

Workforce Solutions Training Provider Qualification Protocol

Purpose

The purpose of this protocol is to establish a clear and consistent process for identifying qualified training providers to serve as a resource for businesses participating in the Workforce Solutions program.

Approved providers will be listed on the Employment & Employer Services (E&ES) website as a public resource. Inclusion on the list indicates that a provider has met baseline qualification standards established by E&ES.

E&ES administers and maintains the Resource List in coordination with the Department of Planning and Development (DPD). Final determinations regarding qualification, renewal, or removal rest with E&ES.

Important Role Clarification

Inclusion on the Training Provider Resource List:

- Does **not** constitute an endorsement or guarantee of work
- Does **not** create a contract between the provider and the City
- Does **not** guarantee selection by a Workforce Solutions grant recipient

If selected by a business or Workforce Solutions grantee, any agreement for services is made directly between the provider and the business. The City is not a party to that agreement and assumes no responsibility for the services delivered.

Application Periods

The Training Provider Resource List will open for new applications twice per year (typically Q2 and Q4).

- Applications must be submitted by the stated deadline for consideration.
- Late or incomplete applications will not be reviewed.
- Applicants will be notified of selection or non-selection within 60 days of the application deadline.

Eligibility Requirements

To be considered for inclusion, training providers must:

- Be a legally registered business authorized to operate in the State of Illinois
- Demonstrate relevant industry expertise and at least two (2) years of training experience
- Possess appropriate certifications, licenses, or accreditations (if applicable)
- Demonstrate a track record of successful training outcomes
- Maintain qualified instructional staff
- Have the facilities, equipment, or delivery platform necessary to provide training

All applicants will be screened and may be interviewed to verify qualifications.

Required Application Materials

Applicants must submit:

- Completed Training Provider Application
- Organizational overview
- Description of training programs and delivery format
- Instructor qualifications (résumés and/or certifications)
- Pricing structure of trainings provided
- At least two (2) recent client references
- Proof of licensing or accreditation (if applicable)

Incomplete applications will not be reviewed.

Approval and Term

Approved providers:

- Will receive a written determination letter identifying approved training topics
 - Will be listed on the E&ES website for a period of two (2) years
 - May submit updates if training offerings change
 - Must reapply every two (2) years to maintain inclusion
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Denial and Second Review

Applicants not approved will receive written notification stating the reason(s) for denial.

A request for second review may be submitted in writing within 30 days of the denial notice. A final determination will be issued within 60 days of receipt of the request.

Applicants denied twice may reapply one (1) year from the date of final decision.

Removal from the Resource List

E&ES reserves the right to remove a provider from the Resource List for reasons including, but not limited to:

- Material misrepresentation in the application
- Failure to maintain required licenses or legal standing
- Substantiated performance concerns or repeated complaints from program participants
- Non-responsiveness to program-related inquiries
- Conduct inconsistent with professional or ethical standards

Providers will receive written notice of removal. Providers may also request removal from the list at any time.

Disclaimer

Inclusion on the Training Provider Resource List does not guarantee funding, referrals, or contracts. Businesses are responsible for conducting their own due diligence and selecting providers that best meet their needs.

Any agreements for training services are made directly between the provider and the business. The City assumes no liability for services rendered.