



PARTICIPANT ACCOUNTABILITY CONTRACT

I commit to attending all classes for the **CUSTOMER SERVICE COURSE**, to be on time for each one, and to stay until each session is finished.

- ✓ I agree to complete all assessments and workbooks assigned for the class and to **actively** participate in each class session. I further agree to be honest in taking the assessments.
- ✓ I know this will give myself and the instructor guidelines to correctly predict my aptitude of all the concepts being taught and which will predict my success on the final exam.
- ✓ I understand I will not be able to take the scheduled final test, which qualifies me for the certificate, unless I achieve at least 20 points/25 possible points on each assessment.
- ✓ If I score less than 20 on any of these assessments, I will be expected to work directly with the instructor to make sure that I fully understand all of the concepts which were taught. After demonstrating proficiency on all of these topics, the instructor will recommend me for testing.
- ✓ If I do not pass the exam initially, I have the opportunity to re-take the exam after a 30-day waiting period and after further tutoring from the instructor. This, however, requires an additional \$30 fee, which will come from my training account.

Your signature

Date

Career Mentor

Instructor