Express Provider Portal Onboarding

To qualify as a Training Provider under the Express Program, you must offer skills-based training services to the public. Services can range from technical and vocational training to soft-skills and bilingual education.

A training provider can be located anywhere in the United States and need not hold any specific license. Training providers must offer training that is structured (follows a curriculum) and employs pedagogical practices.

What is a course?

The Express Program defines a course as educational content delivered to one or more participants in the pursuit of knowledge acquisition and skill development around technical and transferrable skills. A course has a defined start and end date, and pre-defined set of learning objectives.

What are the key elements of a course?

- Course Topic(s)
- Subject matter with a pre-defined set of learning objectives
- Set number of hours of instruction
- Defined course capacity
- Low level of customization*
- The majority of instructional time is led by an instructor or facilitator
- Course Cost (*Courses can be charged at a per person and/or per group rate*)

*Level of Customization: Learning objectives should be pre-determined and can be adapted, emphasized, or minimized, but not changed, based on the instructor's assessment of student need.

Method of Instruction

Course approval will also depend on the method of instruction. A course must be delivered in-person, virtually OR through a hybrid method (part in-person, part virtually). It must be instructor-led, synchronous (if virtual), and must be completed during work hours.

Note: A course may be partially self-paced (asynchronous), but no less than 70% of the total instructional hours must be instructor-led (synchronous). To determine if a partially self-paced course meets this threshold, we will ask how many of the total training hours are dedicated to instructor-led learning.

What is NOT allowed?

- 100% consulting or coaching services
- 100% self-paced, asynchronous learning
- Memberships
- Training completed while not on company time (i.e., on employees' uncompensated personal time)

Description Requirements

A course description should capture the learning objectives, pedagogical practices, relevance, and target audience of the course. Please ensure that your course description answers the following questions:

WHAT: What are the learning objectives? What concepts or topics will be covered in the course?

WHY: Why is taking this course important? Why are these topics important to learn? (e.g., to gain the skills necessary to optimize user experience, to develop leadership skills, to improve dashboard and reporting skills, etc.)

WHO: Who would benefit from taking this course? Who is the ideal audience for this course (e.g. sales representatives, IT professionals, nurses, etc.)?

Course Renewal Process

Please read the following points about the course approval and renewal process on the Express Provider Portal:

- A course is approved for <u>one yea</u>r from the date of approval and must be renewed once it expires to remain eligible for the Express Program.
  - If you submit edits to a currently approved course and it is re-approved, the one-year window will reset from the date of re-approval, not the original approval date.
- Our team will receive an automatic notification when new courses or edited courses have been submitted for review.
- Course reviews can take up to 10 business days depending on the number of courses submitted for consideration.
- You are automatically signed up to receive email updates about the courses you submit for approval. In addition, you can check the status of your course on the home page of your Express Provider Portal account.
- A reminder email will be sent to the primary contact for your organization two weeks before the course expires.
- To renew an expired course, log in to your provider account, click on the course number ("C-XXXX") you want to renew, click on "Update," and resubmit for approval. See below image.

Course Review		
Course Status		Expired
Renew Course without any changes		☐
Reviewer Notes		

✏ Update ⬅   🖨 Download PDF   🗄 Archive this Course   📑 Clone this Course

- Grant applicants will NOT be allowed to apply for an expired course until it is renewed and approved.
- If a course is flagged as "Edits Required" or "Denied" you will be presented with action items for making edits or the reason for Denial. See below image:

🔒 **Reasons For Denied**

- Training is "self-paced" or asynchronous. The Express Program will only approve courses that are synchronous and instructor-led

📄 Express Course

C-4035

- If edits are made to an "Approved" course, then the course will revert to "Draft" mode and require re-submission and re-approval to be listed again on the Directory.

Reasons for Denying a Course

A course can be denied for any of the following reasons:

- Training is more than 30% "self-paced" or asynchronous.
- The course is legally mandated to complete one's duties (e.g., OSHA certification).
- The course follows a membership model. That is, access is given to an unlimited and/or unspecified knowledge base that is charged at a monthly or yearly rate, per person or per group.
- The course is considered to be more than 30% consulting. The Express Program defines consulting as follows: "A subject-matter expert is hired to resolve a business challenge. The consultant will diagnose a problem and identify and assess solutions. The diagnostic process can involve research and data analysis, and the implementation of solutions can be, but is not always, included in the service." Services are considered "consulting" when a product is created with the help of the training provider. As such, the end-product differs from client to client. This service, the creation of product X, is different than a learning experience where trainees learn how to do or how-to create X.

- The course is considered to be more than 30% coaching. The Express Program defines coaching as follows: "An interactive process where a guide oversees and supports skill development. A coach facilitates learning by guiding the client through root-cause analysis and discovery of best practices. The process will often imbue participants with the skills necessary to engage in continuous improvement."
- The course is considered to be more than 30% customized. Training approved by the Express Program must be considered "off-the-shelf," standardized and does not cater to any particular business.

Reimbursements

Grant funding is dispersed in the form of a reimbursement. A reimbursement request should be submitted by the grantee once a course has been completed <u>and</u> paid for in full.

Requests must include 4 documents:

- Completed Reimbursement Request Form (this document is attached to client's service agreement that is automatically sent to the primary contact after signature).
- An invoice from the provider that reflects
  - the provider's organization name exactly as it appears in the provider's course registration;
  - the exact course name registered by the provider; and
  - the exact name of the business that is the recipient of the grant.

 Note: If a grantee submits a reimbursement request with an invoice that reflects a different training provider, course name, or business name, it will delay review and/or result in the dismissal of the request altogether. Grantees whose request has been voided will be instructed to submit a corrected and completed reimbursement request.

- Proof of Payment must depict funds leaving the business's account to pay for the training. Acceptable documentation includes a copy of one of the following:
  - Cancelled check
  - Bank statement
  - Credit card statement or a screenshot of credit card activity showing charge(s) for course(s) paid
  - Statement from Quickbooks or a similar accounting software that the grantee generates to show that courses have been paid

- A list of trainees.

Welcome To Your Home Page

Your home page will look like the below. You will be able to:

1 Add "new" courses and "edit" existing ones *(the screenshot below does not have any active courses, to edit, you click on the c-record number to the left of the course name).*

2 View course description guidelines at the top of the homepage and at the top of the course entry page when adding or editing a course.

3 By pressing on the "Freshdesk" widget on the right of your screen, you will be able to send support requests directly to the Express team.

4 Also on the right-hand panel, you can also access our solutions article library of Frequently Asked Questions (FAQ). There, you can find answers to a variety of questions on the application process for employers and submit requests to our support team.

5 Finally, you can change your contact information and, if you are an administrator, add up to three additional users to the Portal, using the Admin settings box.
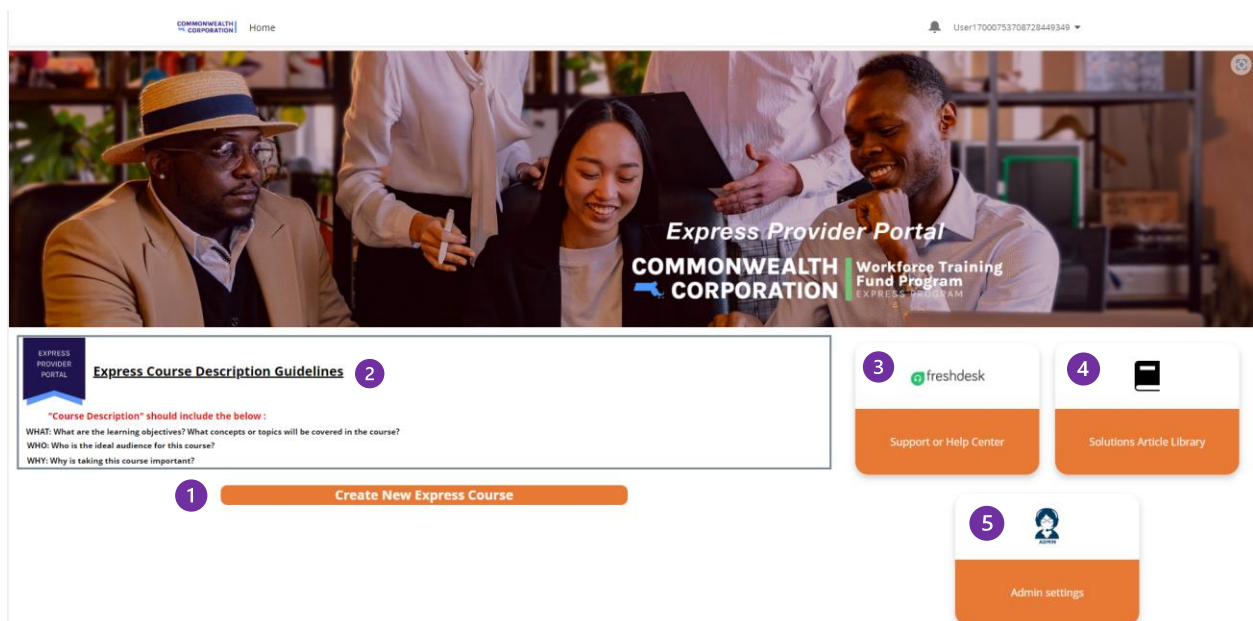
Note: In contrast to the "Training Pro" ID that our previous system used, we'll instead use "C" records. A C record number is assigned to every course entry and can be found on your home page (e.g. C-3522).

Next Steps After Registering

Now that you have registered with our system, and completed onboarding, you can start adding courses to your account! We approve specific courses for funding through Express, so you can start adding courses by clicking on "Create New Express Course" and adding in the details of the course you would like to get approved and added to our list of eligible Express courses.

You can view the status of your courses on your portal on the homepage. Only courses shown as "Approved" are eligible for funding through the Express Program.

You can view the rest of our FAQ's here: [Training Provider FAQ's : Commonwealth Corporation (freshdesk.com)](freshdesk.com)

~Happy Training! ~