

Chapter 9 – Establishment and Review of Training Benchmarks

The establishment and review of training benchmarks are required for all adversely affected workers enrolled in TAAEA of 2011 or TAARA of 2015 TAA-approved training.

For receipt of Completion TRA, the adversely affected worker must submit an official Completion TRA Application provided by the UIA.

MWAs are encouraged to implement a local benchmark policy to include the requirements to establish and review TAAEA of 2011 and TAARA of 2015 training programs.

To secure receipt of eligible Completion TRA payments, the establishment of training benchmarks for adversely affected workers enrolled in approved training under the TAAEA of 2011 or the TAARA of 2015 is required. Training benchmarks must be reviewed at set intervals, and the adversely affected worker must meet the benchmark requirements for the duration of training. Additionally, if TAA approved training is paid by another funding source, benchmark reviews and attendance tracking are still required.

Training benchmarks strengthen and standardize case management efforts, provide early intervention, and allow for the modification of training plans for participants in jeopardy of failing to complete training and attain a credential.

Section 9-1: Establishment of Benchmarks

The MWA must establish training benchmarks at the start date of training for adversely affected workers enrolled in TAAEA of 2011 and TAARA of 2015 TAA-approved training. The establishment of the training benchmark occurs in the OSMIS to allow precise record management and access by the TRA Unit.

Please Note: Verification of training benchmarks are required to be determined by MWA staff who meet the TAA merit staff definition as outlined in Chapter 1.

Section 9-2: Review of Benchmarks

Once a training benchmark has been established in the OSMIS, the requirement is initiated for adversely affected workers to substantially maintain two performance benchmarks throughout the duration of TAA-approved training.

Training Benchmark Statements

The MWA must evaluate satisfactory progress against the following two benchmark statements at intervals of no more than 60 days, beginning with the start date of the training contract. Each benchmark review must also allow some variability (such as, course failure or missed week of attendance that may be excused if other factors are present for reasonable passing of the benchmark review).

The two training benchmark statements are:

- 1) Maintain satisfactory academic standing (not on probation or determined to be “at risk” by instructor or training provider).
- 2) On schedule to complete training within the timeframe identified in the approved training plan.

Benchmark Reviews: Acceptable Documentation

Each benchmark review must contain verification from the training provider and clearly document the status of each of the benchmark review statements.

Benchmark reviews must be documented on the Form TAA-306: *Benchmark Report*. The review of benchmarks must also be entered into the OSMIS, and the documentation must be located in the file.

Please Note: Adversely affected workers are prohibited from completing any portion of benchmark review documents.

Grade Reports and Attendance: File Requirements

In addition to the review and documentation of benchmarks, the MWAs are also required to ensure satisfactory progress and participation are monitored. The following documents are required to be collected from the training provider and/or adversely affected worker to verify satisfactory progress and participation for the duration of TAA-approved training:

- 1) Satisfactory Progress: Grade/Progress Reports (midterms, end of semester grades, instructor verification of progress), and
- 2) Satisfactory Participation: Attendance/Satisfactory participation (attendance reports, instructor verification of attendance).

Summary of File Requirements:

- 1) Form TAA- 306: *Benchmark Report*.
- 2) Benchmark monitoring of satisfactory progress and participation.
 - a) Grade reports, and
 - b) Verification of attendance/satisfactory progress and participation.

Lack of Response from Training Provider

If a training provider is unresponsive and will not verify benchmark attainment of a participant in intervals of no longer than 60 days, the MWA is required to continue the following steps to ensure the Completion TRA of the participant is not jeopardized.

In the absence of a response of benchmark report from the training provider, the MWA must:

- 1) Make, at a minimum, two attempts to make contact with the training provider regarding the status of the benchmark report, and
- 2) Document in case notes such attempts.
- 3) After two failed attempts to receive verification of the benchmark report from the training provider, the MWA will obtain required benchmark monitoring documents to verify benchmark attainment.
- 4) Once required proof to verify the training benchmarks has been obtained, a TAA merit staff may complete the benchmark review process and include efforts in the OSMIS and case note.

Section 9-3: Non-compliance of Training Benchmarks

Failed Benchmarks

If upon review and documentation of the benchmark standards, the adversely affected worker has failed one or both of the benchmarks, the following shall take place:

- 1) The first failed review of a benchmark will result in a documented warning.
 - Constitutes a discussion with the participant to acknowledge future implications.
- 2) The second failed review of a benchmark will result in a modification of the training plan or removal from the training program.

Subsequent to the modification of the training plan due to the second failed benchmark, the adversely affected worker is expected to continue to meet benchmarks at intervals of no more than every 60 days, and is held to the same non-compliance procedure for the duration of the training plan.

A Form TAA-319: *Participant Status Report* is to be used to notify the TRA Unit if the adversely affected worker has failed two benchmark reviews and refused a modification of the training plan. Additionally, if the adversely affected worker refuses to modify the training plan, the MWA should indicate the refusal on the Form UIA-6364: *Request for Determination of Entitlement to Completion TRA*.

Lack of Timeliness - Benchmark Reviews

If apparent that the adversely affected worker has not complied with the 60-day benchmark review requirement, the MWA should case note all attempts to obtain benchmark documentation including verbal or written warnings. A new 60-day benchmark interval begins when the present benchmark documentation has been collected and entered in OSMIS. MWAs should follow local non-compliance procedures when addressing situations where the adversely affected worker repeatedly fails to submit benchmarks timely. The non-compliance procedures should include the process for removal from training if necessary.

Section 9-4: Application for Completion TRA

Completion TRA provides up to 13 more weeks of TRA payments to support the adversely affected worker who has exhausted the Additional TRA benefit and who requires a longer period of income support to complete an approved training program. The TRA Unit determines eligibility for Completion TRA based upon the history of reviewed benchmarks throughout the duration of the TAA-approved training.

When the participant has two weeks or less of Additional TRA, UI will mail Form UIA 4002, *Notice Regarding Completion Trade Readjustment Allowance (TRA) Benefits*, and Form UIA 6364, *Request for Determination of Entitlement to Completion TRA* to the adversely affected worker. The notice advises the worker to bring the Completion TRA Application to the MWA for verification of Completion TRA eligibility criteria. For specific TRA information, please refer to Chapter 15: TRA.

The TRA Unit will determine eligibility for Completion TRA based upon the responses provided on the UIA 6364.

The UIA 6364 may be faxed to the TRA Unit at 517-636-0427. In cases where payment of Completion TRA is denied, the adversely affected worker may protest the determination through the TRA appeal process.