

WorkinTexas.com Apprenticeship Training Exercise Workbook

Prepared by the
Texas Workforce Commission
Training and Development Department



Training and Development Mission

We are here to help Texas Workforce Commission (TWC) and our partners enhance employee workplace skills and productivity through the development, coordination, and delivery of quality learning opportunities.

Texas Workforce Commission

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Equal Opportunity Employer/Program

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Contents

WorkinTexas.com Apprenticeship Training Exercise Workbook.....	1
Training and Development Mission.....	2
Apprenticeship Program: Case Management Training	2 3
Exercise #1: Login as Staff.....	4 5
Exercise #2: Client System Registration.....	5 6
Exercise #3: Apprenticeship Participant Application	12 13
Exercise #4: Participation Ribbon and Initial Service Entry (Service #1)	17 18
Exercise #5: Activities / Enrollments / Services Ribbon (Service #2) .	21 22
Exercise #6: Activities / Enrollments / Services Ribbon (Service #3) .	24 25
Exercise #7: Measurable Skills Gain (MSG) Ribbon	28 29
Exercise #8: Credentials Ribbon.....	30 31
Exercise #9: Exit / Outcome Ribbon	32 33
Exercise #11: Apprenticeship Reports.....	36 37

Apprenticeship Program: Case Management Training

This manual contains the exercises for the WorkinTexas.com (WIT) Apprenticeship Training class.

You may also use this book as a desk aid to assist you with completing activities at work.

Note: The data, examples, and images in this manual are taken from the training database system and do not contain any Personal Information (PII). The job seekers, employers and companies identified in exercises are fictitious. The resemblance to any real people or companies is strictly coincidental. As you work through the exercises, do not enter any personal information into the training environment.

In the WorkinTexas.com environment there are multiple ways to complete the same actions. Different choices made for the same actions can lead to different results and/or screens in the software. If you get lost in an exercise, use the browser back button at the top of the page to go back to a familiar step, or you can return to the Dashboard to start over.

About This Training

As we progress through this training guide, you will be working as a Staff user type while assisting an Individual user type. Although your staff training account privileges will be set high, your staff privileges when operating in production WorkinTexas.com may not be as robust. The benefit of this scheme enables training

participants to realize how powerful the WorkinTexas.com system can be.

All of the data in the training environment is fictitious. Make sure that you do not enter any Personal Identifiable Information (PII) in the training environment.

Guidance for Using This Workbook

In the exercises:

- Hyperlinks are **bolded** and underlined.
- The term Customer and Individual are used interchangeably.

Exercise #1: Login as Staff



Objective: Login as Staff.

Assumption: You are in the WorkinTexas.com training environment at: [WorkinTexas.com Case Management Training Site](#)

Purpose: This exercise is to become familiar with how to log into the WorkinTexas.com environment.

To Login as staff, follow these steps:

1. From the Home Page, click the **Sign In / Register** button.
2. In the **Username** field, enter the username provided by your instructor.
3. In the **Password** field, enter the password provided by your instructor.
4. Select **I'm not a robot** checkbox for reCAPTCHA, if applicable.
5. Click **Sign In**.
6. Review Staff Sign-in Notice text.
7. Click **I agree**.

Exercise #2: Client System Registration



Objective: Create a fictitious individual for the purpose of Apprenticeship case management training.

Assumption: You are in the WorkinTexas.com training environment at [WorkinTexas.com Case Management Training Site](#) and accessing My Staff Dashboard.

Purpose: This exercise is designed to help you become familiar with creating an individual registration.

Note: For this exercise, you will create your own fictitious individual. Except where noted, you will make up the information for the individual you are creating.

To create an individual account:

1. From the left navigation menu under the **Services for Workforce Staff > Manage Individuals** menu, select the **Create an Individual** link.
2. In the Login Information section, enter a fictitious individual's username. Make up this information according to the business rules displayed in blue text and write down the information for future use.
3. Enter password, **Trainingpassword@1.**
4. Choose Security Question and enter **123** as the response.

*
Security Question:
What is your mother's maiden name?

*
Security Question Response:
123

Special characters are not allowed.

Login Information Section of Create Individual Account Process

- In the Name section, enter the individual's first and last name. Do not use your name. You can make this up.

Name

*
First Name:
Jacob

Middle Initial:

*
Last Name:
Schneider

Name Section of Create Individual Account Process

- In the Social Security Number section, select the **I do not wish to provide my Social Security Number** checkbox.
- In the Phone Number section, enter the individual's primary phone number (**Create a fictitious local phone number**).
- In the E-mail Address section, enter the individual's primary email address and re-enter it in the Confirmation text box. (**Make this email up**).

The screenshot shows a form titled "E-mail Address". It contains a text input field labeled "Primary E-mail:". Below this field are two links: "Create E-mail Account" and "Read Our E-mail Security Policy". At the bottom of the form is a text input field labeled "Confirm Primary E-mail Address:".

Email Address Section of Create Individual Account Process

9. In the Primary Location Information section, select the individual's country of residence, **United States**.
10. Select whether they are authorized to work in the U.S.? Select **Yes**.

The screenshot shows a form titled "Primary Location Information" with a help icon in the top right corner. It contains two required fields, each marked with a red asterisk. The first field is "Country:" with a dropdown menu showing "United States". The second field is "Are you authorized to work in the United States?" with two radio button options: "Yes" (which is selected) and "No".

Primary Location Information Section of Create Individual Account Process

11. In the Residential Address section, select whether the individual is homeless, select **No**.
12. Enter their address details accordingly (**Enter a local ZIP Code**). The city, state and county will prepopulate upon entering the zip code.

13. Verify the City.

14. Verify the State.

15. Verify the County.

16. Verify Country is **United States**.

17. In the Demographic Information section, enter the individual's date of birth (MM/DD/YYYY) format of **01/01/1990**.

Note: When you click outside of the Date of Birth field, the system will calculate the person's age.

18. Select the **Gender** of your participant.

19. Select **No** for I am currently in Foster Care or I have aged out of the Foster Care System.

Demographic Information

Date of Birth:

.....

(MM/DD/YYYY)

Age:

35

Gender:

☒ Female ☐ Male ☐ I do not wish to answer.

I am currently in Foster Care or I have aged out of Foster Care System

☐ Yes, Currently in Foster Care

☐ Yes, I have aged out of the Foster Care System

☒ No

Demographic Information Section of Create Individual Account Process

20. In the Citizenship section, indicate the individual's citizenship status. Select **Citizen of U.S. or U.S. Territory**.
21. In the Disability section, select **No, I do not have a disability**.
22. In the Education Information section, select the individual's highest education achievement level, **High School Diploma** and their current school status, **No, not attending any school**.

Education Information ?

Your Highest Education Level Achieved: _____

High School Diploma ▼

Are you attending school? _____

No, Not Attending Any School ▼

Education Information Section of Create Individual Account Process

23. In the **Spouse or Caregiver of a U.S. Military Member** section, select **No** for the Are you the Spouse or Caregiver of an active U.S. Military member or a Veteran question.

Spouse or Caregiver of a U.S. Military Member

Spouse or family caregiver of a Military member or Veteran may be entitled to State and Federal benefits. Please answer the following questions.

***** Are you the Spouse or Caregiver of an active U.S. Military member or a Veteran?

☐ Yes

☒ No

Spouse or Caregiver of a Military Member Section of Create Individual Account Process

24. In the **Military Service** section, select **No** for the Are you currently in the U.S. Military or a Veteran question.

Military Service

Veterans may be entitled to additional State and Federal benefits. Please answer the following questions.

* Are you currently in the U.S. Military or a Veteran?

☐ Yes
☒ No

Military Service Section of Create Individual Account Process

25. In the **Ethnic Origin** section, select whether the individual is Hispanic or Latino, (your choice).
26. In the **Race** section, select all races that apply (your choice).

Race

* Race - Please check all that apply:

☐ African American/Black
☐ American Indian/Alaskan Native
☐ Asian
☐ Hawaiian/Other Pacific Islander
☒ White
☐ I do not wish to answer.

Race Section of Create Individual Account Process

27. In the **Language** section, select **No**.

Language

Do you have limited proficiency in speaking, writing, reading, or understanding English?

or

Do you have difficulty in speaking, writing, reading, or understanding English?

☐ Yes
 ☒ No


Language Section

28. Select the **Save** button to complete the registration process.

Note: If you encounter an error upon saving the data entry, the system will display an error message in red bullet point text at the top of the page. Correct the error and select the **Save** button again to move forward.


Upon successfully saving the data entry, the system displays a Registration Confirmation page (see figure below).

What's Next?




[Add information to better match job requirements](#)

Employment and education history are sometimes required in the application process and are used as indicators when comparing jobs with applicants. By completing a few more prompts, you can see how well you qualify for the jobs you have found and employers will compare you favorably against other applicants.




[Create a résumé](#)

Some jobs in our system require the applicant to apply with a résumé. This option will help you create that résumé and add the employment history and education. Employers can also search for résumés on our system, so completing a resume will help employers find you.



[Apply for Career Services and Training](#)

Federal and state grants are available for qualified applicants to obtain career services and training or get priority assistance. Completing the full registration will help staff identify if you qualify for any of these grants.



[Additional Veteran Services](#)

Additional services may be available to you if you are a qualified veteran. We will require you to answer a few more detailed veteran questions.

Registration Confirmation Page

Exercise #3: Apprenticeship Participant Application



Objective: Create and complete an Apprenticeship Application.

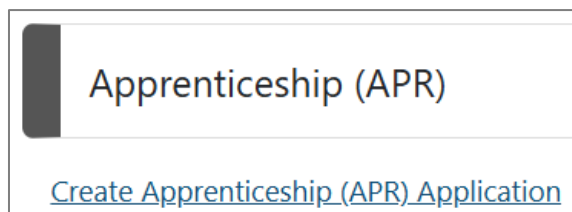
Assumption: You are in the WorkinTexas.com training environment at [WorkinTexas.com Training Site \(opens in a new window\)](#) and are assisting your created participant.

Purpose: This exercise is to practice creating an Apprenticeship Application.

To create an Apprenticeship application:

1. Click on the blue hyperlink of your individuals **Name** from the Currently Managing section to access the individual's portfolio where you can navigate the account. EX: [Spencer, Michael](#).
2. Under Staff Profiles, expand the **Case Management Profile** folder. Select the **Programs** link.
3. Scroll down to the **Apprenticeship (APR)** section and click the **Create Apprenticeship (APR) Application** link. The application wizard launches.

Note: Many of the fields and pages are already prepopulated for you.



Apprenticeship (APR) Application Link

Intro: Page 1 of 8



Apprenticeship (APR) Application Progress Bar

1. If not already populated, select **Today** for the **Application Date**.
2. Select **Today** for the **Eligibility Date**.
3. Confirm that the **LWDB/Region**, **Office Location**, and **Office Location of Responsibility** are accurate. If not select the appropriate locations.
4. Select the **Next** button, located at the bottom of the screen, to proceed to the Contact page.

Note: Selecting the **Next** button validates the data, ensures that all required fields are completed, saves the information you entered, and moves you to the next screen.

Contact: Page 2 of 8

1. Confirm the individual's First and Last Name.
2. For **SSN Verify**, click the **Verify** link and select the **Other Applicable Documentation** radio button.

3. Enter **Social Security Card** into the **Other Applicable Documentation** field. Then click the Verify link again to hide the **SSN Verification** section.
4. Confirm the Residential address and select the **Preferred method of contact**. Select Internal Message from the drop-down menu.
5. Confirm the Mailing Address.
6. Confirm the Phone Information. For **Primary Phone Type**, select Cell/Mobile Phone.
7. Confirm the Email Information. Edit the information as necessary.
8. Select the **Next** button to proceed to the Demographic page.

Demographic: Page 3 of 8

1. Most of the questions on this page are already prepopulated for you. Confirm the Date of Birth and gender information.
2. Confirm the Hispanic/Latino Heritage selection.
3. Confirm the Race (Ethnicity).
4. Confirm the Disability selection.
5. Select the **Next** button to save your edits and proceed to the Veteran Page.

Veteran: Page 4 of 8

1. The **Veteran** radio button is prepopulated for you.

2. Select the **Next** button to proceed to the Employment page.

Employment: Page 5 of 8

1. Add the **Employment Status** by selecting from the drop-down menu. Select **Unemployed**.
2. Confirm the **Not in the labor force** selection of **No**.
3. Confirm the **In a Registered Apprenticeship Program** selection.
4. Confirm the **Long Term unemployed** selection.
5. Select the **Next** button to proceed to the Education page.

Education Information: Page 6 of 8

1. For **Highest School Grade Completed**, select **12th Grade Completed**.
2. For **High School Diploma or Equivalent Received**, select **Yes**.
3. For **Highest Education Level Completed**, select **Attained secondary school diploma**.
4. For **School Status**, select **Not attending school; secondary school graduate or has a recognized equivalent**.
5. Click the **Next** button to proceed to the Barriers page.

Individual Barriers: Page 7 of 8

1. Maintain the **No** selection.
2. Click the **Next** button to proceed to the Eligibility Summary page.

Eligibility Summary: Page 8 of 8

If you completed the application as instructed, your applicant should indicate **Yes**, he/she is eligible for the Apprenticeship program.

1. Select the **Finish** button. A confirmation window will open.
2. Select the **Return to Programs Tab** link. The Apprenticeship Application should now appear as Complete.

Exercise #4: Participation Ribbon and Initial Service Entry (Service #1)




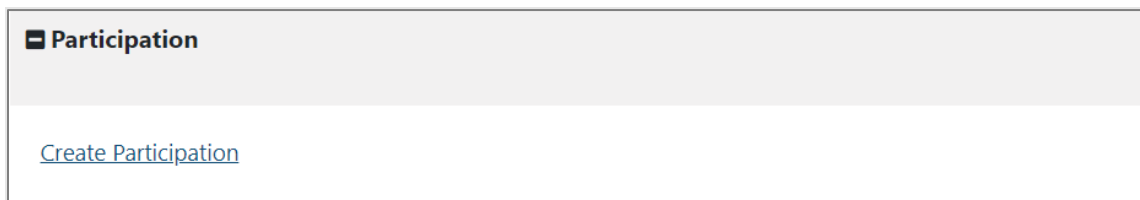
Objective: To create Participation Record.

Assumption: You have the Apprenticeship customer's account and Programs tab already open in WorkinTexas.com.

Purpose: This exercise is to create a participation record in the WorkinTexas.com environment.

To create a participation record:

1. Select the **plus sign**  **icon** below the Apprenticeship application status to expand the ribbons menu.
2. From the Apprenticeship ribbons menu, click the **Participation** ribbon to expand this ribbon. The Create Participation link will appear.
3. Select the **Create Participation** link. The Participation Information page opens.



Participation Ribbon

4. For **Participation Date**, select the **Today** link.
5. Click the **Next** button. The **General Information** tab opens.

6. Confirm the **Customer Program Group** selection of **APR1-Apprenticeship**.
7. Confirm the **LWDB**.
8. Select the **Office Location**, 125 WF SOL Capital Area South.

* Customer Program Group:	APR1 - Apprenticeship▼
	[Select program enrollment template]
* LWDB:	Capital Area WF Board ▼
* Office Location:	125 WF SOL Capital Area South ▼

Participation Information

9. Select the **Activity Code** by clicking the **Select Activity Code** link. The Activity Code window will appear.
10. Select the **902 Pre-Apprenticeship** link.
11. The **Actual Begin Date** will be prepopulated. If not, select **Today**.
12. Enter a **Projected End Date**. Select **Today**.
13. The **Reporting Grant** will be prepopulated.

Apprenticeship Information		
* Reporting Grant:	Test APR Grant ▼	
* Service is Funded/Co-Funded by (check up to 3 that apply):	<input checked="" type="checkbox"/> Grant Funded <input type="checkbox"/> WIOA Title I <input type="checkbox"/> WIOA (Not Title I) <input type="checkbox"/> State Funding Source	<input type="checkbox"/> GI Bill <input type="checkbox"/> PELL Grant <input type="checkbox"/> RA Sponsor <input type="checkbox"/> Other

Apprenticeship Information Section

14. For **Service is Funded/Co-Funded by**, select the **Grant Funded** checkbox.
15. Click the **Next** button. The **Service Provider** tab opens.
16. Confirm the **Provider** and **Service, Course or Contract** information.
17. Click the **Next** button. The **Closure Information** tab opens.
18. Select the **Finish** button.

Note: If you do not complete a first enrollment (i.e., if you exit the enrollment wizard before saving the last page), this Participation record will not be saved.

This new activity you just added will display in a table under the **Activities/Enrollments/Services** ribbon from which staff can view and modify the activities (see figure below). The first activity will display a Trophy icon next to the service name.

Activities / Enrollments / Services										
Create Activity / Enrollment / Service										
<div> <div>?</div> <div>Search <input type="text"/></div> </div>										
PE ⓘ	EE ⓘ	Status	ID #	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
			13743	902 - Pre-Apprenticeship Texas Apprenticeship Provider		Apprenticeship	N/A	05/29/2025	05/29/2025	Close
<div> <div> <div>Page</div> <div>1</div> <div>of 1</div> </div> <div>Rows: 10</div> </div>										

Activities/Enrollments/Services Ribbon with Existing Activities

Exercise #5: Activities / Enrollments / Services Ribbon (Service #2)



Objective: Add another service:

- 903 Related Technical Instruction

Assumption: You have the Apprenticeship customer's account and Programs tab already open in WorkinTexas.com.

Purpose: This exercise is to add a new service activity.

To add the 903 Related Technical Instruction Service:

1. From the **Activities/Enrollments/Services** ribbon, select the **Create Activity/Enrollment/Service** link. The Activity Enrollment wizard displays the **General Information** tab.

General Information	Service Provider	Enrollment Cost
General Information		
Participant User Name:	GCOSTANZA1 +	
Participant State ID:	33995	
Last Name, First Name MI:	Costanza, George	
Address:	111 Seinfeld Rd. Addison, TX 75001	
Application Summary:	Program: Apprenticeship (APR) Application date: 05/14/2025 Eligibility Date: 05/14/2025	
Participation Date:	05/14/2025	
* Customer Program Group:	<input type="text" value="APR1 - Apprenticeship"/> [Select program enrollment template ?]	
* LWDB:	<input type="text" value="Capital Area WF Board"/>	
* Office Location:	<input type="text" value="125 WF SOL Capital Area South"/>	

Activity Enrollment Wizard - General Information Tab

2. The **Customer Program Group** section is automatically set to **APR1 – Apprenticeship**.
3. The **LWDB** is prepopulated already.
4. **Office Location** is prepopulated. If not, select **125 WF SOL Capital Area South**.
5. Under the **Enrollment Information** section, click the **Select Activity Code** link to open the activity list, and select **903 Related Technical Instruction**.
6. WorkinTexas.com requires an actual begin date or a projected begin date.
 - For **Actual Begin Date**, select the **Today** link. (**Note:** Actual Begin Date cannot be a future date.)
 - Enter the **Projected End Date**. For purposes of training, select the **Today** link.
7. The **Reporting Grant** will be prepopulated.

Apprenticeship Information	
* Reporting Grant:	Test APR Grant ▼
* Registered Apprentice RAPIDS#:	AB123456789 <small>Format: AB123456789</small>
* Wage per hour on date of entry into Apprenticeship:	\$ 20.00 <small>Example: 999.99</small>
* Service is Funded/Co-Funded by (check up to 3 that apply):	<input checked="" type="checkbox"/> Grant Funded <input type="checkbox"/> GI Bill <input type="checkbox"/> WIOA Title I <input type="checkbox"/> PELL Grant <input type="checkbox"/> WIOA (Not Title I) <input type="checkbox"/> RA Sponsor <input type="checkbox"/> State Funding Source <input type="checkbox"/> Other
* Apprenticeship Program Type (P 2910):	Hybrid ▼

Apprenticeship Information Section

8. For **Registered Apprentice RAPIDS#**, enter AB987654321.
9. For **Wage per hour on date of entry into Apprenticeship**, enter \$20.00.
10. For **Service is Funded/Co-Funded by**, select the **Grant Funded** checkbox.
11. For **Apprenticeship Program Type**, select **Hybrid** from the dropdown menu.
12. Click the **Next** button. The **Service Provider** tab will open.
13. Confirm the **Provider** and **Service, Course or Contract** information.
14. Click the **Next** button. The **Closure Information** tab opens.
15. Select the **Finish** button. You are brought back to the **Activities / Enrollment / Service** ribbon which displays the new **903-Related Technical Instruction** service that was added.

Exercise #6: Activities / Enrollments / Services Ribbon (Service #3)



Objective: Add another service:

- 301 On-The-Job-Training

Assumption: You have the Apprenticeship customer's account and Programs tab already open in WorkinTexas.com.

Purpose: This exercise is to add a new service activity.

To add the 301 On-The-Job Training Service:

1. From the Activities/Enrollments/Services ribbon, select the **Create Activity/Enrollment/Service** link. The Activity Enrollment wizard displays the **General Information** tab.

General Information	Service Provider	Enrollment Cost
General Information		
<p>Participant User Name: GCOSTANZA1+</p> <p>Participant State ID: 33995</p> <p>Last Name, First Name MI: Costanza, George</p> <p>Address: 111 Seinfeld Rd. Addison, TX 75001</p> <p>Application Summary: Program: Apprenticeship (APR) Application date: 05/14/2025 Eligibility Date: 05/14/2025</p> <p>Participation Date: 05/14/2025</p> <p>* Customer Program Group: APR1 - Apprenticeship</p> <p>[Select program enrollment template]</p> <p>* LWDB: Capital Area WF Board</p> <p>* Office Location: 125 WF SOL Capital Area South</p>		

Activity Enrollment Wizard - General Information Tab

2. The **Customer Program Group** section is automatically set to **APR1 – Apprenticeship**.
3. The **LWDB** is prepopulated already.
4. **Office Location** is prepopulated. If not, select **125 WF SOL Capital Area South**.
5. Under the **Enrollment Information** section, click the **Select Activity Code** link to open the activity list, and select **301 On-The-Job Training**. The window closes bringing you back to the **General Information** tab.
6. WorkinTexas.com requires an actual begin date or a projected begin date.
 - For **Actual Begin Date**, select the **Today** link. (**Note:** Actual Begin Date cannot be a future date.)
 - Enter the **Projected End Date**. For purposes of training, select the **Today** link.
7. The **Reporting Grant** will be prepopulated.

Apprenticeship Information	
* Reporting Grant:	Test APR Grant ▼
* Registered Apprentice RAPIDS#:	AB123456789 <small>Format: AB123456789</small>
* Wage per hour on date of entry into Apprenticeship:	\$ 20.00 <small>Example: 999.99</small>
* Service is Funded/Co-Funded by (check up to 3 that apply):	<input checked="" type="checkbox"/> Grant Funded <input type="checkbox"/> GI Bill <input type="checkbox"/> WIOA Title I <input type="checkbox"/> PELL Grant <input type="checkbox"/> WIOA (Not Title I) <input type="checkbox"/> RA Sponsor <input type="checkbox"/> State Funding Source <input type="checkbox"/> Other
* Apprenticeship Program Type (P 2910):	Hybrid ▼

Apprenticeship Information Section

8. The **Registered Apprentice RAPIDS#** is prepopulated. If not, enter AB987654321.
9. The **Wage per hour on date of entry into Apprenticeship** should be prepopulated. If not, enter \$20.00.
10. For **Service is Funded/Co-Funded by**, select the **Grant Funded** checkbox.
11. The **Apprenticeship Program Type** is prepopulated. If not, select **Hybrid** from the dropdown menu.
12. Click the **Next** button. The **Service Provider** tab will open.
13. Confirm the **Provider** and **Service, Course or Contract** information.
14. For **Occupational Training Code**, click the **Occupational Training Code** link.
15. Select **35201900 Cooks, All Other**. The window closes, bringing you back to the **Service Provider** tab.

16. Click the **Next** button. The **Closure Information** tab opens.
17. Select the **Finish** button. You are brought back to the **Activities / Enrollment / Service** ribbon which displays the new service that was added.

Exercise #7: Measurable Skills Gain (MSG) Ribbon








Objective: Perform data entry to document the customer's skill achievement status.

Assumption: You are in the WIT training environment at [Training Site Address \(Opens in a new window\)](#) and the individual received services that impart skills (i.e., training).

Purpose: This exercise helps participants practice documenting the information required to complete the MSG record.

To record a Measurable Skills Gain for the client:

1. Find and assist the desired individual, then navigate to their **Programs** tab.
2. Click the plus sign icon to expand their Apprenticeship Application ribbon.
3. Click the plus sign icon to expand the **Measurable Skills Gain** ribbon and click the [Create Measurable Skills Gain](#) link. The **Skills Achievement** page displays.

Skill Attainment Information	
Program:	Apprenticeship (APR)
* Skill Type:	Skills Progression
* Date Attained:	<div>05/14/2025</div> <div>  Today (MM/DD/YYYY) </div>
* Type of Achievement:	Achieved Satisfactory Progress attaining Technical/Occupa▼
*	<div> Verify Scan Upload  Link  </div> <div>  Other Applicable Documentation (specify) </div> <div>  Other Applicable Documentation (specify) (image/jpeg) [remove] </div>

Skill Achievement Entry Page

4. The **Office Location** is selected for you.
5. In the **Skill Attainment Information** section, select the **Skill Type** drop down menu. Select **Training Milestone**.
6. For **Date Attained**, select the **Today** link.
7. For **Type of Achievement**, select Achieved Satisfactory or better progress towards established Employer OJT training milestone, including completion of OJT.
8. To verify this information:
 - a. Click the **Verify** link and select **Other Applicable Documentation**. Enter Employer Reported.
 - b. (Optional) Select **Scan**, **Upload**, or **Link** to associate supporting information with the case file.
9. Click **Save**. The **Programs** tab redisplay with the skills gained listed in a table under the **Measurable Skills Gain** ribbon.

Exercise #8: Credentials Ribbon



Objective: Record attained credentials.

Assumption: You have the Apprenticeship customer's account and Programs tab already open in WorkinTexas.com.

Purpose: This exercise is to practice documenting credential attainment information.

To record a new credential:

1. Find and assist the desired individual, then navigate to their **Programs** tab.
2. Click the plus sign icon to expand their Apprenticeship Application ribbon.
3. From the **Credentials** ribbon, select the **Create Credential** link. The **Case Credential** page displays.
4. In the **General Information** section, select the **LWIA/Region:** Capital Area WF Board.
5. For **Office Location**, select 125 WF SOL Capital Area South.
6. In the **Credential Information** section, for **Credential Received**, select **Occupational Skills Certificate or Credential**.
7. For Credential Verification, select the **Verify** link to identify the document being used for Credential Verification and select

Other. Enter Occupational certificate into the field. Click the **Verify** link again to hide the list.

8. For **Date Credential Received**, select the **Today** link.
9. To associate this credential with a Training/Activity the individual has been enrolled in, click the **Search Activities/Services** link. A list of the participant's enrollments appears in a pop-up window (see figure below).

Activities List x							
Activity	Provider	Service/Course	Actual Begin Date	Projected End Date	Actual End Date	Completion Status	Action
301 – On-The-Job Training	Texas Apprenticeship Provider	On the Job Training	06/04/2025	06/04/2025			Select
903 – Related Technical Instruction	Texas Apprenticeship Provider	Restaurant cook	06/04/2025	06/04/2025			Select
902 – Pre-Apprenticeship	Texas Apprenticeship Provider	TA-Approved Provider Training	05/29/2025	05/29/2025			Select

Close

Activities List

10. Select **903 – Related Training Instruction**.
11. Click the **Save** button. The **Programs** tab redisplay, with the credential listed in a table under the **Credentials** ribbon.

Exercise #9: Exit / Outcome Ribbon



Objective: Exit the customer from the Apprenticeship program.

Assumption: You have the Apprenticeship customer's account and Programs tab already open in WorkinTexas.com.

Purpose: This exercise is to practice exiting the individual in the WorkinTexas.com system.

Note: If there are open services while you're trying to perform an exit, a notification message will display stating, **The individual has open activities. Unable to create exit/outcome.**



To manually exit the customer, you must first close all open activities/services. To close a service:

1. Open the **Activities / Enrollments / Services** ribbon. The Activity / Enrollments / Services table displays all the services.
2. The first step is to close out all open services from the Activities/Enrollments/Services ribbon. Open activities have an **O** icon in the **Status** column. Additionally, under the Actual End Date column, it will show "Close" indicating that activity has yet to be closed.
3. To close a service, select the **Close** link under the **Actual End Date** column for the desired activity. The **Closure Information** tab displays.
4. Enter the **Last Activity Date** (mm/dd/yyyy). Select **Today**.

5. For Completion Code, select the following for each service code:
 - **902 Pre-apprenticeship** (Pre-apprenticeship completed)
 - **301 On the Job training** (Apprenticeship completed)
 - **903 Related Technical Instruction** (RTI) (Successful completion)
6. Click the **Finish** button. The Programs tab redisplay with the activity status closed (The **Status** icon for the activity should now be orange) in the Activities/Enrollments/Services ribbon. The **Actual End Date** column will also display the close date along with the Completion Code.
7. Repeat the steps above until all open services are closed.

To exit the customer:

1. From the **Exit/Outcome** ribbon, select the **Create Exit/Outcome** link. The **Outcome Page** displays (see figure below).

Outcome General Information	
User ID:	57120
Name:	George Costanza
* LWDB/Region:	Capital Area WF Board ▾
* Office Location:	125 WF SOL Capital Area South ▾
* Staff Position:	Staff ▾
Outcome Exit Information	
* Exit Date:	05/14/2025  Today (MM/DD/YYYY)
* Exit Reason:	Completed Program ▾
* Accountability Exit Status:	None of the above apply ▾
* Hourly wage on date of exit, if applies:	\$ 25.00
Alternate Contacts:	Add Alternate Contacts 

Exit / Outcome Ribbon

2. Confirm or enter the **LWDB/Region**, **Office Location**, and **Staff Position** information.
3. The **Exit Date** is prepopulated with today's date. If not, select the **Today** link.
4. For **Exit Reason**, select **Completed Program** from the drop-down menu.
5. Maintain the **Accountability Exit Status**, **None of the above apply**.
6. For **Hourly wage on date of exit**, enter \$30.00.

7. Select the **Save** button. The **Programs** tab redisplay with the exit date and exit reason information under the **Exit/Outcome** ribbon.

Exercise #11: Apprenticeship Reports



Objective: Review the different Apprenticeship reports.

Purpose: This exercise is to practice accessing and creating Apprenticeship reports.

To access report 1 (Apprenticeship Participation Report):

1. Click the tribar or Menu link to open the left navigation menu.
2. Scroll down to the **Reports** section and select the **Reports** link.
3. Select **Reports Finder**. The Reports Finder fields appear.

Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

Reports Finder Section

4. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.


Report	Path	Description
Apprenticeship Participation	Detailed Reports - Case Management - Predictive - WIOA -	Predictive WIOA Apprenticeship Participation
Apprenticeship Reportable Individuals by Registered Apprenticeship	Detailed Reports - Case Management - Predictive - WIOA -	Predictive Apprenticeship Reportable Individuals
Completed Apprentices	Detailed Reports - Employer - Job Order - Internal -	List of all job orders by Registered Apprenticeship
Current Registered Apprenticeship Interest by ONet	Detailed Reports - Employer - Registered Employer - Apprenticeship -	List of all Completed Apprentices
Current Registered Apprenticeship Sponsors	Custom Reports - Locally Developed - Iowa -	List of Current Registered Apprenticeship Interest by ONet
ETA 9173 - Apprenticeship	Custom Reports - Locally Developed - Iowa -	List of Current Registered Apprenticeship Sponsors
Upload Reportable Individuals for Apprenticeship PIRL Reporting	Federal Reports - WIOA Performance - Annual and Quarterly Summary -	ETA 9173 - Apprenticeship
	Federal Reports - WIOA Performance - PIRL Reporting Assistant -	Upload Reportable Individuals for Apprenticeship PIRL Reporting

Apprenticeship Report Table

5. Select the **Apprenticeship Participation** link. The criteria selection page appears.
6. Scroll down to the **Date** selection criteria, enter 07/01/2024 into the **From** field and enter 08/01/2025 into the **To** field.
7. Click the **Run Report** button. The report details page appears.
8. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 2 (Apprenticeship Reportable Individuals Report):

1. Select **Reports Finder**. The Reports Finder fields appear.


Reports Finder

Keyword:


Or

Navigation:

Group:

Category:

Subcategory:



Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
3. Select the **Apprenticeship Reportable Individuals** link. The criteria selection page appears.
4. In the **Date** selection criteria, enter 07/01/2024 into the **From** field and enter 08/01/2025 into the **To** field.
5. Click the **Run Report** button. The report details page appears.
6. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 3 (by Registered Apprenticeship):

1. Select **Reports Finder**. The Reports Finder fields appear.

Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.

3. Select the **by Registered Apprenticeship** link. The criteria selection page appears.
4. Scroll down to the **Date** section and select Last 12 months for the **Date Range**.
5. Click the **Run Report** button. The report details page appears.
6. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 4 (Completed Apprentices):

1. Select **Reports Finder**. The Reports Finder fields appear.

Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

Search

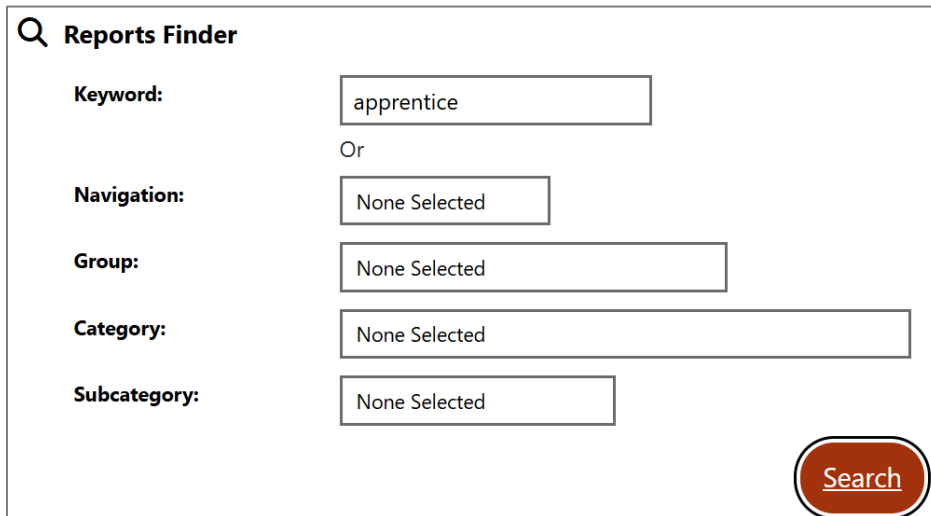
Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
3. Select the **Completed Apprentices** link. The criteria selection page appears.

4. Scroll down to the Date section and select Last 12 months for the **Date Range**.
5. Click the **Run Report** button. The report details page appears.
6. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 5 (Current Registered Apprenticeship Interest by ONet):

1. Select **Reports Finder**. The Reports Finder fields appear.



Q Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

Search

Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
3. Select the **Current Registered Apprenticeship Interest by ONet** link. The criteria selection page appears.
4. Scroll down to the Date section and select Last 12 months for the **Date Range**.

5. Click the **Run Report** button. The report details page appears.
6. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 6 (Current Registered Apprenticeship Sponsors):

1. Select **Reports Finder**. The Reports Finder fields appear.

Q Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

Search

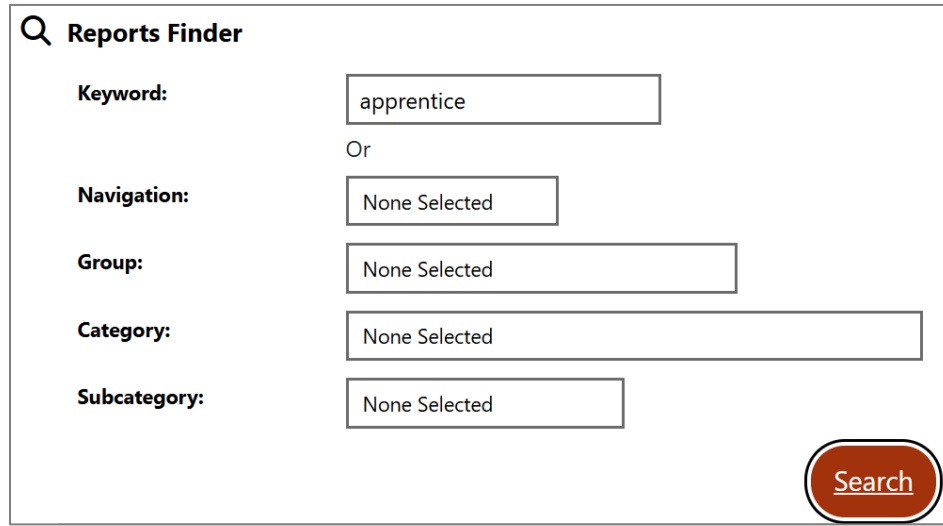
Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
3. Select the **Current Registered Apprenticeship Sponsors** link. The criteria selection page appears.
4. Scroll down to the **Date** section and select Last 12 months for the **Date Range**.
5. Click the **Run Report** button. The report details page appears.

- Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 7 (ETA 9173 - Apprenticeship):

- Select **Reports Finder**. The Reports Finder fields appear.



Q Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

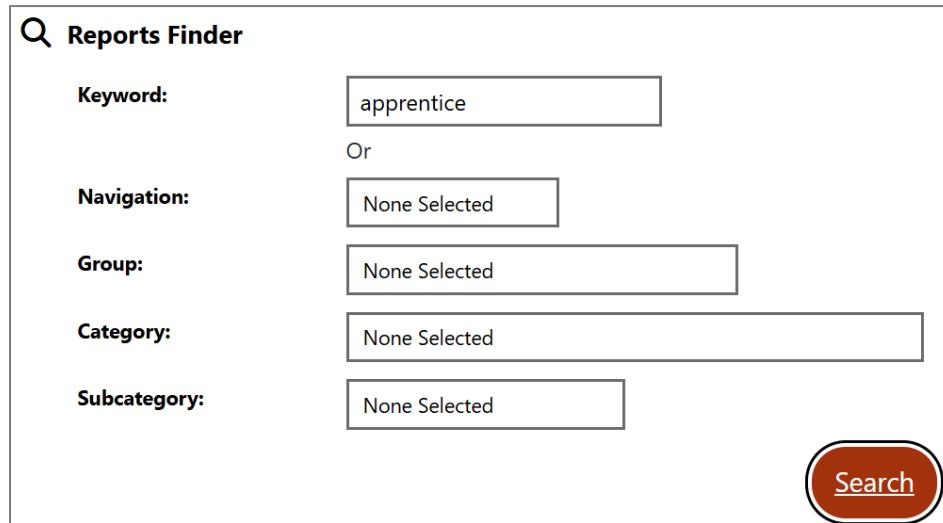
Search

Reports Finder Section

- In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
- Select the **ETA 9173 - Apprenticeship** link. The criteria selection page appears.
- Scroll down to the **Date** section and select Rolling 4 Quarters for the **Date Range Type**.
- Click the **Run Report** button. The report details page appears.
- Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.

To access report 8 (Upload Reportable Individuals for Apprenticeship PIRL Reporting):

1. Select **Reports Finder**. The Reports Finder fields appear.



Q Reports Finder

Keyword:

Or

Navigation:

Group:

Category:

Subcategory:

[Search](#)

Reports Finder Section

2. In the **Keyword** field, enter Apprentice. A table appears below with the different Apprenticeship reports.
3. Select the **Upload Reportable Individuals for Apprenticeship PIRL Reporting** link. The criteria selection page appears.
4. Click the **Reporting Period** drop down menu and select the period of interest.
5. Click the **Filter** link. The report details page appears.
6. Click the **Return to Manage Reports** button. This brings you back to the main **Reports** page.