

CUSTOMER TRAINING CONTRACT

We are pleased to welcome you to the San Diego Workforce Partnership's Training Program! To maximize your success in this program, we require all participants to agree and adhere to the following and Failure to do so may result in disciplinary action including dismissal from the WIOA Program. Please carefully review and initial the below requirements:

Training Enrollment (select type of training)

- Contracted Education Training
- Customized Training
- On-the-Job Training
- Incumbent Worker Training
- Transitional Job

Communication

- Uphold a high degree of professionalism and respect when communicating with Career Navigator, Business Services Representative, Training Provider staff, other professional staff delivering services, and any potential or active Employer.
- For program related concerns, communicate via phone or e-mail with your Career Navigator as soon as the concern arises.
- For academic concerns, communicate via phone or e-mail with your, professor, or program coordinator as soon as the concern arises.
- For employment concerns, communicate with your employer and Business Service Representative via phone or e-mail with your, professor, or program coordinator as soon as the concern arises.
- Should you have a personal concern, change in situation or career question, please contact your Career Navigator via phone or email.

Commitment

- I understand that I must communicate with my Career Navigator once per month to stay enrolled in my program. If I do not communicate with my Career Navigator within 60 days of them contacting me, I will be dropped from the program and any funded training.
- I understand that I will be unable to switch training programs after confirmation of start date.
- I understand that if I fail or drop a course, it is not guaranteed that SDWP will pay for these classes.
- I commit to completing this training program in its entirety per the agreement start and end date.

Progress

- Your success hinges on your participation and accountability to the training program. To ensure that you are successful, monthly check ins with Career Navigator are necessary.

Name

Date

Signature