

## AJCC WORKFORCE MASTERY TRAINING

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### PURPOSE

This policy establishes mandatory training requirements for all staff employed by Workforce Development Board of Ventura County (WDBVC) contractors, subrecipients, and service providers who deliver services through the America's Job Center of California (AJCC) system or under any WDBVC-funded program. The purpose of this policy is to ensure that all frontline staff, case managers, business services representatives, and program supervisors possess a consistent, verified foundation of knowledge in workforce development practice, WIOA policy, system tools, and WDBVC standards.

This policy introduces the AJCC Workforce Mastery Training System as the designated professional development framework for all covered staff, and establishes minimum training completion requirements, timelines, and compliance documentation standards.

### SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its contractors and subrecipients.

### REFERENCES

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, Sections 107, 108, 129, and 134
- Title 2 Code of Federal Regulations (CFR) Part 200: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)
- Title 20 CFR Part 678: Statewide and Local Workforce Development Systems
- Training and Employment Guidance Letter (TEGL) 10-16, Change 3: Performance Accountability Guidance for WIOA Core Programs
- WDBVC Policies and Procedures

### BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) promotes the use of performance-driven. The WDBVC is responsible for ensuring the quality, consistency, and compliance of services delivered across all AJCC locations and WDBVC-funded programs in Ventura County. Uniform Guidance Section 200.332 requires WDBVC to monitor subrecipients to confirm that program funds are used for authorized purposes and that performance goals are achieved. A foundational prerequisite for meeting these obligations is ensuring that all staff responsible for delivering services are adequately trained and knowledgeable about the rules, tools, and practices governing the local workforce system.

*The Workforce Development Board of Ventura County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.*

The WDBVC has developed the AJCC Workforce Mastery Training System as a comprehensive, competency-based professional development framework. The system is organized around five training badge categories, each aligned to a core service or compliance area within the WDBVC system. Required training resources are available through the Partner Compliance Training Dashboard in ATLAS, Google Classroom, and other designated platforms as communicated by WDBVC.

Training completion under this policy is a condition of contract compliance. Failure to meet the requirements set forth in this policy may result in findings identified during monitoring, corrective action, or other remedies as provided under the applicable contract or subaward agreement.

## POLICY AND PROCEDURES

### Definitions

*AJCC Workforce Mastery Training System* – The WDBVC-designated professional development framework consisting of five badge categories, each comprising required training modules and a Knowledge Check quiz. Training is delivered through Google Classroom, accessible at [classroom.google.com](https://classroom.google.com).

*Google Account* – A free account required to access Google Classroom. Staff may use either a personal Google Account (e.g., a Gmail address) if approved by their employer, or an employer-issued Google Account. Staff who do not have a Google Account must create one at no cost prior to accessing the training. Instructions for creating a Google Account are available at [accounts.google.com](https://accounts.google.com). Contractors, subrecipients, and service providers are responsible for ensuring that all covered staff have access to a Google Account and can log in to Google Classroom prior to the applicable training deadline.

*Badge* – A digital credential issued by WDBVC upon verified completion of all required training modules and a passing score on the corresponding Knowledge Check quiz for a given badge category. Badges are not required under this policy but serve as an optional recognition mechanism for staff who complete training and demonstrate competency.

*Covered Staff* – Any employee of a WDBVC contractor, subrecipient, or service provider who delivers direct services, case management, business services, or program administration under a WDBVC-funded contract or subaward, as defined in the Scope section of this policy.

*Knowledge Check Quiz* – A 20-question multiple-choice assessment aligned to the training content for each badge category. A score of 80 percent or higher (16 or more correct out of 20) is required to earn the corresponding badge. Quiz completion is not required to satisfy the training requirement under this policy; however, it is required to earn a badge.

*Partner Compliance Training Log* – The provider-maintained record of staff training completion under this policy. Provider supervisors are responsible for maintaining and producing this log upon request. WDBVC will separately maintain a record of Google Classroom enrollment and module completion for covered staff and may provide that list to providers upon request.

*Provider Supervisor* – The direct manager or program supervisor employed by a contractor, subrecipient, or service provider who is responsible for ensuring that covered staff enroll in and complete required training in Google Classroom within established timelines, that training completion is documented in the provider's internal compliance records, and that the organization is prepared to demonstrate compliance during WDBVC monitoring activities.

*Training Module* – A required training resource assigned within a badge category, which may include video trainings, policy documents, reference guides, or other instructional materials designated by WDBVC.

**Procedures**

A. Required Training

Training shall be accessed here via Google Classroom: <https://classroom.google.com/c/ODQ4MDQ2OTQ4NzY4?cjc=2dw72eit>. Please take note that a Google Account is required to access Google Classroom. Google Accounts are free.

All covered staff must complete the training modules assigned to the badge categories that correspond to their primary job function and service responsibilities. The applicable badge categories by staff role are as follows:

Staff Role	Required Badge Categories
Frontline / Resource Room Staff	Resource Room Ranger; Policy Pathfinder
Case Managers / Career Advisors	Case Management Strategist; CalJOBS and Cal-E-Grants Power User; Policy Pathfinder
Business Services Representatives (BSRs)	Business Services Scout; Policy Pathfinder
Program Supervisors	All five badge categories
All Other Covered Staff	Policy Pathfinder, plus any additional categories as directed by the WDBVC or provider supervisor based on job duties

Staff whose roles span multiple service areas are required to complete the training for all applicable badge categories. Provider supervisors are responsible for determining the applicable

training requirements for each staff member based on their assigned job duties and service responsibilities.

#### B. Training Timelines

- New Staff: All covered staff hired on or after the effective date of this policy must complete all required training modules for their applicable badge categories within 60 calendar days of their start date or within 60 calendar days of the effective date of this policy, whichever is later.
- Existing Staff: All covered staff employed by a contractor, subrecipient, or service provider as of the effective date of this policy must complete all required training modules for their applicable badge categories within 90 calendar days of the effective date of this policy.
- Role Changes: When a covered staff member transitions into a new role that requires training in additional badge categories, the staff member must complete the required training for the new categories within 60 calendar days of the role change.
- Annual Refresher: All covered staff must review and reconfirm completion of their required training modules annually, or whenever the WDBVC issues a significant update to the training content or the applicable policies. WDBVC will provide notice of required refresher training directly to provider supervisors and through the Google Classroom platform.

#### C. AJCC Workforce Mastery Badge Incentive Program

While completion of training modules is required under this policy, earning a badge is not mandatory. Badges are an optional recognition mechanism available to staff who wish to formally demonstrate their competency in a training area and receive a visible professional credential.

To earn a badge, a staff member must:

- Complete all required training modules for the applicable badge category in Google Classroom
- Score 80 percent or higher (16 or more correct out of 20) on the Knowledge Check quiz for that badge category
- Have their training completion confirmed by their provider supervisor prior to quiz submission

Earned badges may be displayed in email signatures, training certificates, staff performance documentation, monitoring materials, and AJCC provider onboarding portfolios. WDBVC encourages providers to recognize badge earners and to promote participation in the badge incentive program as a tool for staff engagement and professional development.

Badges are issued by the WDBVC upon confirmation of all requirements.

#### D. Documentation and Compliance Tracking

Training for this policy is delivered through Google Classroom. Provider supervisors are responsible for ensuring that all covered staff are enrolled and complete their required training

modules within the timelines established in this policy. Compliance with training requirements is the responsibility of each contractor, subrecipient, and service provider organization, not of individual staff members acting in isolation.

Documentation requirements are as follows:

- Provider supervisors must maintain an internal training log for all covered staff reflecting the training modules completed, the date of completion, and the staff member's name, title, and applicable badge category. This log must be available for review upon request during WDBVC monitoring activities.
- WDBVC will maintain a record of Google Classroom enrollment and module completion activity for covered staff. Providers may request a copy of this list from their assigned WDBVC program contact to assist in verifying and reconciling their internal training logs.
- WDBVC staff will review provider training logs and may cross-reference Google Classroom records as part of standard monitoring activities, including annual site visits, desk reviews, and quarterly compliance check-ins. Incomplete or undocumented training may constitute a monitoring finding.
- Providers must ensure that training records for separated staff are retained in accordance with applicable records retention requirements and that new hires are enrolled in Google Classroom and begin required training promptly upon onboarding.

## **E. Responsibilities**

*WDBVC* is responsible for developing, maintaining, and updating the training content and Knowledge Check quizzes for each badge category; administering Google Classroom and maintaining enrollment and completion records; issuing technical assistance and guidance to providers regarding training requirements; providing training completion lists to providers upon request; and monitoring provider compliance with this policy.

*Contractors, Subrecipients, and Service Providers* are responsible for ensuring that all covered staff enroll in Google Classroom and complete required training within the timelines established in this policy; that each covered staff member has a Google Account prior to the applicable training deadline; that training completion is documented in the provider's internal compliance records; and that training requirements are incorporated into staff onboarding processes and internal compliance protocols.

*Provider Supervisors* are responsible for assigning required training categories to each covered staff member based on their job duties; confirming that staff are enrolled in Google Classroom and that all applicable modules are completed on time; maintaining an internal training log; reconciling provider records with the training completion list available from WDBVC upon request; supporting staff who need additional assistance; and confirming training completion as part of badge verification when applicable.

*Covered Staff* are responsible for creating or providing access to a Google Account; enrolling in the designated Google Classroom training; completing all required training modules within the timelines established in this policy; applying the knowledge and skills gained through training in their daily work; and participating in any required refresher training issued by WDBVC.

#### **F. Noncompliance**

Failure to comply with the training requirements set forth in this policy may result in the following:

- Identification of a finding or area of concern during WDBVC monitoring activities
- Issuance of a Corrective Action Plan (CAP) requiring the provider to bring covered staff into compliance within a specified timeframe
- Potential disallowance of costs associated with services delivered by staff who have not completed required training
- Other remedies as provided under the applicable contract or subaward agreement

WDBVC will provide reasonable notice and technical assistance to providers prior to escalating noncompliance to a formal finding. Providers are encouraged to proactively communicate any barriers to training completion to their WDBVC program contact.

#### **ACTION**

Bring this directive to the attention of all appropriate staff.

#### **INQUIRIES**

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director  
Workforce Development Board of Ventura County