

## Workforce Development Support

Workforce Development Support packages are offered for use with computers and laptops (your own or NCRC supplied), mobile devices (tablets and phones), or for supporting you in researching relevant topics on the internet. 'Support' includes general advice, assistance, research, one-on-one tuition and troubleshooting. Support will focus on your stated area of need. Examples are 'Write a Job Application', 'Update my Resume', 'Create a Linked In Account', 'Look for Jobs Online'. The package is offered at the discretion of NCRC staff, is free and entitles you to:

- Up to one hour of one-on-one support. Additional time is charged at our usual rates.
- Free computer use during the week you sign this agreement, for the purposes of pursuing your need as stated below.
- Free videoconference and use of private meeting space for job interviews, during week of agreement

The fineprint:

- This is a support and tuition service, we cannot do the work for you.
- Support packages are only available to those with a genuine need for support in an eligible area.
- You will provide feedback requested below once you have concluded your supported activities.
- You can access support once per week and support must be used in the week you sign up.
- The one-on-one Support component of this package is dependent on the availability of staff.
- The NCRC is not obligated to accept, or to fulfil, appointments/bookings for one-on-one Support.
- The NCRC makes no warranties and accepts no responsibility for the quality of advice, assistance and interventions provided.
- Customer use NCRC computers at their own risk. The NCRC provides no warranty for data stored on NCRC devices, nor for the security or privacy of personal information entered into those devices.
- Computers and other devices customers bring into the NCRC remain the responsibility of that customer. The NCRC does not accept responsibility for the electrical and physical safety of customer devices, for the preservation of data stored on those devices, nor for the security and privacy of software and data on customer devices.

### **FILL IN AT BEGINNING OF YOUR VISIT:**

\_\_\_\_\_

Name

\_\_\_\_\_

Need for support (eg 'Apply for Job')

*I agree to abide by the conditions outlined above:*

\_\_\_\_\_

Your Signature

\_\_\_\_\_

Date

### **FILL IN AT THE END OF YOUR VISIT:**

Were you satisfied with the help you received today? (circle a number)

1 (very satisfied)    2 (satisfied)    3 (mostly satisfied)    4 (unsatisfied)    5 (very dissatisfied)

Duration of your visit: \_\_\_\_\_ Duration of support provided: \_\_\_\_\_

Your Signature: \_\_\_\_\_

If you have any additional comments please write them on the reverse of this form.