

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

<b>ID/No:</b>	WD 25-21
<b>Date:</b>	October 11, 2021
<b>Keyword:</b>	General, WIOA, WorkInTexas.com
<b>Effective:</b>	Immediately

**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

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**PURPOSE:**

The purpose of this WD Letter is to provide Local Workforce Development Boards (Boards) with guidance on how to access and use Metrix Learning™ industry certifications for individuals receiving workforce services.

**BACKGROUND:**

The COVID-19 pandemic significantly affected Texas' labor market. Beginning in July 2020, the Texas Workforce Commission (TWC) partnered with Metrix Learning™, 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, at no cost.

On August 17, 2021, TWC's three-member Commission approved expanding the partnership with Metrix Learning™ to include more than 130 industry-recognized certification tracks. Though these certifications were not previously available under prior agreements with Metrix, more than 1,800 Texans completed 90 percent or more of the courses required by targeted certification tracks before May 2021.

**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" or "shall."

**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 WIOA 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.

**LF:** 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

**LF:** Texas certifications exams available through Metrix include the following vendors:

- ASQ (includes Six Sigma)
- Cisco (includes CCNA and CCENT)
- CompTIA (includes A+, Network+, and Security+)
- Amazon AWS Certified Solutions Architect Associate 2020
- IIBA Certified Business Analysis Professional (CBAP)
- Microsoft (includes MCTS and MCITP)
- Project Management (PMP, CAPM)

### **Metrix Outreach**

**NLF:** Boards must be aware that Metrix will directly outreach in stages individuals using the platform to encourage participation in industry certifications. Metrix will outreach first to those who have completed all of the required courses for an industry certification track.

**NLF:** 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 individuals are eligible for and enrolled in Workforce Innovation and Opportunity Act (WIOA) programs prior to confirmation of participant eligibility for Metrix certification assistance. While all Texans may register for and complete Metrix courses, only active WIOA participants will be eligible to receive industry certification assistance from Metrix.

**LF:** Boards may assist current WIOA participants with enrolling in industry certification track courses in order to obtain an industry certification through the Metrix platform.

- LF:** Boards may coenroll non-WIOA participants in WIOA programs, when determined eligible, in order to provide access to Metrix industry certification assistance.
- 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 certification assistance.
- NLF:** Boards must ensure that staff provides appropriate participatory services and other services to individuals that are receiving Metrix industry certification assistance.
- LF:** Boards may provide support services to participants to ensure successful completion of Metrix industry certifications.
- NLF:** Boards must be aware that Metrix industry certification assistance is not a training service. These activities must be tracked in TWIST using code (82) Short-Term Educational Service.
- NLF:** Boards must ensure that staff does not enter training services for individuals who are participating only in Metrix industry certification assistance.
- NLF:** Boards must be aware that, following confirmation of WIOA enrollment, Metrix staff will provide limited case management services to individuals while providing industry certification assistance.
- NLF:** Boards must be aware that certification assistance is funded at the state level. No funds will be allocated to Boards for these purposes.

### **Performance**

- NLF:** Boards must be aware that participants engaged only in Metrix industry certifications or other career services will be included in the denominator for performance indicators relating to employment and wages, following exit from the WIOA program.
- NLF:** Boards must be aware that unless enrolled in training programs paid for through Individual Training Accounts or local contracts, participants engaged only in Metrix industry certifications will not be included in the denominator for Measurable Skill Gains or Credential outcomes.

### **Metrix General Information**

- NLF:** Boards must be aware that the Amatrol (manufacturing) and MedCom (health care) licenses, available through Metrix beginning July 2020, are separate from the above industry certification assistance. These licenses are still available for Boards to assign to qualified claimants.
- NLF:** 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 at [tx.metrixlearning.com/info](http://tx.metrixlearning.com/info).

**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.

**INQUIRIES:**

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

**REFERENCES:**

None