staff, since outreach is done on an individualized basis. One-Stop Staff will utilize job matching to identify possible OJT matches and follow up with job seeker accordingly.
- Utilizing a self-referral approach, job seekers are taught how to use the possibility of OJT in the course of their job searches. This is suitable for job seekers who have good job search skills and who can learn to use OJT as another tool to secure a new job.
- Through OJT Outreach Workshops, job seekers are taught about OJTs and explore how to best utilize this possibility in the course of their job searches.
- Job seekers are each given personalized letters/brochures from the program that describes OJT to a potential employer.
- Job seekers introduce this concept during the course of an interaction with an employer for a job for which the job seeker needs additional skills.
- The employer and/or job seeker contacts the business service representative to discuss the possibility of an OJT contract with the employer.
- Business Services Representatives/One Stop OJT Staff contacts the business to ensure the job is eligible for OJT. Staff also assesses job seeker to make sure there are training objectives or skills to be learned in the new position.
- The Business Services Representatives/One Stop OJT Staff speaks with and later meets with the employer to draw up a training plan, taking into account the skill requirements of the position and the skills of the individual. Attached is the OJT Training Plan Information and Instructions.
- OJT may be provided to current employees of the employer for skills upgrade. The employee must be employed at time of participation and have an employment history with the employer for six (6) months or more. Current employees in OJT must be under the self-sufficient wage of \$41,600 annual salary or \$20/hour based on a 40 hour week.

## **Finding Potential Employers**

There are several strategies GLOW employs to identify possible employers for the program:

- Previous Job Placements. Good sources of recruits for OJT are employers that have hired job seekers in the past. Internal program reporting will have identifying information for these employers.
- Employer workshops where information is presented regarding the advantages of using an OJT program to find and keep talent.
- Chambers of Commerce or industry organizations.
- GLOW WDB members can be accessed for possible OJT opportunities.
- New Job Orders

### **Overview of Role of the GLOW One Stop Staff:**

The role of the One-Stop staff is to determine eligibility, screen and assess candidates, develop and maintain pools of OJT eligible candidates, referral, and placement into OJT positions, counseling of participants, appropriate follow up. Additionally, One-Stop staff is also responsible for contract development, monitoring, and authorization of reimbursement to the employee. The GLOW WDB Staff will monitor the OJT Contract Programmatically and the Grant Recipient will monitor fiscally the OJT Contracts in the GLOW region.

### **Process To Apply for On-the Job Training:**

Interested Businesses can contact GLOW Coordinator, Michele Nichols, GLOW WDB, (585) 344-2042, x4239 or [mnichols@co.genesee.ny.us](mailto:mnichols@co.genesee.ny.us) who will refer them to the Program Operator of the OJT request or the Business may contact the One Stop Center or the New York State DEWS Business Services Staff.

#### **Genesee, Livingston, Orleans, Wyoming (GLOW) One Stop Centers:**

Scott Gage, WIOA Employment and Training Director, Email: [sgage@co.genesee.ny.us](mailto:sgage@co.genesee.ny.us)

**Genesee County Career Center**, 587 East Main Street, Suite 100, Batavia, NY 14020  
585-344-2042

Ryan Snyder, WIOA Employment and Training Director, Email: [rsnyder@co.livingston.ny.us](mailto:rsnyder@co.livingston.ny.us)

**Livingston County Office of Workforce Development**, 6 Court Street, Room 105, Geneseo, NY 14454  
585-243-7047

Kelly Kiebala, WIOA Employment and Training Director, Email: [kelly.kiebala@dfa.state.ny.us](mailto:kelly.kiebala@dfa.state.ny.us)

**Orleans County Job Development Agency**, 14016 Route 31, Albion, NY 14411  
(585) 589-2740

Connie Kramer, WIOA Employment and Training Director /WCCA Executive Director, Email: [ckramer@wccainc.org](mailto:ckramer@wccainc.org)

Beth Caton, Employment and Training Coordinator, Email: [bcaton@wccainc.org](mailto:bcaton@wccainc.org)  
**Wyoming County Community Action, Inc.**, 6470 Route 20A, Perry, NY 14530  
585-237-2600

GLOW Businesses Services

Louis Lopez, Business Services Representative

(585) 344-2042, 251

Email: [Louis.lopez@labor.ny.gov](mailto:Louis.lopez@labor.ny.gov)

## **OJT Pre-Award Review**

2) Every OJT business needs to be vetted. Interested Businesses need to complete the Responsibility Questionnaire and Preliminary Business Application, which are located at [www.glowworks.org](http://www.glowworks.org). The completed Questionnaire and Application are sent to the GLOW OJT Coordinator, Michele Nichols, at [mnichols@co.genesee.ny.us](mailto:mnichols@co.genesee.ny.us) or faxed to: (585) 344-4495. The GLOW OJT Coordinator/GLOW DOL Business Services Rep, Louis Lopez, will conduct the Vetting requirements. Once Business Services confirms if employer is in compliance with OJT Vetting Requests, the GLOW OJT Coordinator will inform the One Stop Office of Vetting approval and request of OJT. The GLOW Coordinator/Business Services Rep will conduct the vetting, which includes LWDAs confirming that the applicant business is a responsible training provider (bidder) for an OJT candidate by checking:

- Responses to Responsibility Questionnaire – If a business provides an answer of yes, they are to provide a written explanation on company letter head, signed by an officer of the company, and submitted along with the completed questionnaire. It will be the responsibility of the local area to determine if the explanation provided by the business is satisfactory, therefore allowing the contracting process to continue. If a business has submitted a Responsibility Questionnaire within the last 12 calendar months, all that is needed is an attestation that the information presented in the form remains true, accurate, and complete. The Attestation Form is attached.
- New York State Department of Labor (NYSDOL) Records. Requests for evaluation of this information should be made to: [OJTDueDiligence@labor.ny.gov](mailto:OJTDueDiligence@labor.ny.gov) using the OJT Due Diligence Request form with a copy of the appropriate Regional Business Services Representative, Louis Lopez @ [Louis.lopez@labor.ny.gov](mailto:Louis.lopez@labor.ny.gov). The subject line should read: “OJT/NEG Due Diligence Request – (Business Name). Upon receipt of the request, NYS DOL will send a confirmation email to the requesting local area. Due to the confidential nature of the state level check, NYSDOL will provide an email response of “Found to be Responsible,” “Issues Pending,” or “Not Found to be Responsible” for each entity, rather than providing any specifics for the categories of information. These responses will be provided within three business days from the date of the confirmation of receipt. This review takes a snapshot of the organization at the point in time the review takes place. The information reviewed is updated on quarterly basis. For this reason, the review is considered valid for three month period beginning on the date the review is completed. After this three month period, the organization must undergo a new diligence review if it wishes to enter into a new contract.
- Registration with the New York Department of State’s Division of Corporations – This search can be conducted online at: [www.dos.state.ny.us/corps/bus\\_entity.search.html](http://www.dos.state.ny.us/corps/bus_entity.search.html) If you cannot find a business listed with the Division of Corporations you should reach to the business and ask them for assistance in finding their record. If the business is not registered with Division of Corporations, there are forms and fee schedules available at their website: <http://www.dos.state.ny.us/corps/buscrops.html#certinc>. If you need further assistance, please contact Louis Lopez, Business Services Representative, at [Louis.lopez@labor.ny.gov](mailto:Louis.lopez@labor.ny.gov).
- Federal OSHA records. These records can be found online at: <http://www.osha.gov/pls/imis/establishment.html>. Search under New York State only. When reviewing the OSHA records, only open cases at the targeted worksite trigger a “red flag.” If there is no record for the business or if the open case is on another worksite, you can consider this a “pass.” If you encounter an open case with the business, you contact your regional OSHA office, [www.osha.gov/oshdir/ny.html](http://www.osha.gov/oshdir/ny.html). They will be able to provide you with details of the open case to assist you in making your determination. If you need further assistance, contact Louis Lopez, Business Services Representative at [Louis.lopez@labor.ny.gov](mailto:Louis.lopez@labor.ny.gov).

3) In addition, an on-site review must be conducted with the businesses prior to the training. This review will allow staff to see where the OJT participant will be working, meet the trainee's supervisor, and gain a better understanding of the business' facility and operations. The purpose of this visit is to determine whether the business will afford a viable On-the-Job training opportunity.

## **OJT Contract Administration**

- 1) Signing of Contract - One Stop Staff completes GLOW OJT Contract which shall be completed and signed prior to the participant beginning work and after being enrolled in the program. Both the One Stop and employer must have a signed copy of the contract, which includes employer’s agreement to terms of contract.
- 2) Employer Reimbursement - The OJT Contract includes two forms that can be used for the vouchering process - a vouchering form and payroll tracking forms. The employer requests the timeframe for reimbursement – Monthly, Quarterly or Other. The employer submits verification of payroll, hours worked, timecards, etc. according to the reimbursement schedule that was agreed upon. Once all information is collected and verified, the wage reimbursement is processed. The GLOW Supportive Policy

- 3) Monitoring OJT - One Stop Staff must ensure all OJT contracts are monitored **on-site** at least **once** to ensure compliance with contract terms and to help resolve any issues, **ideally around the mid-point of the training period**. The attached WIOA Staff Monitor Form should be completed and sent to GLOW WDB Staff, Michele Nichols, [mnichols@co.genesee.ny.us](mailto:mnichols@co.genesee.ny.us). Monitoring should verify that the participant is receiving the agreed upon training, and is not required to engage in prohibited activities. **The participant's attendance record should be reviewed to ensure they are fully engaged in the training. Business records should be reviewed to assure that the participant is receiving proper wages, tax withholdings and workers' compensation.** Any compliance issues requiring corrective action must comply with local monitoring policies and procedures. The participant's progress should be noted in the comments section of OSOS. Businesses should also be monitored to determine whether there is a pattern of failure to retain OJT trainees.
- 4) Contract Modifications, Extensions, and Terminations – Refer to the GLOW Budget Amendment Request Policy.
- 5) The LWDB, NYSDOL, or United States Department of Labor may inspect and monitor any records or activities pertaining to the OJT contract at any time during normal business hours, and as often as deemed necessary. Such inspection shall be made to determine whether the business is in compliance with the terms and provisions of this contract and the OJT participant is making sufficient progress.

**On-the-Job Wage Reimbursement Rate for Businesses**

**FUNDING PARAMETERS:**

<b><u>Workforce Innovation Opportunity Act (WIOA)</u></b>	<b><u>WIOA Job Driven NEG OJT, CFA, TAA or Other Initiatives (if available)</u></b>
Adults Dislocated Workers Older Youth	Long-term Dislocated Workers (Eligibility as outlined in the grant documents.)
<ul style="list-style-type: none"> <li>• GLOW is limiting OJT reimbursement to 50%</li> </ul>	Wage reimbursement flexibility based on business size is provided as follows: <ul style="list-style-type: none"> <li>• Small business: 1 – 50 employees – Up to 90% reimbursement.</li> <li>• Medium business: 51-250 employees – Up to 75% reimbursement.</li> <li>• Large business: 251 and more employees – Up to 50% reimbursement (WIA standard).</li> </ul>

**GLOW WDB OJT APPEALPROCESS**

In the event that a GLOW employer's request for an OJT contract is turned down by a program operator, the employer shall have the right to appeal to the GLOW Workforce Development Board.

The Executive Director will call a meeting of members of the Operational and Structure Committee to review the complaint. If the program operator's decision is overturned, final say in the matter will be left to that county's Chief Elected Official, as the county would be ultimately responsible for any disallowed costs.

Insert OJT Provider Name Here

## On-the-Job Training (OJT) Training Plan

OJT Contract No:  
Training Plan No:

### Section 1: Contact and OJT Information

Complete the contact information for the Employer and the Trainee.

EMPLOYER NAME:	CONTACT PERSON:	TELEPHONE #:
TRAINEE NAME:	EMAIL:	TELEPHONE #:
BEGINNING DATE:	END DATE:	TOTAL TRAINING HOURS:
HOURLY WAGE RATE: \$	REIMBURSEMENT RATE: %	MAXIMUM REIMBURSEMENT: \$

### Section 2: Occupational Information

Complete the occupational information for the Trainee's skill level.

JOB TITLE:	O*NET SOC #:	HOURS/WEEK:
JOB DESCRIPTION:		
<b>REQUIRED JOB SKILLS FOR OCCUPATION:</b>		<b>STARTING CAPABILITY: DATE MEASURED</b>
1. JOB SKILL NEEDED		NOT SKILLED: <input type="checkbox"/> SOME SKILL: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
2. JOB SKILL NEEDED		NOT SKILLED: <input type="checkbox"/> SOME SKILL: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
3. JOB SKILL NEEDED		NOT SKILLED: <input type="checkbox"/> SOME SKILL: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
4. JOB SKILL NEEDED		NOT SKILLED: <input type="checkbox"/> SOME SKILL: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
5. JOB SKILL NEEDED		NOT SKILLED: <input type="checkbox"/> SOME SKILL: <input type="checkbox"/> SKILLED: <input type="checkbox"/>

### Section 3: Training Information

Complete the training outline and estimated time for each skill.

SKILLS TO BE LEARNED:	ESTIMATED TRAINING HOURS:	END CAPABILITY DATE MEASURED
1. SKILL TO BE LEARNED	ESTIMATED TRAINING HOURS	BEGINNING: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
2. SKILL TO BE LEARNED	ESTIMATED TRAINING HOURS	BEGINNING: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
3. SKILL TO BE LEARNED	ESTIMATED TRAINING HOURS	BEGINNING: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
4. SKILL TO BE LEARNED	ESTIMATED TRAINING HOURS	BEGINNING: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
5. SKILL TO BE LEARNED	ESTIMATED TRAINING HOURS	BEGINNING: <input type="checkbox"/> INTERMEDIATE: <input type="checkbox"/> SKILLED: <input type="checkbox"/>
LIST SUPPLIES AND TOOLS NEEDED FOR TRAINING:		

### Section 5: Signatures

All parties agree to provide or obtain training for the skills outlined in this Training Plan.

#### Authorized Signatures

DATE:

TRAINEE SIGNATURE:

TYPE/PRINT NAME:

DATE:

EMPLOYER SIGNATURE:

DATE:

OJT PROVIDER SIGNATURE:

TYPE/PRINT NAME:

TITLE:

TYPE/PRINT NAME:

TITLE:

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## TRAINING PLAN INFORMATION AND INSTRUCTIONS

Training Plans are used to outline the specific skill requirements for on-the-job training (OJT). They are also used as the assessment tool to document which skills the Trainee lacks at the start of the training and to measure skill attainment during the course of the training.

### **Job Description:**

A job description may be obtained from the Employer or the OJT Provider may assist the employer in writing a job description, thus providing a “value-added” for the employer. For assistance in writing a job description you may use the tasks and activities provided at the CareerOneStop Job Description Writer (<http://www.careerinfonet.org/jobwriter/>). Please modify these descriptions to be specific to employer’s needs for the occupation.

### **Skill Requirements:**

List the skills needed to perform the job to the standards specified by the Employer. Record skills as specifically and briefly as possible. For assistance in writing skill requirements you may use the tasks and activities provided at O\*NET OnLine (<http://online.onetcenter.org>). Please modify these skills to be specific to employer’s needs for the occupation. (Type of tools or software used)

### **Trainee’s Starting Capability:**

Used to assess the trainee’s skill level near the beginning of the training period and to document skill deficiencies which will be addressed through training. The skills gap can be addressed in the list of “Skills To Be Learned”. The “Starting” and “Ending Capability” scores are based upon an interview with the Trainee’s supervisor or by utilizing another skill assessment method used by the employer

### **Trainee’s Ending Capability:**

Record the date on which the “Ending Capability” assessment is made and the skill level which has been obtained using the following rating scale:

1. Beginning - Can do only simple parts of the task.
2. Intermediate - Can do most parts of the task.
3. Skilled – Meets the Employer’s standard for the task.

### **Training Length:**

- a) The OJT Provider, working with the Employer, determines the job title for the position to be trained for, referencing O\*NET OnLine (<http://online.onetcenter.org>).
- b) From O\*NET OnLine, Job Zone/SVP parameters are obtained. Use these parameters as a beginning guide to determine the length of training.
- c) The OJT Provider considers the trainee’s past work experience, knowledge, and skills gap to assist in determining the length of training.
- d) An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan. (WIA sec. 101 (31) (C).)
- e) It may be necessary to deviate from the training schedule, depending on the trainee’s ability to gain and retain knowledge of the various tasks within the occupation. If there is disruption of the planned training period through no fault of the trainee or the employer, provide modifications in writing with the Training Plan Modification Template.

**WIOA STAFF MONITOR FORM FOR  
OJT MONITORING REPORT TO BE DONE MIDPOINT OF TRAINING**  
Email or Fax completed form to GLOW WDB at [mnichols@co.genesee.ny.us](mailto:mnichols@co.genesee.ny.us) or fax to: (585) 344-4495

<b>Company/ Contract #:</b>		<b>FEIN #:</b>	<b>Training Period Program Start Date:</b>
<b>Address:</b>		<b>Contract #</b>	
<b>City:</b>		<b>State:</b>	<b>Zip:</b>
<b>Primary Contact:</b>		<b>Phone:</b>	
<b>Trainee:</b>		<b>Job Title:</b>	
<b>Trainee Supervisor:</b>		<b>Standard Work Week Hours:</b>	
		<b>Wages Per Hour:</b>	

Has this business previously done an OJT? \_\_\_\_\_ Y \_\_\_\_\_ N  
 If yes, were the workers that participated in the OJT retained? \_\_\_\_\_ Y \_\_\_\_\_ N  
 If no, reason? \_\_\_\_\_

Trainee Info:

- The trainee has received a training outline? \_\_\_\_\_ Y \_\_\_\_\_ N
- The training outline is being followed? \_\_\_\_\_ Y \_\_\_\_\_ N
- Participant is receiving agreed upon training and not required to engage in prohibited activities? \_\_\_\_\_ Y \_\_\_\_\_ N  
 Date: \_\_\_\_\_

\_\_\_\_\_  
 Trainee Signature

Supervisor Info:

- Has the participant missed any days of work? \_\_\_\_\_ Y \_\_\_\_\_ N  
 Explanation: \_\_\_\_\_
- The trainee is making progress mastering skills? \_\_\_\_\_ Y \_\_\_\_\_ N

\_\_\_\_\_  
 Date: \_\_\_\_\_

\_\_\_\_\_  
 Trainee Supervisor Signature

Contract Review Info:

- The hours and wages are consistent with the terms of the sub-contract? \_\_\_\_\_ Y \_\_\_\_\_ N
- Is participant receiving proper wages, tax withholdings and Workers Compensation? \_\_\_\_\_ Y \_\_\_\_\_ N
- By reviewing attendance records, is participant fully engaged in training? \_\_\_\_\_ Y \_\_\_\_\_ N
- Were wage records reviewed? \_\_\_\_\_ Y \_\_\_\_\_ N

Any Comments/Concerns? \_\_\_\_\_ Y \_\_\_\_\_ N

\_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Date: \_\_\_\_\_

\_\_\_\_\_  
 WIOA Staff Monitoring Signature

Date WIOA Staff Entered Monitoring Progress in OSOS Comments: \_\_\_\_\_  
 Date of this Monitoring Report Sent to GLOW WDB Executive Director: \_\_\_\_\_  
 Date Finding Sent to NYS DOL Workforce Specialist by WDB Executive Director: \_\_\_\_\_  
 Corrective Action To Be Taken (if applicable): \_\_\_\_\_

Date Corrective Action Due (must be within 10 days): \_\_\_\_\_  
 Date Corrective Action Completed: \_\_\_\_\_

\_\_\_\_\_  
 GLOW WDB Executive Director Signature

\_\_\_\_\_  
 Date Received Findings