



WS 21-04 Change 3
Released: May 15, 2023
Effective: Immediately
Training & Development
Expires: Continuing

To: All Contractors

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Subject: Online Learning Opportunities

Purpose

Update procedures for offering unemployed and underemployed individuals the opportunity to access Metrix online learning options for professional development, upskilling and reskilling.

This issuance replaces WS 21-04, Change 2, issued on January 26, 2022.

Background

Workforce Solutions provides access to upskilling and reskilling opportunities through its existing education/training network. To expand those opportunities, Workforce Solutions is working with Metrix Learning (Metrix) to offer a wide range of high-quality online learning programs for unemployed and underemployed individuals. Online learning is a tool we offer to customers from any sector of the labor market. Online learning options provide development for basic skills as well as those needed for specific career paths, which may or may not conclude with some type of certification.

Action

1. Review the **revised** [Desk Aid](#) with all staff.
2. Make sure staff understand available online learning resources and utilize them with customers as appropriate.
3. Ensure staff understand the changes and clarifications and adjust service delivery as needed.
4. Outreach Metrix customers received on list from Board staff within one business day to determine Wagner-Peyser (W-P) basic eligibility and notify appropriate parties of the outcome.
5. Contact any customers who may have been denied a license but based on the clarifications and revisions are eligible to receive one.

6. Send a message to online.learning@wrksolutions.com if you experience any issues.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff through the [Submit a Question](#) link.