

SBDAP PROGRAM FAQs FOR BUSINESSES

V2.4.2020

New SBDAP Program Website: <http://workforcetrainingfund.org/programs/direct-access-program/Questions?> Email us at mte@commcorp.org

The Massachusetts Training Exchange (MTE) beta test has come to a close. Based on the lessons we learned from your feedback during the MTE beta period, we've designed a new, simplified system to help you access SBDAP-funded training.

Below, we've highlighted some of the key improvements to SBDAP policy and administrative features that form the backbone of the new system.

Determining New Business Eligibility

How do I register my business to determine if we're eligible to participate in the SBDAP Program?

Before (MTE)

Businesses would create an account on the MTE to check their eligibility.

New System

Businesses may register using the simple online form on the SBDAP website.

Checking Business Eligibility Status

How will I know if/when my business is eligible to enroll in SBDAP-funded training?

Before (MTE)

Businesses could check their eligibility status from within their MTE account.

Businesses would receive an email from mte@commcorp.org indicating they had been "approved" to participate in the SBDAP program.

New System

All eligible businesses will be entered onto the SBDAP Eligible Business List posted on the program website. It will take up to three weeks to determine eligibility after registering. Businesses should check the list regularly and contact us with questions.

We will notify you by email if there is a problem with your registration (please add mte@commcorp.org to your safe-sender list).

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SBDAP Eligibility Renewal

Will I need to renew my business' eligibility?

Before (MTE)

Businesses needed to renew their eligibility every twelve months.

New System

Once a business' eligibility for funding is determined, it remains valid until the end of this SBDAP procurement cycle, on June 30, 2021. All SBDAP eligible organizations will remain eligible until June 30, 2021.

Requesting Course Enrollments

How will I enroll my employees in a training course?

Before (MTE)

Eligible businesses went through the three-step process, starting with requesting enrollment, and ending with assigning trainees to accepted requests.

New System

Businesses should contact providers directly to enroll employees. Providers will process requests using their existing enrollment systems.

Providers will validate business eligibility using the SBDAP Eligible Business List.

Limits on Business Access to Training

Are there limits to how much SBDAP training an eligible business can access?

Before (MTE)

Eligible businesses were limited to \$15,000 in SBDAP training per year.

New System

Eligible businesses have unlimited access to available SBDAP training through 6/30/21

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Modifying and Canceling Enrollments

What happens if I need to change or cancel an enrollment in a course?

Before (MTE)

Enrollments and schedules were, for the most part, unable to be modified. In some cases, complicated work arounds were available.

New System

Providers may require you to follow their existing cancellation policies — check with your training provider before enrolling in training.

Course Listing

Where can a business find information about available training courses?

Before (MTE)

Courses and scheduled cohorts were listed in a searchable online marketplace.

New System

You can find approved courses and training provider contact information posted on the Approved Course List on the SBDAP website. Contact providers for information about schedules and enrollment.

Access to the MTE Website

Will I still be able to log on to my account on masstrainingexchange.org?

Before (MTE)

Businesses visiting masstrainingexchange.org have the option to log-in to their account, or register for an account.

New System

Business users will not be able to log-in, and will receive a message redirecting them to the new SBDAP website.