



Montana Department of LABOR & INDUSTRY

1
2 Division: Workforce Services Division
3 Category: WIOA
4 Effective Date: TBD
5 Last Revised: N/A
6 Policy No.: TBD

7 Customized Training Policy

8 **Background:** Customized skills training is designed to meet the special requirements of a business or a group
9 of businesses by allowing them to tailor and design work-based skills training. Customized training is conducted
10 with a commitment by the business to employ or continue to employ an individual upon successful completion
11 of the training.

12 **Scope:** This policy applies to all service providers operating WIOA Title I Adult, Dislocated Worker and/or Youth,
13 WIOA Title I Adult, Dislocated and Youth program manager(s), WIOA fiscal officers and the WIOA monitoring
14 team. This policy is effective (*insert date upon SWIB approval.*)

15 Policy:

- 16 • Businesses may be reimbursed by the WIOA program for the costs incurred in providing the training
17 including 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, have made the commitment to employ or continue to
25 employ an individual that has successfully completed the program.
 - 26 ○ The customized training relates to the introduction of new technologies, introduction to new
27 production or service procedures, 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 shall 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 shall be for a specified length of time.

1 **Documentation Requirements:**

- 2 • Businesses must complete the [Customized Skills Training Invoice \(WIOA.33\)](#). When completed, this
3 form documents the training plan, skills attainment, costs incurred by business, and amount of
4 reimbursement. This form must be maintained in the client's file. Individual Employment Plans (IEPs)
5 shall be updated to reflect participation in customized skills training.

6 **Monitoring and Evaluation:**

- 7 • A formal monitoring will be conducted on an annual basis by the entity designated by SWIB.

8 **References:**

- 9 • [Work-Based Training 20 CFR 680-760 to 680.770](#)