



(Training Agreement)

SYNC Call Center agrees to cover all onboarding and training costs associated with the Certification course for the Customer Service Professional (CSP) applicant and their identified learning objectives.

(Applicant/Trainee) agree to complete all assignments, tests and practice modules presented by the Company's training entity (Arise) prior to their due dates.

1. (Applicant/Trainee) is expected to complete training curriculum in its entirety, as required for applicant to successfully complete the training/certification course.
2. Training/Certification period in length is 3 - 6 weeks; Monday through Friday for 4 hours.
3. (Applicant/Trainee) will commit to -4- hours per day (Monday - Friday) to work on his/her certification obligations as specified during applicants' orientation.
4. All tasks assigned to the (Trainee) throughout the training period will have the purpose of developing the (Trainee's) competence, understanding and familiarity of the Client's business; including the (Trainee's) agreed learning objectives.
5. (Trainee) will be under an obligation to make satisfactory progress throughout the training period program; such progress will be gauged by the appointed Trainer.
6. (Trainee) expected to reach a reasonable level of competence and performance for each task in-which he/she has been trained.
7. (Trainee) will have no contractual relationship with SYNC Employment Center and the training agreement is not an employment contract. However, the (Trainee) will be expected to behave on behalf of the client he/she is assigned and shall abide by all the terms and conditions applicable to the clients' policies, core values and procedures.
8. (Trainee) shall receive his/her training bonus after servicing 40 work hours of live call-taking. The (Trainees) 'Training bonus' will be automatically included with their pay via direct-deposit, CashApp or in the form of a live check.
9. (Trainee) is expected to attend training in its entirety with no more that 1 missed day. If (Trainee) is unable to attend any day of training; the Trainer and SYNC Employment Center must be immediately informed on the day of absence.



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10. SYNC Employment Center shall be the first point of contact for the (Trainee) after the training period. Any requests from the (Trainee) should be communicated to the (Trainer) first during the training period then forwarded/copied to SYNC Employment Center.

12. SYNC Employment Center or the (Trainer) may terminate the training period at any time if the (Trainee's) performance is unsatisfactory and by the discretion of SYNC Employment Center or the Trainer for ANY breaches of the training agreement. Early termination of the training period forfeits the training bonus.

13. Grounds for immediate termination as determined solely by the Training Company of the Trainee include but are not limited to the following actions or events:

- a. Excessive or Unauthorized absences with lack of communication
- b. Incapable to attend training course
- c. Inappropriate language or conduct of the (Trainee)
- d. Inappropriate behavior of the (Trainee)
- e. Misuse of tools or information of the company
- f. Failure to make progress in the skills set out between the Trainee and Trainer
- g. Failure to complete 40 hours of required lice-call taking following training certification.
- h. Fraud or any criminal offense
- i. Breach of this agreement

14. Progress and performance of all Trainees will be reviewed during and after the training period and performance review will be conducted with the following criteria:

- a. Standard of work and behavior during training period
- b. Average handle time and performance metrics
- c. Attendance and Commitment adherence metrics
- d. General conduct and customer interaction

15. Trainee may be liable for all training and onboarding costs incurred by SYNC Employment Center for breach of agreement as described in training agreement

PRINT APPLICANT/TRAINEE NAME

APPLICANT/TRAINEE SIGNATURE

DATE