

UI Lower Authority Appeals Hearing Officer Online Training

Course Overview

The U.S. Department of Labor’s (USDOL), Employment and Training Administration (ETA)’s Office of Unemployment Insurance (OUI) announced the availability of this training in [TEN 07-18](#).

This training course is designed for new and existing Hearing Officers, as well as any staff charged with reviewing and evaluating hearings as part of the quarterly Lower Authority Appeals Quality Review. These lessons address the Federal criteria used to measure the quality of Lower Authority Appeals hearings. One lesson allows you to practice applying the Federal criteria to a case by filling out an electronic score sheet. An overview of the Disaster Unemployment Assistance (DUA) program for Hearing Officers and an overview of Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA) for Hearing Officers are also provided.

Course Objectives

- To explain the role of the USDOL in the oversight of states' Unemployment Insurance (UI) appellate processes;
- To describe how the quality of lower authority appeals is determined using 31 quality measures;
- To explain the significance of eight of the 31 criteria, which address the fundamental elements of “due process” and “fair hearings”;
- To provide a sample hearing for Hearing Officers to score using the 31 quality measures, so they may understand how their appeals hearings are measured during state quarterly reviews and National Appeals Reviews;
- To describe the statutes and regulations that apply to the DUA program appeals process and explain how the DUA appeals process differs from UI appeals; and
- To describe the TAA program and the statutes and regulations that apply to one of its benefits--the payment of TRA and the TRA appeals process.

Course Lessons

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| 1. Opening the Hearing | 8. The Written Decision |
| 2. Handling Exhibits | 9. Decision Writing Standards |
| 3. Presentation and Examination of Witnesses | 10. Cultural and Language Awareness |
| 4. Fair Hearings | 11. Evaluating a UI Lower Authority Appeals Hearing |
| 5. Obtaining Available Evidence | 12. Overview of DUA for Hearing Officers |
| 6. Appearance of Fairness | 13. Overview of TAA/TRA for Hearing Officers |
| 7. Closing the Hearing | |

Each of these lessons is designed to be understood as a standalone unit, not necessarily relying on the content of the other lessons, although some topics may be better understood by participants if previous lessons have been completed.

Target Audience

The training course targets all staff responsible for conducting, reviewing, and evaluating Lower and Higher Authority appeal hearings.

Duration

The time to complete each of the thirteen, self-guided online lessons ranges from about 5 mins to 60mins. The total duration is approximately 510 minutes.

Location

The online lessons are available for viewing from the ITSC Learning Center on the ITSC members-only website www.itsc.org. To access the online materials, go to the Members Login section of the ITSC site and click “Contact the ITSC Webmaster.” Provide your name and email address and please state that you would like to access the Appeals Training.