



**Training Proposal for:
QBI, LLC**

Small Business ≤ \$50,000

ET16-0219

Approval Date: October 5, 2015

ETP Regional Office: North Hollywood **Analyst:** M. Reeves

CONTRACTOR

- Type of Industry: Services
- Priority Industry: Yes No
- Number of Full-Time Employees
 - California: 76
 - Worldwide: 81
 - Number to be trained: 72
 - Owner Yes No
- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 5%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$25,344
- In-Kind Contribution: \$40,030

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement	72	8-60	0	\$352	\$15.97
				Weighted Avg: 16			

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Los Angeles, Orange
- Occupations to be Trained: Operations Staff, Actuarial Staff, Consulting Staff, Administrative Staff, Sales & Marketing Staff, Supervisor/Manager
- Union Representation: Yes
 No
- Health Benefits: N/A

SUBCONTRACTORS

- Development Services: Training Funding Source in Seal Beach assisted with development for a flat fee of \$1,400.
- Administrative Services: Training Funding Source will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 1978, QBI, LLC (QBI) is a third party administration firm that specializes in the development and implementation of retirement programs. With offices in Woodland Hills and Irvine, QBI designs customized retirement plans to fit the needs and objectives of businesses across widely different sectors and sizes. QBI’s services include plan design, administration and consulting.

Need for Training

The Company’s Operations and Consulting teams are transitioning to a new system for document and filing under the Pension Protection Act (PPA). This system change is necessary to standardize work at office locations and provide PPA documents to all clients in accordance with requirements. In addition, QBI plans to reorganize all of its system files and folders to enhance the Company’s ability to share information on a global platform.

QBI will also offer different retirement plan service models (Core, Optimal, and Premium). The Core service model provides the essential services necessary to keep a plan in compliance. Optimal and Premium service models provide additional services to assist clients with administration of their plans. These new service models will provide current and potential clients with plan alternatives, as well as keep pace with out-of-state competitors on a fee basis.

Implementing new service models will require extensive training in client billing and production workflows. Additional key areas of training will include communication, database reports, new procedures, client deliverables, distributions and loans, and process improvements.

Training Plan

Business Skills – Training will be offered to all occupations. This training will help Operations, Actuarial, Administration and Consulting Staff improve customer service and time management skills. QBI has created a new Sales Support team, and each member must develop the communication skills necessary to provide superior sales and referral services. Training will provide Supervisors and Managers with the tools to oversee workflow production and delegate responsibility when/where appropriate.

Commercial Skills – Training will be offered to all occupations. This training will help all employees understand new service models and pricing structures. Supervisors and Managers will learn to effectively guide staff through industry-specific retirement/pension plan topics that directly impact client decisions and plan design.

Computer Skills – Training will be offered to all occupations. This training will teach staff how to be more proficient in the use of pension software, utilize database tools to navigate client plan specifications and data, and remain current in the use of various software packages for regulatory reporting purposes. Microsoft Office training will provide Supervisors/Managers with the tools to assist staff with pension administration and accurate report writing.

Continuous Improvement – Training will be offered to all occupations. This training will help workers stay current on the Employee Retirement Income Security Act regulation changes for retirement plans. Managers/Supervisors will also learn effective ways to manage teams, systems and processes.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum**Class/Lab and E-Learning Hours**

8 - 60

Trainees may receive any of the following:

BUSINESS SKILLS

- Customer Service
- Delegation
- Internal Procedures
- Leadership
- Time Management
- Workflow Production

COMMERCIAL SKILLS

- Advanced Testing with Cross-Tested Component Plans
- Client Billing
- Distributions and Loans
- New Client Deliverables
- New Forms Changes and Completion
- Pension Protection Act Plan Restatement Document Changes
- Plan Design Models and Fee Pricing Structure
- Reporting Forms Changes and Completion
- Trust Accounting Shared Service Process
- Testing and Calculations
- Valuation Reports Changes

COMPUTER SKILLS

- Client Management System Database
- Datair Pension Software
- Great Plains Billing
- Microsoft Office/Outlook and Smart Office Updates
- Reorganization of Global Client Files

CONTINUOUS IMPROVEMENT

- 401(a) Plans
- Case Management Review
- ERISA Retirement Plan Legislative Updates
- Performance Management & Goal Setting
- Process Improvements
- System Improvements

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery.