

Serving Customers with Disabilities

Interactive Online Training (IOT) series

EZ Access Tip

Are you ready to enroll in this training?

Log into [TRAIN](#) and search *Interactive Online Trainings*, then look under the *Serving Customers with Disabilities* header.

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



This series provides foundational information to promote successful interaction with customers with disabilities. Each segment of this series has built-in activities to promote learning and provides an excellent opportunity for group participation, with a team member as facilitator.

**FREE Interactive
Online Training (IOT)
Available 24/7**

Register NOW at:
ncworkforcetraining.com

See page 2 for
registration instructions

**NCWorks
Training Center**

PART 1: Covers legal definitions of disability, labor force statistics that paint a clear picture of workforce challenges for people with disabilities, and the impact disability has on daily life. Several prevalent myths surrounding disabilities are presented, with group discussion to uncover the facts and think about the quality of your own interactions.

Part 2: Contains common guidelines and etiquette for successfully interacting with people with disabilities, with emphasis on hidden or invisible disabilities. Tips are centered on generally acceptable practices, tempered with a common sense approach. More myths are presented, with discussion to help us consider our own actions and reactions.

REGISTRATION INSTRUCTIONS

NEW STUDENT ACCOUNT

1. Go to www.ncworkforcetraining.com.
2. Click on **New Students 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.

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



REGISTRATION GUIDELINES

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.



Have questions or need help registering?

Call the NCWorks
Training Center
At 919-814-0399 or email
ncwtc@nccommerce.com.