Manpower Certification Program: Participant FAQ's

1. **What is the Manpower Certification Program?**
    a. Manpower and University of Phoenix have joined together to offer displaced workers fully-funded certification courses in five critical-need job areas.
    b. Three-week certification program.
    c. Courses are delivered online.8-12 hours per weeks of time commitment is expected.

2. **What are the areas of certification?**
    a. The Program focuses on five critical-need job areas:
        i. Accounts Receivable/Accounts Payable (AR/AP)
        ii. Help Desk
        iii. Contact Center/Customer Service Agent
        iv. Contact Center Team Lead
        v. Warehouse Team Lead

3. **When do courses start?**
    a. **April 13 & May 4** for Contact Center, Help Desk and Warehouse Team Lead
    b. **April 20 & May 11** for AR/AP & Contact Center Team Lead

4. **When is the cut-off Date for enrollment?**
    a. The cut-off is **1 day prior** to any course start date (ex: April 12th cutoff for the April 13th start).

5. **Who is eligible for the Program?**
    a. Subject to other terms and conditions, this Program is available to residents of the U.S., EXCEPT California, who are not currently on an active Manpower assignment and who have sufficient access to a device and the internet to access the courses.

6. **Can someone on a Manpower assignment enroll in the Program?**
    a. **No,** the Manpower Certification Program is only open to individuals not actively working on an assignment with Manpower. Active Manpower Associates can enroll in our Manpower Acceleration Program via the standard process.

7. **What happens if someone starts a Manpower assignment while taking the course?**
    a. This depends on the assignment. If someone secures employment through Manpower during this Program in a role related to the course of study in the Program, as determined in the sole discretion of Manpower, they agree to immediately withdraw from the Program, or wait to accept the assignment upon course completion. If the role is not similar to the program they are in, they can continue.

8. **Will I be paid for doing coursework?**
    a. **No,** the program is voluntary and time spent attending courses and working on any related coursework is NOT paid. Any ancillary expenses incurred, such as for

a computer, smart device or internet to access the courses, will NOT be reimbursed.

9. **What is the benefit to completing a course?**
   a. Free course enrollment
   b. A certificate to take with you and share with potential employers.
   c. One college credit towards a Bachelor's Degree at University of Phoenix
   d. The achievement of a personal accomplishment that may broaden your skill set
   e. Proven qualifications within a particular job category, potentially opening more jobs opportunities for you

10. **How do I sign-up for the program?**
    a. **To enroll into the Manpower Certification Program, please click** *here.*
       i. Provide contact information via the form in the link above
       ii. Answer a few questions to help us determine your eligibility for this Program
       iii. Once form is complete, click submit
       iv. You will receive a response within one to two business days

11. **What do I need to participate in the program?**
    a. Submit an enrollment form here.
    b. The program is entirely online, a tablet or a computer/laptop are required with access to the internet are required
    c. 8-12 hours per week to dedicate to class
    d. A motivation to learn

12. **For general inquiries and questions, please reach out to mypath@manpower.com**

13. **For more information and resources about Manpower's response to COVID-19, please visit:** https://go.manpowergroup.us/en-us/manpower-jobs-now