



Clinton County OneWorkSource Center CUSTOMER RIGHTS AND RESPONSIBILITIES AGREEMENT

You are the recipient of an Individual Training Account (ITA). The staff at the Clinton County OneWorkSource Center is committed to assist you with career and training opportunities in the years to come. As a participant, you are required to follow the guidelines listed below:

1. Training can only be funded at an approved Training Provider. A list of these providers can be found on the OneWorkSource Center's website (www.oneworksource.com). Additionally, training will only be offered if it meets the criteria of an occupation in-demand for which there is a reasonable expectation for employment. The presence of an occupation on the in-demand list does not automatically create an obligation on the part of OneWorkSource Center to fund training.
2. In the event of any changes to the original course schedule such as withdrawal, additions or cancellation of courses, you are responsible to contact your Case Manager/Counselor immediately. The Case Manager/Counselor will work with the school to approve the changes. No alterations may be made on the ITA itself. Any unauthorized changes to the ITA will invalidate it. **PLEASE NOTE:** If you are receiving unemployment compensation, withdrawals or changes in course schedule may affect your ability to receive unemployment insurance benefits.
3. If you are taking full-time academic course work at a community college or university you must apply for financial aid before submitting the ITA. A copy of the approval or rejection of benefits should be sent to your Case Manager/Counselor within two (2) weeks of determination.
4. When your course(s) end, a copy of your grades, including withdrawals and drops, and/or a certificate of completion must be forwarded within four (4) weeks of the semester or course completion to your Case Manager/Counselor. Failure to forward your grades or certificates of completion may jeopardize subsequent ITAs. If you are unable to maintain satisfactory progress, you will have to meet with your Case Manager/Counselor to review progress so your participation in the program can be assessed.
5. Consult with your Counselor/Case Manager before registering for any course(s). The OneWorkSource Center will not reimburse any student for tuition, books or fees that are incurred without an authorized OneWorkSource Center ITA.
6. Please notify the OneWorkSource Center immediately if you become employed (on a full-time, part-time, or temporary basis), relocate to another area, change telephone number(s) or have a change of address.
7. Upon completion of training and while searching for a job, you are required to maintain contact with your Case Manager/Counselor. Your Case Manager/Counselor is here to help you throughout training and job search. Please use this service. Your Case Manager/Counselor can also access the resources available through the One-Stop System.

Adopted March 11, 2016

Once training is completed and you are employed, you need to provide the OneWorkSource Center information about your employment to show the outcome of these federally-funded services. At that time, your Case Manager/Counselor will need the following information:

Date of new employment

Job title

Salary

Employer's name, address and telephone number

Full Time/ Part Time

Job Description

Your cooperation in providing information will assist us in continuing to receive funds so we may help others. In addition, you may be contacted either by telephone or letter for purposes of conducting a quarterly follow-up survey after you enter employment. We also conduct customer satisfaction surveys and will contact you for feedback on the services you received.

We wish you the best as you embark on your training program and look forward to working with you. The OneWorkSource Center staff is here to support and assist you.

I have read and understand this agreement and will comply with its intent. I understand that any deviations from this agreement may affect further approval for OneWorkSource Center training services. Auxiliary aids and services are available upon request to individuals with disabilities.

Customer Signature

Date

Staff Signature

Date