

POLICY: 5.1.4. (IV.F.) **Service Delivery Areas**

Revised: September 7, 2006; May 14, 2001

Last Reviewed: October 23, 2020; September 6, 2019, October 17, 2018; October 30, 2017

Adopted: March 6, 1986



POLICY:

The Technical College System of Georgia [TCSG] is charged with the performance of planning, operation, evaluation and maintenance of viable programs that shall ensure our State's continued economic well-being and that shall provide its citizens with meaningful, quality education programs which shall enable them to be gainfully employed.

To ensure promotion of economic development in the state and to establish the highest possible level of training and services for business and industry through the TCSG, it is necessary to assign "service delivery areas" to the technical colleges within this system.

Due to the fact that populations shift, economic factors change, new technical colleges are built, and transportation corridors change over a period of time, it shall be necessary to allow for anticipated future changes in assigned service delivery areas as the various parameters vary. However, it is critical that service delivery area assignments are consistent with existing needs.

Each technical college shall have an assigned "service delivery area" defined by the TCSG.

The service delivery area assignment defines the counties, or portions thereof, for which each technical college has responsibility and accountability for delivery of training services to business and industry via on-campus or in-plant training. Responsibilities and services to be delivered include, but are not limited to, the following:

- 1) Training consultation and assisting business and industry with training needs assessments and analysis
- 2) Conducting supplementary, retraining, and upgrading training for existing businesses and industries
- 3) Conducting appropriate training for new and expanding businesses and industries
- 4) Development and maintenance of a system for aggressively pursuing contacts with businesses and industries within the assigned service delivery area in order to identify their current and future training needs
- 5) Development and maintenance of an annual plan for meeting the technical training needs of the businesses and industries within the assigned service delivery area utilizing short-term funding, tuition monies, resources of the companies served, and other available means, and

6) Conducting Quick Start programs, as assigned.

Service delivery area assignments are not for the purpose of defining recruitment zones or areas from which enrollees may attend a given Technical College.

Service delivery areas are counties, or portions thereof, assigned to each technical college to delineate areas of responsibility and accountability for delivery of appropriate training services to business and industry.

The Commissioner shall develop and issue guidelines and procedures to implement this policy, to include:

- 1) A transition timeline for changing from "existing" to "new" service delivery area assignments
- 2) A service delivery area operational guidelines document, and
- 3) A means of verification of the level and quality of consultative and training services being provided by each technical college within its service delivery area.

The Commissioner shall periodically review the service delivery area assignments and make necessary reassignments as deemed appropriate.

Technical colleges shall have responsibility and accountability for delivering services to business and industry within their assigned "service delivery area."

RELATED AUTHORITY:

O.C.G.A. § 20-4-11 – Powers of the Board

O.C.G.A. § 20-4-14 – TCSG Powers and Duties