

TWC Training and Development Frequently Asked Questions

1. What is the cost of the class?

The cost of each course is listed in the back of our course catalog.

http://www.twc.state.tx.us/development/train/twc_training_catalog.pdf

2. Will you travel to our area/office to conduct a training session?

Of course!

You may request to schedule a class or other services by calling (512) 463-3029

or by e-mailing training.development@twc.state.tx.us. We will be happy to

discuss any specific training needs you might have.

3. What are my payment options?

There are two payment options:

Option 1

Please fax a purchase order to (512) 936-3578 or e-mail it to

training.development@twc.state.tx.us. Please include the name of the training, session information, the number of participants attending, the total amount of the purchase order, and a signature.

Option 2

You can submit a check for your payment to:

Texas Workforce Commission

Training and Development Department

101 East 15th Street, Room 230

Austin, TX 78778-0001.

4. Is the TWC Training and Development Department a National Workforce Institute vendor?

Yes, we are.

5. What are the qualifications of the instructors conducting the classes?

All TWC Training and Development trainers are Certified Workforce Professionals and Certified Workforce Experts by the National Workforce Institute.

6. How do I register for a class?

To register for any of the training opportunities found in our training schedule, e-mail the class name, session information, the participant's name, e-mail address, and employer/agency to: training.development@twc.state.tx.us.



7. What is your training registration cancellation/re-schedule policy?
You can re-schedule for a different training session or cancel your registration up to 24 hours before the training begins.
8. Where can I find a list of all of the courses you offer?
We invite you to browse the T&D Course Catalog. Course descriptions are listed in alphabetical order. Some courses specifically target workforce services, while other courses are applicable to general audiences.
http://www.twc.state.tx.us/development/train/twc_training_catalog.pdf
9. Where can I view the current training sessions that you are offering?
A list of the current training sessions that we offer can be found at:
http://www.twc.state.tx.us/development/train/twc_training_schedule.pdf.
10. Do you offer customized training?
Yes, we do. If you are interested in having customized training created, please call (512) 463-3029 or e-mail training.development@twc.state.tx.us.
11. Do you offer CEUs?
We can provide you with the necessary information you need for determining CEU credit.
12. Are there any prerequisites to attending classes?
Prerequisites are listed in the T&D Course Catalog.
http://www.twc.state.tx.us/development/train/twc_training_catalog.pdf
13. Are there "advanced" classes available for TWIST?
TWIST Group Actions and TWIST Reports are extensions of TWIST Basics/Search training.
14. Is it okay for more than one of us to use one computer in an automation class?
One person per computer is optimal. Automation classes are designed to have participants individually enter data and use the system to build a case or reports.