



Montana Department of LABOR & INDUSTRY

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2 **Division: Workforce Services Division**
3 **Category: WIOA**
4 **Effective Date: 04/30/2018**
5 **Last Revised:**
6 **Policy No.: 11-18**

7 Customized Training Policy

8 **Background:** The Workforce Innovation and Opportunity Act's (WIOA) customized training provision is
9 designed to meet the special requirements of a business or a group of businesses, allowing them to tailor and
10 design work-based skills training. Customized training is conducted with a commitment by the business to
11 employ or continue to employ an individual upon successful completion of the training.

12 **Scope:** This policy applies to all service providers operating WIOA Title I Adult, Dislocated Worker, and/or
13 Youth programs; WIOA Title I Adult, Dislocated and Youth program manager(s); WIOA fiscal officers; and the
14 WIOA monitoring team. This policy is effective April 30, 2018.

15 Policy:

- 16 • Businesses may be reimbursed by the WIOA program for the costs incurred to provide training; including
17 staff/instructor time or training materials.
- 18 • Customized skill training can be provided after a WIOA client is hired or if a business makes a
19 commitment to hire the client upon successful completion of the training.

20 Requirements:

- 21 • Customized training may be provided for a business or group of businesses when:
 - 22 ○ The employee does not earn a self-sufficient wage or where such training could lead to a higher
23 wage than previous employment.
 - 24 ○ The business or group of businesses make a commitment to employ or continue to employ an
25 individual that has successfully completed the program.
 - 26 ○ The customized training relates to the introduction of new technology, introduction to new
27 production or service procedures, or upgrading to new jobs that require additional skill or in-
28 demand occupations.

29 General Guidelines:

- 30 • For each client, the business:
 - 31 ○ develops the training plan and measurable goals; and
 - 32 ○ determines the method by which the training is provided.
- 33 • Proficiency levels will be based on local business or industry skill standards.
- 34 • The training activity may take place at the worksite or in a classroom setting. The business or an
35 intermediary may provide the training.
- 36 • Training will be for a specified length of time.

37 **Documentation Requirements:**

- 38 • Businesses must complete the Customized Skills Training Invoice (WIOA.33). When completed, this
39 form documents the training plan, skills attainment, costs incurred by business, and amount of
40 reimbursement. This form must be maintained in the client's file. Individual Employment Plans (IEPs)
41 will be updated to reflect participation in customized skills training.

42 **Monitoring and Evaluation:**

- 43 • A formal monitoring will be conducted by the entity designated by SWIB.

44 **References:**

- 45 • [Work-Based Training 20 CFR 680.760 to 680.770](#)