**LinkedIn Learning (LiL) Q&A**

**Q:** Who can use LinkedIn Learning (LiL)? Does a client have to be WIOA eligible to use LiL? Can staff use LiL for professional development? Can Business Services use LiL?

**A:** *From ESD Policy:*

*1. WIOA Eligibility:*

1. *We can use Statewide Activities Funds to provide career services.*
2. *While WIOA eligibility is nice to have, it is not always a requirement for Statewide*

*Activities funds.*

1. *There should be a broad focus on WIOA populations in general. For example, with the*

*visions and goals of WIOA, it would be good to try and involve the focus populations.*

1. *Title 1 money is considered system money, so can be used by the One Stop required*

*Programs.*

*2. Staff use for professional development:*

1. *There is no compliance issue with staff using licenses, just want to make sure we are balancing with customer usage and that customers use the majority of the licenses.*

*3. Business Services:*

1. *Incumbent Worker Training – no prohibition with using Statewide Activities funds for*

*workers who are not WIOA eligible per the IWT policy, but make sure that IWT-related*

*training is not overshadowing customers in need.*

1. *Training while on Shared Work – again, no prohibition, but make sure upskill training is*

*not overshadowing serving customers in need.*

**Q:** If a WIOA participant takes a LiL course that provides continuing education credits to maintain a certification or license granted by a third-party organization would this be able to count as an MSG? Since it would provide a certificate of completion that can be submitted to such organization.

**A:** *“Certificates or licenses granted by a third-party organization (such as the six professional organizations listed on the LinkedIn Learning (LiL) website) for continuing education courses accessed through LiL would not count towards a measurable skill gain (MSG) because the Department of Labor (DOL), per the Workforce Training and Education Coordinating Board (WTECB), considers LiL to be a training platform and not a training program. That means that any specific training program on LiL (e.g., a coding course) would need to follow the approval process described in WIOA Title I* [*Policy 5611, Revision 2*](https://storemultisites.blob.core.windows.net/media/WPC/adm/policy/5611-2.pdf) *(Governor’s Procedures for Determining Training Program Eligibility) to be added to the ETPL.*

*WTECB has confirmed that there are no LiL courses currently on the ETPL. On that basis, LiL courses would not qualify as training and could not be applied towards either credential attainment or MSG.”*

*- Employment System Policy*

**Q:** How should LinkedIn Learning be recorded in ETO?

**A:** LinkedIn Learning should be recorded as a Basic Service Touchpoint that is a Career Guidance Services. Please refer to *Attachment A LinkedIn ETO Touchpoint PowerPoint* to get step-by-step instruction in recording the touchpoint and viewing the information via a report in ETO.

**Q:** How would you record the activity dates in ETO for a LinkedIn Learning pathway and/or course that may take longer than a day to complete? Since the guidance was to record a LiL activity as a Basic Career Guidance Services (3.0) Touchpoint in ETO, which is not considered a durational service, ETO auto-fills the end date to be equal to the start date of the LiL activity. So, for LiL pathways would each course within that pathway need to be entered as a separate Basic Career Guidance Service (3.0) Touchpoint in ETO? Also, if an individual takes more than one day to complete a LiL course, how should the activity dates be recorded since ETO does not allow you to manually type/change the activity end date?

**A:** *Employment System Policy suggests the following:*

* *How are LiL courses within a “pathway” recorded in ETO? (Note: LiL “pathways” are not to be confused with the WIOA definition of “career pathway” as defined in WIOA section (3)(7)).*
  + *Per Donna Mack’s description of a LiL “pathway” as several courses focused around a larger topic which can be taken separately and at different times (e.g., MS Office skills, consisting of Word, Excel, etc.) each separate class would be entered as a separate service.*
* *If an individual takes more than one day to complete a LiL course, how should the activity dates be recorded since ETO does not allow staff to manually type/change the activity end date?*
  + *A LiL course that is categorized as a basic Career Guidance Services (3.0) is recorded only one time, whether or not it is completed in one day. Staff should case note the circumstances of the course completion in such circumstances*.