

	NCWorks Commission
	NCWorks Commission Policy Statement Number: CPS 06-2021, Change 2
	Date: November 19, 2025
	Subject: Guidelines for North Carolina NCWorks Career Center Code of Conduct Violations
	From:  Tom B. Rabon, Jr. Chair, NCWorks Commission

Purpose: To provide Local Area Workforce Development Boards (WDBs) with guidance and procedures for NCWorks Career Center staff to follow regarding customer behaviors that violate the NCWorks Career Center Code of Conduct and for the suspension and banishment of customers from NCWorks Career Centers.

This change to CPS 06-2021 Change 1 includes changes aimed at making the policy clearer and more effective. Key updates include: Grammatical changes throughout the document to improve readability, removal of the inappropriate attire statement, relocation of the notice about unattended children into a bullet format for better visibility, and corrections in Attachment 1 for accuracy.

New provisions: Requirement for staff to create guidelines for local suspension. Repeated violations can lead to tougher disciplinary actions, with repeated Level 1 infractions resulting in Level 2 actions. Requirement to notify the state within 24 hours of any suspension or banishment incident, along with a summary report and required supporting documents within 48 hours. Provision regarding trespassing related to banishment.

This Commission Policy Statement rescinds CPS 06-2021, Change 1 and the procedures herein supersede all previous policies, procedures, and guidelines regarding NCWorks Career Center Code of Conduct Violations.

Background: It is the intent of the Division of Workforce Solutions (DWS) and the NCWorks Commission to provide a safe environment for customers seeking services and staff in the NCWorks Career Centers. The DWS previously distributed the Code of Conduct for display in all NCWorks Career Centers. This policy and its attachments provide guidance, procedures, and templates related to violations of the NCWorks Career Center Code of Conduct.

The U.S. Department of Labor has mandated that the DWS develop a statewide complaint and inquiry intake system, as well as an appeals process for jobseekers who have been banished or suspended, employers who have been denied access to

www.ncworks.gov, as well as Migrant and Seasonal Farm Workers (MSFW) and employers affiliated with the MSFW program. This policy provides a statewide system for issues associated with customer conduct at NCWorks Career Centers. Separate policies have been established for managing customer complaints/appeals and the MSFW program. Any questions, complaints, or appeal inquiries made by MSFW should be routed to the DWS Monitor Advocate DWS_StateMonitorAdvocate@commerce.nc.gov per Commission Policy Statement Customer Complaint, Appeal, and Resolution Policy. All other customer complaints, questions, or concerns should be routed through the DWS Ombudsman who can be reached at 984-236-4254 or CustomerOmbudsman@ncworks.gov.

Action:

Effective immediately, WDBs should ensure that NCWorks Career Center staff display NCWorks Career Center Code of Conduct signs in a location where the signs are visible to all customers in NCWorks Career Centers across the State. Code of Conduct signage cannot be altered or modified unless prior written approval has been granted by the DWS. The WDBs should ensure that NCWorks Career Center staff enforce the Code of Conduct when violations are committed.

The WDBs should ensure that all NCWorks Career Center staff receive formal training on NCSafe/NCPause system procedures and sign a notification of completion, and that all NCWorks Career Center staff utilize the NCSafe/NCPause protocols in www.ncworks.gov. The NCSafe/NCPause alerts allow NCWorks Career Center staff the ability to designate a jobseeker as banished or suspended and this notification flags the jobseeker's profile in www.ncworks.gov to alert other staff of the status.

When appropriate, the WDB and Career Center management are encouraged to involve local law enforcement.

The WDBs shall abide by procedures and standards set forth in these guidelines and procedures. Please refer to the Guide to Managing Code of Conduct Violations for additional policy and procedure information. It is expected that staff will utilize their discretion, in conjunction with the guidelines, regarding the assessment and treatment of behaviors exhibited in the Career Center.

Effective Date:

Immediately

Expiration:

Indefinite

Contact:

DWS Ombudsman

Attachments:

1. Guide to Managing NCWorks Career Center Code of Conduct Violations
2. NCWorks Career Center Code of Conduct Poster
3. Template for Suspension or Banishment Letter
4. Template for Banishment Concurrence Letter
5. Template for Suspension Concurrence Letter