OUTSIDE CUSTOMER SERVICE PROCEDURES

The following policies apply to jobs being considered for our Outside Customer Service Program. At the end is a questionnaire that you must complete if you have a qualifying project and would like it to be considered for our students. Please complete the questionnaire and return it to my attention at the address given.

1. **Type of Work:** The work being requested must be linked to the competencies required of students for certification in their program areas. Scheduling priorities will be based on value of work to the curriculum and timeliness of instruction (students cannot perform work on which they have not been given instruction).

2. **Length of Projects:** Outside customer service projects are intended to “supplement and enhance” skills learned in the classroom. Students are able to be on the job site for approximately 2 hours a day. Therefore, these projects will be limited to two weeks in length. Please consider this when requesting work.

3. **Conditions:** All working conditions must be considered safe and OSHA standards will apply. The instructor has the right to refuse a job that is not consistent with these standards, and will leave a job site uncompleted if “safe” conditions are not maintained. The program instructor has the last word on conditions and may refuse all or part of a job because he is concerned about student safety.

4. **Liability:** The person with whom the work contract is signed will fill out a certificate of insurance / liability and assumes all responsibility for accidents which occur on the worksite.

5. **Costs:** Work done for any community or not for profit organization may be done for a minimum donation as agreed upon by the instructor and approved by the program supervisor. All other work will be done on an agreed upon flat hourly rate. Costs of materials are strictly the responsibility of the person or organization requesting the service.