

GLOW WORKFORCE INVESTMENT BOARD POLICY

NAME OF POLICY: **Genesee County Customer Service and Sales Training Program Policy**

APPROVAL DATE: **March, 2005**

AMENDED:

Background:

The Genesee County Career Center is offering “Customer Service and Sales Training of WNY.” The NYS DOL has asked that the GLOW WIB Program Evaluation/Oversight Committee approve any referrals for Individual Training Accounts and Customized Training to this training as Job Development Staff persons are the Training Provider and the Director should not be recommending any requests for this class. The cost of the class is \$1,310 per participant.

- The Customer Service and Sales Training Center of WNY provided by Genesee County Job Development Bureau at the Genesee County Career Center is on the New York State Workforce Eligibility Training Provider List.
- Customer Service Representatives are on the GLOW Occupational Demand List.
- Results in a recognized National Federation Retail Certification
- The cost of the class is \$1,310 per participant.

Policy:

All ITA’s and Customized Training for Customer Service and Sales Training of WNY trained by Genesee County Job Development Bureau must first be approved by the GLOW WIB Program Evaluation/Oversight Committee.

Process:

- The E&T Director completes ITA/Customized Training Form for GC JDB Customer Service and Sales Training and submits to WIB staff 2 weeks prior to start date of training.
- WIB Staff submits Referrals to the Program Evaluation/Oversight Committee for an email vote determination.