

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

Revised: September 7, 2006; and May 14, 2001.

Last Reviewed: July 26, 2023; September 30, 2022; October 23, 2020; September 6, 2019; October 17, 2018; and 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.

It is necessary to assign "service delivery areas" to the Technical Colleges within this system to promote economic development in the State and establish the highest possible level of training and services for business and industry through the TCSG.

Since populations shift, economic factors change, new Technical Colleges are built, and transportation corridors change over time, it shall be necessary to allow for anticipated future changes in assigned service delivery areas as the various parameters vary.

However, service delivery area assignments must be consistent with existing needs. Therefore, 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 delivering 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.

6) Conducting Quick Start programs, as assigned.

Service delivery area assignments do not define 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 delivering appropriate training services to businesses and industry.

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

1) A transition timeline for changing from "existing" to "new" service delivery area assignments.

2) A service delivery area operational guidelines document that verifies 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 businesses and industries within their assigned "service delivery area."

RELATED AUTHORITY:

O.C.G.A. § 20-4-11 – Powers of Board.

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