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**SC Works Management Committee Meeting  
Wednesday, May 14, 2025, at 11:00 a.m.**

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**AGENDA**

- I. Welcome and Opening Remarks ..... Mr. Warren Snead, Committee Chair
- II. Approval of February 13, 2025, Meeting Minutes\* ..... Mr. Snead
- III. Eligible Training Provider List ..... Mr. Spencer Rice
- IV. Implementation of the Secret Shopper Recommendations ..... Ms. Nina Staggers
- V. Other Business/Adjourn..... Mr. Snead

\*Denotes Voting Item

**Governor’s State Workforce Development Board  
February 13, 2025, SC Works Management Committee Meeting Minutes**

**Members Present:**

Mr. Warren Snead\*  
Mr. John Uprichard\*  
Mr. William Floyd  
Mr. Gregory C. Clark  
Ms. Darline Graham  
Mr. Mike King  
Mr. Gregory L. Tinnell

**Members Absent:**

**Welcome and Opening Remarks ..... Mr. Warren Snead, Committee Chair**

Mr. Warren Snead, Committee Chair, called the meeting to order at 11:00 a.m. A quorum was present.

**Approval of November 25, 2025, Meeting Minutes\* ..... Mr. Snead**

Mr. Snead called for a vote to approve the November 25, 2024, meeting minutes. The Committee unanimously approved the minutes.

**Plan of Action for Committee Priorities ..... Mrs. Pamela H. Jones**

Mrs. Pamela Jones reviewed the priorities outlined in the SWDB Strategic Plan and provided updates on the progress of each priority.

SC Works Management Committee	
Priority	Progress
Host SC Works Partners Information Sessions	<ul style="list-style-type: none"><li>- Staff are meeting with Communications to brand the sessions.</li><li>- Parts two and three of the “Embracing Digital Technology in the Workforce” are scheduled for February 18<sup>th</sup> and 25<sup>th</sup>.</li><li>- An additional session is being scheduled around the CCWD’s priority occupations tool.</li><li>- Staff is identifying panelists for a session on mitigating obstacles to employment.</li></ul>
Develop a memo providing guidance for utilizing the Priority Occupations tool.	<ul style="list-style-type: none"><li>- Board staff are working with the Department of Employment and Workforce’s (DEW) policy department to research and begin developing guidance.</li></ul>
Develop Eligible Training Provider List performance measures.	<ul style="list-style-type: none"><li>- Staff will review current performance measures and Department of Labor (DOL) requirements for these performance measures.</li></ul>
Evaluate how employers and job seekers access apprenticeships.	<ul style="list-style-type: none"><li>- Staff has gathered information for utilizing registered apprenticeship as a workforce strategy.</li></ul>

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February 13, 2025, SC Works Management Committee Meeting Minutes**

<b>Priority</b>	<b>Progress</b>
Fund the expansion of the Palmetto Business Barometer Survey.	<ul style="list-style-type: none"><li>- Staff will continue communicating internally to understand the details and funding required to expand the SC Chamber of Commerce’s Palmetto Business Barometer.</li></ul>
Develop guidance on the delivery of local business services.	<ul style="list-style-type: none"><li>- Staff will meet with the DEW’s Employment Services division to develop the scope of the guidance in Q4.</li><li>- Guidance distribution will occur in PY’25.</li></ul>

**Apprenticeship Carolina .....Ms. Amanda Richardson**

In alignment with the SC Works Management Committee’s priority to “evaluate how employers and job seekers access apprenticeships,” Registered Apprenticeships are U.S. Department of Labor-certified programs where apprentices obtain job-related education, on-the-job mentoring, scalable wage progression estimates, and compensation for their role within an employer.

Ms. Amanda Richardson, Vice President for Apprenticeship Carolina, provided an overview of Apprenticeship Carolina, a division of the SC Technical College System, previewing the Apprenticeship Explorer app. Apprenticeship Carolina works to develop youth and adult registered apprenticeship programs and certified pre-apprenticeship programs across the state, assisting employers in creating, maintaining, and maximizing the use of apprenticeship programs in South Carolina.

Apprenticeship Carolina provides skills training in 3,085 occupations with over 940 active registered apprenticeships. These programs offer employers the ability to improve their organizational efficiency through a highly skilled workforce, state tax credits, increased productivity, and succession planning. Grants are also provided to assist with training and support services cost.

The SC Works Management Committee will continue to partner with Apprenticeship Carolina to increase the number of occupations and active registered apprenticeships in SC.

**Other Business/Adjourn .....Mr. Snead**

Mr. Snead reminded everyone that the next full board meeting is scheduled for March 20, 2025, at 11:00 a.m. Annual Ethics Training will be facilitated on April 15, 2025.

Part two of the SC Works Information Series, titled “Embracing Digital Technology in the Workforce,” is set for Tuesday, February 11, 2025. In this session, the Office of Regulatory Staff’s Digital Opportunity Department will share updates on South Carolina’s Digital Equity plan, including broadband expansion grants and opportunities.

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Part three of this series will be held on February 25, 2025, featuring speakers from the Department of Employment and Workforce's Labor Market Information Department, SC Quantum, and the Savannah River National Laboratory.

Mr. Snead adjourned the meeting at 11:53 a.m.

DRAFT

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Henry McMaster  
Governor  
  
William H. Floyd, III  
Executive Director

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## STATE INSTRUCTION NUMBER 20-03, Change 2

**To:** Local Workforce Area Signatory Officials  
Local Workforce Development Board Chairs  
Local Workforce Development Area Administrators

**Subject:** Eligible Training Provider List

**Issuance Date:** May 31, 2023

**Effective Date:** May 31, 2023

**Purpose:** To provide guidance on the process by which organizations qualify as eligible providers of training under the Workforce Innovation and Opportunity Act (WIOA) and the roles and responsibilities of the Local Workforce Development Boards (LWDBs) and the State regarding the Eligible Training Provider List (ETPL).

**Change 2 Revision:** Key revisions include:

- Providing additional information about licensure and accreditation requirements, including requiring documentation of required licensure or accreditation for initial eligibility and continued eligibility
- Requiring training providers to be in good standing and current on state unemployment insurance taxes
- Removing student addresses as a required data field for reporting purposes
- Allowing appeal directly to the State if denied inclusion or removed from the ETPL by the State
- Amending the membership of the ETPL Review Committee

### **References:**

- Workforce Innovation and Opportunity Act, Pub. L. No. 113-128, §§ 116, 122, 188
- 20 CFR § 677.230; 20 CFR Part 680, Subparts C and D; 29 CFR Part 29, Subpart B
- Training and Employment Guidance Letters (TEGLs) 10-16, Ch. 2; 13-16; 13-16, Ch. 1; 3-18; 8-19; 8-19, Ch. 1
- Training and Employment Notices (TENs) 25-19, 7-21, 9-20
- S.C. Code Ann. § 59-58-10–140. S.C. Code Ann. Regs. 62-1–28. See also <https://www.che.sc.gov/institutions-and-educators/licensing-non-public-postsecondary-institutions>.

**Background:** WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. The ETPL is compiled to provide participants a full array of training programs designed to meet their needs for job readiness or a career pathway, and to provide participants the information needed to make an informed customer choice concerning training providers and programs. WIOA requires states to develop procedures to determine eligibility for a variety of quality training providers and programs, and to establish, maintain, and disseminate an ETPL, including accompanying performance and cost information to LWDBs, members of the public, the One-Stop delivery system and its program partners, and the secondary and postsecondary education systems. Only approved Eligible Training Providers (ETPs) and programs listed on South Carolina's ETPL will be utilized for WIOA Individual Training Accounts (ITAs). The South Carolina ETPL is housed on the Palmetto Academic and Training hub (PATH) website, [www.scpaath.org](http://www.scpaath.org).

The Department of Employment and Workforce (DEW), as the state administrative entity responsible for the oversight of South Carolina's ETPL, will hereinafter be referred to as "the State."

**Policy:** An ETP is an entity that has met the eligibility requirements to receive funding through an ITA to provide training services to eligible individuals. All ETPs shall comply with the criteria, information requirements, and procedures established within this policy.

### **Eligible Training Provider Requirements**

All training providers must meet the following requirements to be eligible for inclusion on the ETPL.

- Qualify as one of the following:
  - Institution of higher education that provides a program of training that leads to a recognized postsecondary credential
  - Entity that carries out Registered Apprenticeship Programs (RAPs)
  - Public or private training provider, including community-based organizations, joint labor-management organizations, pre-apprenticeship programs, and joint labor-management organizations
  - Provider of adult education and literacy activities, if such activities are provided concurrently or in combination with other training services
  - LWDB if it meets the conditions of WIOA § 107(g)(1)
- Be a legal entity
- Be licensed, accredited, or exempted from licensure by the appropriate South Carolina or federal licensing authority prior to applying for placement on the ETPL
- Be in good standing and current on state unemployment insurance taxes

**NOTE:** To search for active or satisfied unemployment insurance tax liens, visit <https://uitax.dew.sc.gov/LienRegistry/#/registry/home>.

- Provide an appropriate program of training services (see below for program requirements)
- Have the ability to do all of the following:
  - Offer programs that lead to recognized postsecondary credentials or certifications
  - Meet the needs of local employers and participants
  - Serve individuals with barriers to employment
- Have refund policies, specifying when refunds for tuition and other costs associated with the training program will be allowed, that are in writing and are published to ensure students are aware of how to request a refund
- Have a written grievance policy for students to file complaints within an organization against faculty, staff, or other employees that is published to ensure that students are aware of how to file a complaint
- Comply with all applicable non-discrimination and equal opportunity provisions as potential recipients of WIOA funds, in accordance with WIOA § 188

**NOTE:** No individual in the United States may be excluded from participating in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any program or activity funded under WIOA Title I for any of the following characteristics:

- Race
- Color
- Religion
- Sex (including pregnancy, childbirth and related medical conditions, transgender status, and gender identity)
- National origin (including limited English proficiency)
- Age (individuals aged 40 years and older)
- Disability
- Political affiliation or belief

Additionally, no beneficiary of, applicant to, or participant in any WIOA Title I program may be discriminated against based on citizenship or participation in any program or activity funded under WIOA Title I.

### Licensure and Accreditation

Providers of training are prohibited from advertising, soliciting, or operating until licensed or determined exempt from oversight by the SC Commission on Higher Education (CHE; see S.C. Code Ann. § 59-58-50(A)). In-state and out-of-state postsecondary providers of training must

provide evidence of licensure, accreditation, or exemption from licensure by the appropriate South Carolina or federal licensing authority prior to placement on the ETPL. Licensing requirements do not apply to Registered Apprenticeships.

Licensing entities may include, but are not limited to, the following:

- SC Commission on Higher Education
- SC Department of Labor, Licensing, and Regulation
- SC Department of Motor Vehicles
- SC Department of Health and Human Services
- SC Department of Health and Environmental Control
- Southern Association of Colleges and Schools Commission on Colleges

#### Out-of-State Provider

A WIOA participant in South Carolina may choose a training provider located outside of the local workforce development area (LWDA) and/or outside of the state, including an online training program, in accordance with local policies and procedures. An out-of-state training provider must be included on that state's ETPL and South Carolina's ETPL. LWDA's are responsible for ensuring out-of-state providers offer quality training programs that meet local demand occupation requirements.

**NOTE:** Requesting inclusion on SC's ETPL is soliciting in South Carolina in such a way that a physical presence is created within the state. Such out-of-state providers must meet the licensure and accreditation requirements noted above.

#### **Training Program Requirements**

A training provider must provide a program of training services (one or more courses or classes, or structured regiment) that leads to one of the following:

- An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State or the Federal government, or a postsecondary credential
- A secondary school diploma or its equivalent if such activities are provided in combination with other training services
- Employment
- Measurable skill gains toward a recognized credential or employment

Training programs may be delivered as stackable services and can be provided in-person, online, or in a blended approach. Certificates must recognize technical or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or



advancement in employment. Certificates awarded by the LWDB and work readiness certificate programs are not included. These types of certificates are not recognized industry-wide and do not document the measurable technical or industry/occupational skills necessary to gain employment or advancement within a specific industry/occupation.

Some training services are exempt from WIOA § 122 eligibility requirements and are not included on the ETPL, including: On-the-Job Training (OJT), customized training, Incumbent Worker Training (IWT), internships, paid or unpaid work experiences, and transitional employment. Additionally, training services are exempt from the eligibility requirements when the LWDB provides training services through a pay-for performance contract or the LWDB determines and documents all of the following:

- There are insufficient providers.
- There is a training services program that has demonstrated effectiveness offered in the LWDA by a community-based organization, or other private organization, to serve individuals with barriers to employment.
- It would be most appropriate to award a contract to an institution of higher education or other eligible provider in order to train multiple individuals in in-demand industry sectors or occupations, and such contract does not limit customer choice.

**For questions and additional information regarding program requirements, see TEGL 10-16, Change 2, and TEN 25-19.**

#### Registered Apprenticeships

RAPs registered with the US Department of Labor's (DOL) Office of Apprenticeship (OA) are automatically eligible to be included on the ETPL. However, RAP sponsors must indicate their interest in being included on the ETPL. The State works with DOL to contact RAPs within the State in order to allow the RAP sponsors to indicate interest. RAPs are not subject to the same eligibility, performance, or reporting requirements as other providers since they go through a detailed application and vetting procedure with DOL and are monitored on a regular basis by DOL. RAPs are exempt from WIOA performance and reporting-related requirements, including the requirements for annual ETP reporting, enabling these programs to be placed on the statewide ETPL with minimal burden. RAP providers, however, are encouraged to voluntarily report performance information in accordance with 20 CFR § 680.470(e).

For inclusion on the ETPL, RAP providers must provide the following information:

- Occupations included within the RAP
- Name and address of the RAP sponsor
- Name and address of the Related Technical Instruction (RTI) provider and the location of instruction if different from the sponsor's address

- Method and length of instruction
- Number of active apprentices

RAP sponsors that do not provide the RTI portion of the apprenticeship program may be required to provide additional information about their education provider, including the cost of the instruction.

LWDBs may not impose additional requirements on RAP sponsors. Additionally, it is not necessary for local areas to determine if a RAP is on their local in-demand occupation list. RAPs included on the ETPL are automatically considered to be an in-demand training if the program's selection process is open. However, enrollment on the ETPL does not automatically entitle RAPs to funding by the LWDB.

To include a RAP on the ETPL, RAP sponsors can obtain an application through PATH or request an application by emailing [SCETPLSupport@dew.sc.gov](mailto:SCETPLSupport@dew.sc.gov). Any questions or concerns about the status of a RAP sponsor should also be emailed to SC ETPL Support.

#### *Removal of RAPs from the ETPL*

Once a RAP opts for inclusion on the ETPL, the RAP will remain on the ETPL until one of the following applies:

- The program sponsor notifies the state that it no longer wants to be included on the list.
- The program sponsor is deregistered under the National Apprenticeship Act.
- The program sponsor intentionally supplies inaccurate information.
- The program sponsor substantially violates any provision of WIOA Title I or the WIOA regulations, including 29 CFR Part 38.

A RAP provider may request to be removed from the ETPL at any point by emailing [SCETPLSupport@dew.sc.gov](mailto:SCETPLSupport@dew.sc.gov). As part of the State's review of the ETPL, the State verifies the continued status of a training program as a RAP at least every two years.

#### *Pre-apprenticeship Programs*

Pre-apprenticeship programs do not have the same automatic ETP status under WIOA and are required to go through the same vetting process and performance reporting requirements as all other training providers in the State. Pre-apprenticeship programs funded with WIOA funds must have at least one registered apprenticeship partner; such pre-apprenticeship programs must possess or develop a strong record of enrolling their pre-apprenticeship graduates into a RAP. See TEGl 13-16 for additional information on pre-apprenticeship program requirements.

### Initial Eligibility and Application Process for New Training Providers

Training providers seeking approval for initial eligibility on South Carolina's ETPL must apply online by submitting an application through the PATH website at [www.scpa.org](http://www.scpa.org). New training providers and programs will be continually added to the ETPL as they become eligible and approved. Once approved, initial eligibility status remains in effect for one year from the eligibility date. After the initial eligibility period expires, training providers and each program of training are subject to procedures for continued eligibility status, as described later in this guidance.

A training provider seeking to be approved as an ETP on the South Carolina ETPL must provide a completed ETPL application in PATH, which must include the following:

- Descriptions of each program of training services to be offered, including all of the following:
  - Program-specific performance information based on South Carolina's identified factor related to the WIOA performance indicators (See note below.)
  - Identification of businesses that developed the training in partnership with the provider, if any
  - Information on cost of attendance, including costs of tuition and fees
  - Description of how the program of training services aligns with in-demand industry sectors and occupations, to the extent possible
  - Documentation of compliance with all state licensure requirements and current licensing status
- A signed Memorandum of Agreement (MOA) in which the provider agrees to share data with the State pertaining to training outcomes, including individual student coursework and other Personally Identifiable Information (PII) to match training and employment data and outcomes for all students, including WIOA-funded students and non-WIOA-funded students

**NOTE:** Starting January 1, 2021, ETPs submitting new programs of training must provide the following program-specific performance information based on South Carolina's identified factor related to the WIOA performance indicators from the previous program year (July 1<sup>st</sup> – June 30<sup>th</sup>) for each program of training via PATH:

- Number of students that participated in the program of training in the last completed program year
- Number of students who exited the program of training in the last completed program year
- Number of students that obtained a credential in the last completed program year

South Carolina is choosing to use PY2021 – PY2024 ETP program-specific performance data to establish a baseline for program minimum performance benchmarks for future initial eligibility requirements. After gathering this baseline performance data, a public comment period will occur before establishing program minimum performance benchmarks.

The State will review the application content in PATH to ensure all required information has been submitted correctly and will make a content-only determination within 15 calendar days of the initial application. If an application is determined to be incomplete, the training provider will be notified, and the application will remain open for a period of 60 calendar days from the date of receipt. If a provider fails to submit all required information or materials within this 60-day period, the State will delete the application. The training provider may resubmit an application at any time.

Upon content-only approval by the State, the application will be sent to all applicable LWDA, as the LWDBs hold the final approval authority for each LWDA in which the provider is located or providing training services. A training provider, and at least one program of training, must be approved by a minimum of one LWDA in order to be published on the ETPL. The local approval process and timeline may differ between each LWDA. For example, some LWDA may require presentation to the LWDB and other LWDBs may grant direct approval authority to the designated local administrative entity. LWDBs are required to have a local ETPL policy outlining the local approval criteria, process, and timeline, including a local appeals process for training providers.

Approved ETPL training providers are responsible for maintaining up-to-date information for the ETPL in PATH in order to continue receiving WIOA training referrals and funds. Failure to update program information may result in removal of the program from the ETPL. Any significant change to a program, including a change in the program's cost, may require re-evaluation for approval.

### **Continued Eligibility Application Process**

After the initial eligibility period of one year, the training provider, with the exception of RAP sponsors, must submit an application for continued eligibility for each program of training, and resubmit an application every year thereafter. The continued eligibility application requirement ensures that training provider and program information is accurate and that performance reporting standards are met. The continued eligibility application is required for any program of training that has been previously approved for the ETPL. A system generated email notification will be sent to the provider's listed point of contact at least 60 days prior to the expiration of a program's approval status. ETPs must update point of contact information if there is a change.

A training provider seeking continued eligibility approval must provide all of the following in PATH:

- Any changes to provider or program information previously approved must be submitted, including a current program description, breakdown of tuition costs and fees, credentials to be attained, and contact information
- A signed MOA in which the provider agrees to share data with the State pertaining to training outcomes, including individual student coursework and other PII to match training and employment data and outcomes for all students, including WIOA-funded students and non-WIOA-funded students

In making a continued eligibility determination, the State will consider the following:

- ETP performance on WIOA performance indicators
- Quality of the program of training services including programs leading to a recognized postsecondary credential
- Description of the accessibility of training services throughout the State, including rural areas, and through the use of technology
- Degree to which training programs relate to in-demand industry sectors and occupations in the state
- Documentation of compliance with all state licensure requirements and the current licensing status, as applicable
- Current status with state unemployment insurance taxes
- Evidence indicating the training program leads to an industry recognized certificate or credential, including any recognized post-secondary credentials
- ETP's ability to provide trainings that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities
- Information reported to state agencies on federal and state training programs other than WIOA Title I-B programs
- Timeliness and accuracy of ETP's performance reports

**NOTE:** South Carolina is choosing to use PY2021 – PY2024 ETP program-specific performance data to establish a baseline for program minimum performance benchmarks for future continued eligibility requirements. After gathering this baseline performance data, a public comment period will occur before establishing program minimum performance benchmarks.

The State will review the application content in PATH to ensure all required information has been submitted correctly and will make a content-only determination within 15 calendar days of the application. The State will notify a provider if an application is determined to be incomplete and will keep the application open for a period of 60 calendar days from the date of receipt. If a provider fails to submit all required information or materials within this 60-day period, the State will delete the application. The training provider may resubmit an application for continued eligibility at any time once all required data has been submitted.

Approved ETPL training providers are responsible for maintaining up-to-date information for the ETPL in PATH in order to continue receiving WIOA training referrals and funds. Failure to update program information may result in removal of the program from the ETPL. Any significant change to a program, including a change in the program's cost, may require re-evaluation for approval.

## Reporting Requirements

ETP performance reports are intended to provide critical information regarding participants' employment, earnings, and credential outcomes for programs of training on the ETPL. The purpose of these reports is to maximize informed customer choice by assisting WIOA participants, and members of the general public, in identifying effective training programs and providers. In order to generate an aggregate report via PATH, ETPs should submit the following information for all students engaged in approved programs of training listed on the ETPL, regardless of funding source, no later than August 15<sup>th</sup> of each Program Year (July 1<sup>st</sup> to June 30<sup>th</sup>):

- First and Last Name\*
- Social Security Number
- Driver's License Number and State of Issue
- Date of Birth
- Gender\*
- Hispanic Identification\*
- Veteran Status\*
- Disability Status\*
- Prior Education Identification\*
- Program Credential Preparation Identification\*
- Post Program Certification Preparation Identification\*
- Program Entry Date\*
- Program Start Date\*
- Program Expected Exit Date or Program Completion Date
- Enrollment Status\*
- Credential Earned\*
- Program Cost
- WIOA Participation Status\*
- Race Identification\*
- Student's School Identification Number\*

*\*Only data elements marked with asterisks indicate data that are required; however, failure to provide all data listed above will impact performance results.*

**NOTE:** ETPL approval is contingent on the timely submission of all student data. Failure to submit all student data for the prior program year for each approved program of training will result in the denial or removal of programs from the ETPL.

Find PATH student and program upload templates, instructions, and video tutorials by visiting <https://scworks.org/employer/education-and-training/eligible-training-provider-list-etpl>.

### **Role of the Local Workforce Development Board**

The State only reviews the application for content in PATH to ensure all required information has been submitted correctly. The LWDB is the final approval authority for each LWDA in which the training provider is located or providing training services. LWDBs are required to have a local ETPL policy outlining the local approval criteria, process, and timeline, including a local appeals process. The LWDB ETPL policy must be published and accessible to applicant training providers. The LWDB shall notify the provider of the final determination in accordance with its local ETPL policy.

LWDBs may require, except with respect to a RAP, additional information from, and criteria for, training providers to become or remain eligible in that LWDA, including higher levels of performance than any established by the State.

### **Denial or Removal of a Training Provider or Program**

A training provider must deliver results and provide accurate information in order to retain its status as an approved ETP under WIOA. The State or a LWDB can deny inclusion of, or remove, a training provider and/or its program(s) from the ETPL for reasons, including the following:

- The initial or continued application is not completed by an established due date or is missing required information.
- The training does not lead to a recognized post-secondary credential or an industry-recognized certificate or certification, a secondary school diploma or its equivalent, employment, or measurable skill gains toward such a credential or employment.
- The required student data is not submitted by the established due date.
- The training provider intentionally supplies inaccurate or falsified information.
- The training provider substantially violates any requirement under WIOA, its implementing regulations, or applicable State or local policies.
- The training provider fails to maintain required licenses or accreditation from its accrediting body.
- The provider or program fails to meet locally established minimum levels of performance.
- The entity does not meet the WIOA definition of a provider of training.
- The training provider is no longer in good standing or current on state unemployment insurance taxes.

In addition to the above, a LWDB may require additional criteria and information from local training providers to become or remain eligible in that area.

Programs of training that have been removed from or denied listing on the ETPL may be reinstated after one year by applying through the initial application process, unless due to willful submission of inaccurate information, repeated failures to submit required information, or a failure to cooperate with LWDBs. If removal was due to willful submission of inaccurate information, the program of training may be reinstated on the ETPL after two years by applying through the initial application process. Repeated failures to submit required information and a failure to cooperate with LWDBs will be considered a substantial violation of WIOA requirements. A “substantial violation” includes one or more violations in a short period of time or numerous minor violations over a longer period of time. A provider whose eligibility is terminated under these conditions must be terminated for not less than two years and is liable to repay training funds received during the period of noncompliance.

In the event that a training program is removed from the ETPL, the State and the LWDB will work together to ensure that any participants currently enrolled in that training program experience minimal disruption.

### **Local Workforce Development Board Appeal Process**

A training provider that is denied inclusion or removed from the ETPL by a LWDB may file an appeal with the LWDB. A provider choosing to appeal must submit a written appeal to the denying LWDB in accordance with their local ETPL policy. A training provider may appeal the LWDB’s decision through the State Appeal Process described below.

### **State Appeal Process**

Training providers may use the state appeal process if:

- Appealing a LWDB decision
- Appealing a denial of inclusion or removal from the ETPL by the State

### **Filing an Appeal**

A training provider may file an appeal to the State within 30 calendar days\* of notification of the action. A provider choosing to appeal must submit in writing the following information:

- Statement of the desire to appeal
- Description of the program in question
- Detailed justification for gaining or retaining approval, including all supporting facts



Appeals must be submitted by registered mail, clearly identified as “Dated Material,” and addressed to:

SC Department of Employment and Workforce  
Attn: Workforce Development Division—ETPL Request to Appeal, Suite 531-B  
P.O. Box 995  
Columbia, SC 29202

*\*If the 30<sup>th</sup> day falls on a weekend or holiday, the deadline will be extended to the next business day. The State will not consider any factual or legal grounds for relief that are not set forth in the original appeal filed with the LWDB.*

#### Appeal Review Process

1. A DEW staff member designated by the Assistant Executive Director of Workforce Development will review the appeal and attempt to resolve the appeal informally within 15 days of the appeal file date.
2. The appeal request will be referred to the State ETPL Committee if it is not successfully resolved within 15 calendar days of the appeal file date.
3. The State ETPL Committee, comprised of three state-level DEW staff members, will conduct a hearing and issue a written determination to the training provider.
4. The State ETPL Committee’s determination must be mailed within 60 calendar days of the appeal file date.

A decision of the State ETPL Committee is not appealable to the Secretary of Labor.

#### Appeal Based on Discrimination Claim

Any and all alleged violations of discrimination under protected bases will be directed to the Office of Equal Opportunity for investigation. Any subsequent decision on these bases regarding the inclusion, or removal, of a training provider and/or its program(s) from the ETPL will be made by the Equal Opportunity (EO) Officer.

#### Training Provider Fraud or Violation of WIOA Requirements

If a training provider is found to have intentionally provided inaccurate information or substantially violated any WIOA requirements, then the provider must be removed from the ETPL, and the provider’s eligibility to receive funds will be terminated for a period of not less than two years.

For questions regarding the ETPL appeal process, contact [SCETPLSupport@dew.sc.gov](mailto:SCETPLSupport@dew.sc.gov). **Appeals may not be sent via this email address.**

**Action:** Ensure that all appropriate staff receive and understand this policy.

**Inquiries:** Questions may be directed to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov).

*Nina Staggars*

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Nina Staggars, Assistant Executive Director  
Workforce Development Division

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Henry McMaster  
Governor  
  
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## STATE INSTRUCTION NUMBER 24-02

**To:** Local Workforce Area Signatory Officials  
Local Workforce Area Board Chairs  
Local Workforce Area Administrators

**Subject:** SC Works Customer Satisfaction Surveys

**Issuance Date:** July 31, 2024

**Effective Date:** Immediately

**Purpose:** To provide standardized customer satisfaction survey guidance, including questions that must be used in jobseeker and employer surveys for evaluating customer satisfaction in Local Workforce Development Areas (LWDAs).

**References:**

- Workforce Innovation and Opportunity Act, Public Law 113-128 § 116(e)(2)
- 20 CFR § 678.800
- Training and Employment Guidance Letter (TEGL) 5-18
- State Instruction 24-01
- Combined Center Operations and Business Engagement Plan Memorandum

**Background:** The Workforce Innovation and Opportunity Act (WIOA) Annual Report requires states to describe their approach to customer satisfaction, which may include information used for one-stop center certification, in accordance with 20 CFR § 678.800. Additionally, the SC Works certification standards require LWDAs to have a customer feedback system in place that assesses job seeker and employer customer satisfaction.

In 2023, the State Workforce Development Board (SWDB) conducted the Secret Shopper Pilot Program to assess the customer experience when interacting with the SC Works system. In order to best capture the job seeker and employer customer experience, customer satisfaction survey questions were developed and recommended for implementation.

**Policy:** All LWDAs must create their own jobseeker and employer customer satisfaction surveys using the attached standardized state customer satisfaction questions within their jobseeker (Attachment A) and employer (Attachment B) customer satisfaction surveys. Surveys must be

administered regularly to capture ongoing feedback from jobseekers and employers in accordance with State Instruction 24-01.

LWDAs may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes and customize for different methods of distribution. LWDAs are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.

**NOTE:** The SC Works Job Seeker Survey Questions (Attachment A) and the SC Works Employer Survey Questions (Attachment B) include use guides with specific instructions to ensure compliance with the requirements of this policy.

LWDAs may supplement the required survey questions listed in Attachments A and B in their customer satisfaction surveys to support their Local Workforce Development Boards' (LWDBs) strategic directions. LWDAs are not required to include additional questions beyond those required in Attachments A and B; however, LWDAs may do so. Attachment C lists sample survey questions for LWDA consideration. The questions provided are a sampling of questions only and are not an all-inclusive list of survey questions that LWDAs may use.

### **Reporting Mechanism**

LWDAs are encouraged to use a variety of methods to conduct customer satisfaction surveys, including paper, phone, and virtual surveys, with job seeker/employer convenience in mind. Staff must collect and store completed surveys regardless of the methods used and provide completed survey documentation if requested. Local areas must retain all completed customer satisfaction surveys for at least three years from the date of the submission of the feedback form for every program year.

Each LWDA must submit the **LWDA Customer Satisfaction Feedback Form** no later than **the first Friday of October each year**, beginning with data collected in Program Year 2024. A URL link for the form will be issued to the LWDAs 30 days in advance of this submission due date each year. LWDAs must use the data from all completed customer satisfaction surveys to complete this form. The first submission of the form is due on **October 3, 2025**.

Any questions related to the reporting process of the LWDA Customer Satisfaction Feedback Form should be directed to [WorkforceDevelopment@dew.sc.gov](mailto:WorkforceDevelopment@dew.sc.gov).

### **Continuous Improvement**

The standardized customer satisfaction questions attached to this policy are subject to periodic review and revision, as appropriate. LWDBs must perform reviews of their customer satisfaction survey feedback to identify opportunities for continuous improvement and describe their

process(es) for developing actionable improvements of the system based on this feedback as required by their Combined Operations and Business Engagement Plans (COBE Plans). Additionally, local areas are encouraged to review their customer satisfaction surveys annually to see if supplemental questions could achieve more relevant and pertinent feedback for strategic LWDB initiatives.

**Action:** Please ensure that all appropriate staff receive and understand this policy.

**Inquiries:** Questions may be directed to [WorkforcePolicy@dew.sc.gov](mailto:WorkforcePolicy@dew.sc.gov).

  
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Nina Staggars, Assistant Executive Director  
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Attachment A – SC Works Job Seeker Survey Questions  
Attachment B – SC Works Employer Survey Questions  
Attachment C – Sample Customer Satisfaction Survey Questions

## SC Works Job Seeker Survey Questions

### Use Guide:

1. LWDAs must create surveys for job seeker customer satisfaction using the questions and answer options listed below, and the survey questions must be listed in order as seen below (except in the circumstance described in number four of this Use Guide).
2. LWDAs may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes, customize for different methods of distribution.
3. LWDAs are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.
4. LWDAs may include additional questions on surveys distributed within their area. If the LWDA chooses to add questions, these questions must appear between questions four and five of the survey order displayed below.

### Survey Questions:

1. Thinking about your most recent experience, how did you access SC Works services?
  - a. I called my SC Works center.
  - b. I visited an SC Works center or received in-person services outside of an SC Works center.
  - c. I used the SC Works Online Services (SCWOS) website ([jobs.scworks.org](http://jobs.scworks.org)).
  - d. I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).
2. What was your reason(s) for accessing SC Works services?

a. Unemployment assistance	j. Education/testing/training opportunities
b. Job search assistance	k. WIN testing
c. Apply for a job	l. Veteran services
d. Hiring event/job fair	m. Youth services
e. Attend a workshop	n. Report a problem
f. Attend an appointment	o. Other: _____
g. Find center location	
h. Career self-assessment	
i. Resume assistance	
3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes	No	N/A
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4. How useful was the information you received while accessing SC Works services?

Not Useful										Very Useful
1	2	3	4	5	6	7	8	9	10	

5. Overall, how would you rate your experience using SC Works services?

Poor										Excellent
1	2	3	4	5	6	7	8	9	10	

6. Please share your comments and suggestions on how we can improve SC Works services.  
a. [Include a comment area for this question.]

## SC Works Employer Survey Questions

### Use Guide:

1. LWDAs must create surveys for employer customer satisfaction using the questions and answer options listed below, and the survey questions must be listed in order as seen below (except in the circumstance described in number four of this Use Guide).
2. LWDAs may design surveys as appropriate for their use, e.g., opt for appealing fonts and color schemes, customize for different methods of distribution.
3. LWDAs are encouraged to distribute surveys through a variety of means and through methods deemed most effective within their area.
4. LWDAs may include additional questions on surveys distributed within their area. If the LWDA chooses to add questions, these questions must appear between questions four and five of the survey order displayed below.

### Survey Questions:

1. Thinking about your most recent experience, in what way did you access SC Works services?
  - a. I called my SC Works center.
  - b. I visited an SC Works center or received in-person services outside of an SC Works center.
  - c. I used SC Works Online Services ([jobs.scworks.org](https://jobs.scworks.org)).
  - d. I used other virtual services (for example, attended a virtual job fair or visited the virtual engagement center).
2. What was your reason(s) for accessing SC Works services?
  - a. Attend an employer-related event
  - b. Attend a career fair
  - c. Host screenings/job interviews
  - d. Drop off job orders/pick up job applications
  - e. Inquire about SC Works services
  - f. Recruiting assistance
  - g. SC Works Online Services (SCWOS; [jobs.scworks.org](https://jobs.scworks.org)) assistance
  - h. Layoff or closure assistance
  - i. Assistance with training programs (on-the-job training [OJT], apprenticeship, customized training for workers)
  - j. Labor or job market information
  - k. Unemployment Insurance (UI) assistance
  - l. Report a problem
  - m. Other: \_\_\_\_\_



3. Were you able to complete the purpose of your visit/use of SC Works services?

Yes

No

N/A

4. How useful was the information you received in these services?

Not Useful

Very Useful

1

2

3

4

5

6

7

8

9

10

5. Overall, how would you rate your experience using SC Works services?

Poor

Excellent

1

2

3

4

5

6

7

8

9

10

6. Please share your comments and suggestions on how we can improve SC Works services.

a. [Include a comment area for this question.]

## Sample Customer Satisfaction Survey Questions

### Use Guide:

LWDAs may supplement the required survey questions listed in Attachments A and B in their customer satisfaction surveys to support their Local Workforce Development Boards' (LWDBs) strategic directions. LWDAs are not required to include additional questions beyond those required in Attachments A and B; however, LWDAs may do so. Listed below are sample survey questions. The questions provided here are a sampling of questions only and are not an all-inclusive list of survey questions that LWDAs may use.

### Sample Survey Questions:

1. Relative to your expectations, did the SC Works staff...

	Yes	No	N/A
a. Take time to listen to you to learn your needs?			
b. Strive to meet your needs?			
c. Treat you with professionalism?			

2. How long did you wait for assistance?

0 – 5 minutes      6 – 15 minutes      16 – 30 minutes      31 – 60 minutes      Over 1 hour

3. Relative to your expectations, how would you rate the friendliness of the staff?

Poor 1 2 3 4 5 6 7 8 9 Excellent 10

4. How would you rate the available technology (computers/equipment) relative to your expectations?

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

5. If you spoke to a person by phone, did the SC Works staff...

	Yes	No	N/A
a. Take time to listen to you to learn your needs?			
b. Provide answers to your questions?			
c. Refer you to appropriate services to support your need(s)?			
d. Provide additional useful and helpful supportive services information?			

6. If you did not speak to a person, how easy was it to use the automated phone system?

Not Easy 1 2 3 4 5 6 7 8 9 10 Very Easy

7. How easy was navigating the SC Works Online Services (SCWOS) website (jobs.scworks.org)?

Not Easy 1 2 3 4 5 6 7 8 9 10 Very Easy

8. Did you need an SC Works representative's assistance to navigate the SCWOS website?

9. With the help of the SC Works representative, were you able to accomplish your goal on the SCWOS website?

Yes	No	N/A

10. How long have you been using SC Works business services?

0 – 6 months 7 – 12 months 1 – 3 years 3 – 5 years 5+ years

11. Relative to your expectations, did SC Works staff...

	Yes	No	N/A
a. Provide useful services for your business?			
b. Provide opportunities for collaboration with other businesses?			
c. Strive to meet your business needs?			
d. Meet your service expectations?			