

# **Fresno Regional Workforce Investment Board**

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*Blake Konczal, Executive Director*

## **Information Bulletin**

**FRWIB IB # 11-12**

**Date Released: October 2, 2012**

**To: All Fresno Regional Workforce Investment Board Providers of Services**

**From: Pam Lassetter, Assistant Director**

**Effective Date: October 2, 2012**

**Subject: Communications with Providers of Training Services**

**Applicable Program: All**

This Information Bulletin is to be communicated to all Provider of Service staff immediately.

Provider of Services staff (management or line staff) are not responsible for, nor authorized to have, contractual type discussions with Training Providers. This includes changes in existing training programs, new schools, new training programs, changes to school information, school certifications, program certifications, etc.

All inquiries concerning this level of discussion are to be directed to the FRWIB Eligible Training Provider List (ETPL) Coordinator.

The only allowable discussions between Provider of services staff and Training Provider staff are:

- School Visit process/approvals
- Client Performance/Status
- Invoicing process/Timesheets
- Client Complaints (about training provider)
- School Complaints (about clients)

For school and client complaints, also see Policy Bulletin 02-10, Customer Management.

If a training provider has any other issues, concerns, or questions, beyond the 5 areas listed above, they are to be directed to the FRWIB ETPL coordinator.

If there are any questions, please contact the FRWIB ETPL Coordinator at (559) 490-7100.