

Metrix Industry Certification Assistance—Frequently Asked Questions

Last Updated: April 2, 2024

The information included in this document is intended to supplement the guidance provided in Workforce Development (WD) Letter 28-23, Change 1, “Guidance on the Use of Metrix Learning™ Services—Update.”

Q: Are the only certifications included in this statewide initiative those listed in the Metrix Learning™ (Metrix) Certification Assistance WD Letter?

A: No. The WD Letter has been updated to state that Texas certification exams available through Metrix include, but are not limited to, the listed vendors. Metrix will work with individuals to identify and provide assistance toward the achievement of any industry certifications available in the Metrix system.

Source: WF Program Policy

Q: Does Metrix provide information on national accreditation and/or testing for the competencies or interests?

A: When individuals log in to Metrix, they can go to *Catalog > Industry Certifications* for an introduction to how certification works and information on how testing is done through outside resources. Metrix includes the process and expectations for individuals to participate in industry certification assistance in all recruitment emails.

Source: Metrix

Q: Do we coordinate with Metrix to obtain the pricing of and schedule for certification tests?

A: No. Individuals are provided a voucher for testing at a third-party vendor directly from Metrix. Additionally, Metrix staff will assist individuals with test preparation as appropriate. Local Workforce Development Boards (Boards) will not receive or manage any funds involved in Metrix industry certification assistance.

Source: Metrix

UPDATED: April 2, 2024

Q: Is there a time limit for access? Individuals have stated that they lost access to the Metrix system after reporting income or after 90 days had passed.

A: Metrix provides access to individuals for six months. If more time is required, it is recommended that the individual notify Metrix, and more time may be provided.

Source: Metrix

UPDATED: April 2, 2024

Q: How will Boards be informed that funds are no longer available for industry certification assistance?

A: When industry certification assistance funds are no longer available, this guidance will be rescinded and the Texas Workforce Commission will inform Boards. Metrix general courses and access for individuals are not contingent upon the availability of funding for industry certification assistance.

Source: WF Program Policy

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Q: Administrative reports may indicate that an individual has completed modules when the individual reports that he or she did not. Is there a pass/fail test with each module?

A: Metrix tracks all activities for completion status and activity time. If an activity shows as complete, the individual has completed it. Accessing an incorrect or duplicate account could cause the completion status to appear incorrectly. The passing score for all courses is 80 percent. Individuals may retake courses as many times as they wish; Metrix records the highest score for each course.

Source: Metrix

Q: May Boards run a report to identify the tests, practice tests, and labs that individuals complete?

A: Metrix sends monthly reports to Boards about the Metrix industry certification assistance data. In the reports, Metrix indicates how individuals are progressing through the practice tests and exams. Metrix does not report practice test scores for all attempts because these are completed outside of the Metrix system.

Source: Metrix

UPDATED: April 2, 2024

Q: Will Metrix provide a copy of certificates achieved by individuals receiving Metrix industry certification assistance? Boards track the individuals in WorkInTexas.com, and if they are coenrolled in formula-funded programs, completion documentation is required.

A: Because testing is provided by a third-party vendor via a voucher from Metrix, the certificate itself is provided to the individual. Boards may request a copy of the certificate from the individual. Boards must ensure that staff members document certificates obtained as a result of Metrix industry certification assistance as a performance outcome in a participant's WIOA program record in WorkInTexas.com.

Source: Metrix

UPDATED: April 2, 2024

Q: Will staff continue to enter Metrix industry certification assistance participant information into TWIST?

A: Effective April 15, 2024, staff will enter Metrix industry certification assistance participant information into WorkInTexas.com only.

Source: WF Program Policy