


**TEXAS WORKFORCE COMMISSION**  
**Workforce Development Letter**

<b>ID/No:</b>	WD 25-21, Change 2
<b>Date:</b>	November 4, 2022
<b>Keyword:</b>	General; WorkInTexas.com
<b>Effective:</b>	November 1, 2022

**To:** Local Workforce Development Board Executive Directors  
Commission Executive Offices  
Integrated Service Area Managers



**From:** Courtney Arbour, Director, Workforce Development Division

**Subject:** **Guidance on the Use of Metrix Learning™ Industry Certifications—Update**

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with updated guidance on how to access and use Metrix Learning™ (Metrix) industry certifications for individuals receiving workforce services and to ensure that staff expedites Wagner-Peyser (W-P) participant eligibility determination enrollment for individuals interested in earning industry certifications.

**RESCISSIONS:**

WD Letter 25-21, Change 1

**BACKGROUND:**

The COVID-19 pandemic significantly affected Texas' labor market. Beginning in July 2020, the Texas Workforce Commission (TWC) partnered with Metrix, an online learning management system that helps job seekers upgrade their skills to secure employment. All Texans may access this resource, which has more than 5,000 online courses, all at no cost.

On August 17, 2021, TWC's three-member Commission approved expanding the partnership with Metrix to include more than 130 industry-recognized certification tracks.

On September 1, 2022, TWC renewed this partnership, with the approval of the Texas Workforce Investment Council, using limited W-P 7(b) statewide funds. As a result, TWC has updated the enrollment requirements for individuals participating in Metrix industry certification assistance.

**PROCEDURES:**

**No Local Flexibility (NLF):** This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter

and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must.”

**Local Flexibility (LF):** This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”

### **Metrix Industry Certification Assistance**

**NLF:** Boards must be aware that TWC has contracted with Metrix using W-P 7(b) statewide funds to provide industry certification assistance to eligible individuals. Industry certification assistance is an additional set of services provided to individuals who have completed Metrix courses linked to targeted certification tracks.

**NLF:** Boards must ensure that Workforce Solutions Office staff members are aware that industry certification assistance funding is limited and will be provided by Metrix on a first come, first served basis.

**NLF:** Boards must be aware that eligible individuals may receive assistance from Metrix staff with one or more of the following, as appropriate:

- Identification of incomplete courses required for industry certification
- Completion of practice tests or practice labs
- Issuance of exam vouchers
- Scheduling of the certification exam

**NLF:** Boards must be aware that industry certification assistance is funded at the state level. No funds will be allocated to Boards for these purposes.

**NLF:** Boards must be aware that Texas certification exams available through Metrix include, but are not limited to, the following vendors:

- ASQ (includes Six Sigma)
- Cisco (includes CCNA and CCENT)
- CompTIA (includes A+, Network+, and Security+)
- Amazon AWS (includes Solutions Architect, Developer, and SysOps)
- IIBA Certified Business Analysis Professional (CBAP)
- Microsoft (includes MOS, MCTS, and MCITP)
- Project Management (PMP and CAPM)
- Human Resources (includes PHR, SPHR, and SHRM-CP)

### **Metrix Outreach**

**NLF:** Boards must be aware that Metrix will continue to directly outreach individuals using the platform to encourage participation in industry certifications. Metrix will outreach individuals who have completed all of the required courses for an industry certification track. Metrix will also outreach individuals who have completed most of the courses required for certifications to encourage them to complete the remaining courses.

**NLF:** Boards must be aware that Metrix will refer outreached individuals who are interested in industry certifications to their local Board. Such information will be sent to the Board's Metrix administrators.

### **Workforce Enrollment**

**NLF:** Boards must ensure that individuals referred by Metrix are eligible for and enrolled as W-P program participants prior to confirmation of participant eligibility for Metrix industry certification assistance.

**NLF:** Boards must ensure that Workforce Solutions Office staff members determine eligibility for individuals by completing the following steps:

- Conduct an eligibility determination by verifying and documenting the following criteria in WorkInTexas.com:
  - Eligibility to work in the United States (completed WIOA Authorization to Work form)
  - Age 18 or older
  - Selective Service registration, as applicable, for male participants
- Upload eligibility documents in WorkInTexas.com through the Documents (Staff) tab

**NLF:** Boards must be aware that for each individual enrolled in Metrix industry certification assistance, appropriate staff must:

- open a W-P participant application in WorkInTexas.com or ensure that an active one exists; and
- identify Metrix industry certification assistance referrals by:
  - selecting Metrix 7B - Certification Assistance from the Special Project/Indicators under the Miscellaneous tab of the participant's W-P application; and
  - opening the OST – (147, OST) Other State or Local Training service.

**NLF:** Boards must ensure that staff uses the date of the email in which an individual was referred to Metrix certifications as the start date of service (OST).

**NLF:** Boards must ensure that staff members are aware that any additional services, including any support services, must be provided through other programs for eligible individuals.

### **Referral of Eligible Individuals to Metrix**

**NLF:** Boards must ensure that appropriate staff members use [certifications@metrixlearning.com](mailto:certifications@metrixlearning.com) to inform Metrix staff members when participants have been approved for Metrix industry certification assistance.

**NLF:** Boards must be aware that, following confirmation of W-P enrollment, Metrix staff will provide limited case management services to individuals while providing industry certification assistance.

**Performance**

**NLF**: Boards must be aware that Metrix industry certification assistance participants will not be included in local training-related performance outcomes. This includes Measurable Skill Gains and Credential Achievement.

**NLF**: Boards must be aware that Metrix industry certification assistance is not a training service.

**Metrix General Information**

**NLF**: Boards must be aware that all Texans continue to have access to Metrix through the Online Learning Resources page in [WorkInTexas.com](http://WorkInTexas.com), [MyTxCareer.com](http://MyTxCareer.com), and the [Metrix Portal](#).

**NLF**: Boards must be aware that workforce program participation is not required for individuals to be able to take Metrix courses, including those courses required for Metrix industry certifications.

**Additional Guidance**

**NLF**: Boards must ensure that appropriate staff members are aware that TWC will maintain a [frequently asked questions document](#) related to Metrix industry certification assistance.

**INQUIRIES:**

Send inquiries regarding this WD Letter to [wfpolicy.clarifications@twc.texas.gov](mailto:wfpolicy.clarifications@twc.texas.gov).

**ATTACHMENTS:**

Attachment 1: Revisions to WD Letter 25-21, Change 1, Shown in Track Changes

**REFERENCES:**

None