

# FAQs: Specialized Workshops

*Effective January 1, 2012*

In response to emerging needs from our job seekers, we are launching optional, fee-based workshops and events that are designed for specialized job search needs. These **specialized workshops** build upon the foundation for an effective job search – a foundation that starts with our exceptional **free workshops** which are vital to all job seekers who want to conduct an effective job search. If your questions are not answered in this document, please reach out to the following Workforce Center staff members:

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Question	Answer
<b>General Questions</b>	
Why is LCWC implementing fees now?	LCWC's many valuable resources and services have been and will continue to be free of charge. In response to emerging needs from our job seeking customers, we are launching new, optional, fee-based workshops and events that are designed for specialized job search needs. They are available for people interested in building specific skills in a particular area that is beyond the core job search workshops.
What services will have a fee?	LCWC has made a distinction between "Core" and "Specialized" services for both job seekers and employers. Core services are free. These are the services that are subsidized by the federal government and are critical to conduct an effective job search, or for employers to develop their workforce. Specialized services are fee-based and will enhance the core services offered for both individuals and employers. See page two for more information.
If I am going to pay a fee, why wouldn't I utilize a professional career counselor or job assistance organization?	LCWC is a professional career counseling organization with experienced, trained staff. We encourage you to try our free services to see how they can assist you, and then you can evaluate if a fee-based activity is necessary. We believe you will be impressed by the level of services we offer our customers, and we are always interested in your feedback on ways to improve our services for you. Just like any other consumer decision, you need to evaluate all of your options, and LCWC is certainly pleased to be a part of a larger community effort to make sure people have services that they need to be successful.

<b>Fees / Payment</b>	
What kind of payment is accepted?	You can register and pay for services in advance via our website using a bank/credit card. For safety and security concerns, LCWC will not accept cash or checks for its services.
Is there a sliding scale or are scholarships available?	Not at this time.
What is the cancellation policy?	If you cancel registration in advance of a class, you will be refunded the full amount. Cancellations must be submitted online in order to receive a refund. Staff is <u>not</u> able to cancel registrations for fee-based workshops. Log in to your registration account to cancel and submit a refund request.
<b>Accountability</b>	
What are you doing with my taxes if you are charging for your services?	The federal funding that LCWC receives is sufficient to deliver our core services for job seekers and employers. The services that we are charging for are new services and do not infringe on those services that we will continue to provide for free.
Is it legal for LCWC, a government agency, to charge for services?	Yes, it is legal and there are specific rules and guidelines that LCWC must abide by.

<b>Free Core Services</b>	<ul style="list-style-type: none"> <li>• Advanced Job Search Techniques</li> <li>• Beginning Email and Internet</li> <li>• Career Action Planning</li> <li>• Cover Letter</li> <li>• How to Be Your Own Boss</li> <li>• Interviewing</li> <li>• JumpStart Your Job Search</li> <li>• NoCo Now</li> <li>• Resume 101</li> <li>• Resume 201</li> <li>• Resume Formatting in MS-Word</li> <li>• Social Media 101</li> <li>• General workshops for youth</li> </ul>
<b>Specialized Services</b>	<ul style="list-style-type: none"> <li>• 1099 Start Up class: \$49</li> <li>• Social Media Lab: \$69</li> </ul> <p><b>Additional events to be offered in early 2012 include:</b></p> <ul style="list-style-type: none"> <li>• Building Your Personal Brand Series</li> <li>• Boomers and Beyond Seminar</li> </ul>