

EZ Access Tip

Are you ready to enroll in this training?

Log into [TRAIN](#) and search *Interactive Online Trainings*, then look under the *NCWorks Service Keys* header.

Need help? Email us at: ncwtc@nccommerce.com

NCWorks Service Keys: Unlocking Excellence



Are you ready to raise the bar in customer service to the next level? Do you know how to create a Customer Experience? This enlightening and Interactive Online Training will teach you how to use proven private sector service concepts and best practices, while creating emotional connections with your customers.

Training is offered in two flexible formats, designed to meet the needs of your Center. Please see the descriptions below or visit us at www.ncwtc.com.



Interactive Online Training

- Pre-recorded and accessible 24/7.
- Choose to view each of the three Interactive Online Training modules as group or individually.
- Interactive Online Trainings delivers impactful team-centered training at your location, with your facilitator, and at your convenience.
- Access instructions and materials on our [website](#) and contact us if you need assistance.



Live Training

- Traditional face-to-face training.
- Each session is approximately three hours.
- Two sessions can be facilitated in one day for any location, with morning and afternoon sessions.
- Contact the NCWorks Training Center for details and set up your session today!

Registration required.
Visit www.ncworkforcetraining.com.
See next page for registration instructions.

NCWorks
Training Center

NEW STUDENT ACCOUNT

1. Go to www.ncworkforcetraining.com.
2. Click on **New Users Click Here**.
3. Complete ALL profile information.
4. Enter Security Image Code, click **Submit**.
5. A confirmation email with your User ID and password will be sent upon approval.
6. See below to enroll in a course.

RETURNING STUDENTS

1. Go to www.ncworkforcetraining.com.
2. Enter your User ID and Password, click **Login**.
3. First time users will be prompted to set up a security question and answer.
4. Click **Enroll in Courses/Events**.
5. Select your course, click **Enroll**, request special needs if applicable, and click **Submit**.
6. You will receive an enrollment confirmation via email.

REGISTRATION:

You must register online prior to a workshop, training class, or other special event. Confirmation of registration, with details, dates, times and location will be emailed one week prior to the session.

NCWorks Training Center course offerings are open to all in the NC workforce system unless specified as a closed training for a targeted group.

NC Works
training center



PAYMENT: Submit payment prior to the start of class by check or money order, payable to the NC Department of Commerce / Workforce. Name(s) of participants must be included on the check.

TRAINING SESSION CANCELLATION: We reserve the right to cancel or postpone sessions based on insufficient registrations or other unforeseen circumstances. You can transfer to an alternate session or registration fees will be refunded. Please allow six weeks for refunds to be processed.

CANCELLATIONS AND SUBSTITUTIONS: To cancel a registration or make a substitution, email ncwtc@nccommerce.com. Submit cancellations and substitutions in writing at least 48 hours prior to the session (unless otherwise specified) to avoid paying the full registration fee.

SPECIAL NEEDS: Please include special needs requests when you register online. We can only guarantee provisions for special needs when notified at least two weeks in advance of training.

LODGING: A list of convenient hotels is available at www.ncworkforcetraining.com/Lodging.aspx.



Do you have questions or need help with registration? Call the Training Center at 919-814-0399 or email ncwtc@nccommerce.com.

Equal Opportunity Employer Program.
Auxiliary aids and services available upon request to individuals with disabilities.