

Training Agreement

This Training Agreement ("Agreement") will serve as the instructional agreement between Laredo College (LC) and Webb County to offer Workforce Education Courses to its participants.

1. Course Information: Leadership Skills for Supervisors/Managers– BMGT 1020

Course Description: Concepts and skills of leadership in the work setting. Introduces leadership and motivational theories and leadership styles. Includes evaluation of leadership performance.

End-of-Course Outcomes: To help employees demonstrate the skills needed for success in their current roles, the course provides an overview of essential competencies. Please review the following topics and let us know if they align with your training needs.

2. Course Information: Customer Service Workshop- NT 8100

Course Description: This course provides participants with essential skills to deliver exceptional customer service across multiple channels. Through interactive discussions and practical exercises, learners will gain strategies they can immediately apply to improve customer interactions and build positive customer relationships.

End-of-Course Outcomes: By the end of this course, participants will be able to apply effective communication techniques across various customer service channels, respond to customer needs with professionalism and confidence, and use practical tools to enhance customer satisfaction and overall service quality.

3. Training Facilities

The lecture and hands-on training location is to be determined by agreement of the parties based on customer need. Scheduling is tentative upon confirmation.

4. Registration Process

All students must register with LC. All registration forms must include the complete name, date of birth, social security number, mailing address, city & state, phone number, and must be signed by each pertinent student.

Webb County must notify Laredo College 20 business days in advance of their intent to schedule a course.

All registration forms must be submitted to LC no later than 5 days before the class start date.

Participants can only register prior to the scheduled training and a student not registered for the class will not be permitted in the class. In addition, **no participant will be replaced for another who is scheduled to attend the class**. The College will verify each student record for any holds prior to a scheduled training upon receiving registration forms.

Participants may be added and/or dropped prior to the start date upon filling out required forms. If

the class takes place on weekends, students may be added and/or dropped the last Friday before class starts by 10am.

The hours of operation for Laredo College are as follows:

Monday – Thursday	8am through 6pm
Friday	8am through 12N

5. **Instructional Materials**

Participants of the training will receive course information and any relevant instructional materials from LC. They will have the advantage of all relevant visual aids and application exercises.

6. **Training Delivery**

The training delivery process is a comprehensive service of Laredo College to ensure that the training is effective. Courses will be aligned with general policies of the College. It includes the coordination of the program by a professional Workforce Development Coordinator. Also included in the delivery process is an LC approved instructor and his or her research, preparation, delivery, and evaluation time.

All handouts, applications, books and other materials, if any or if applicable, are included as part of the delivery process.

Certificates of Completion and/or licenses will be provided to all students successfully completing the course. Students must be present at least 90 percent of class time to ensure attainment of Continuing Education Units (CEU's) and pass any required testing when applicable to successfully complete a course.

7. **Financial Responsibility**

An invoice will be issued by Laredo College to Webb County for goods and services rendered under this Agreement. Webb County agrees to pay Laredo College in full the invoice amount within thirty (30) business days after receipt of the invoice. Refer to Addendum A.

Note:

***Webb County* will be financially responsible to pay LC all amounts invoiced for all students who have registered regardless of whether student attends or not.**

In the event that Webb County fails to make payment by the due date or otherwise breaches any other term of this Agreement. Webb County agrees to and will be responsible for all costs and fees, including but not limited to collection costs, professional collection agency fees, attorney fees, filing fees, and court costs, which LC incurs as a result of said breach.

Non-payment of the services will delay the execution of any further contractual Agreements with Laredo College. The authorized representative with signature authority listed below assumes all financial responsibility.

8. **Statement of Confidentiality**

Any information obtained by Laredo College while executing the services described in this proposal regarding the company's clients or business operations will be held in the strictest confidence.

9. **Terms of Agreement**

In order to offer this course at the customized price there **must be a total of 10 individuals enrolled in the training per course**. We are offering Customized Training to your employees and the various minimum amounts of hours are necessary in order for students to learn the terms, concepts, and procedures for each particular course.

10. **Expiration Dates**

Please be advised that course pricing(s) include expiration dates and prices are subject to increase or decrease if Laredo College policies change after the expiration period. The expiration date will be one year from date of contract, unless otherwise specified. Refer to Addendum A.

Note: The expiration date for this contract is: February 1, 2027

11. **Excused Absences**

Participants who miss class due to an emergency or sickness must contact the Workforce Development Coordinator and provide a doctor's excuse. This must take place before the completion of training.

Students who miss a one-day class will not obtain a Certificate of Completion or receive CEU's.

12. **Indemnity**

LC, its offices and employees, shall not be liable or responsible for, and **Webb County** shall indemnify, save and hold harmless LC and its Board members, officers, students, attorneys, employees, and agents from and against any and all claims and damages of every kind, for injury to or death of any person or persons, and for damage or loss of property, arising out of or attributed, directly or indirectly, to the acts, omissions, operations or performance of Webb County under this Agreement. Webb County agrees to defend and fully indemnify LC and its Board members, officers, students, attorneys, employees, and agents from any and all liabilities, loss or damages, including but not limited to attorney fees, which they may suffer as a result of claims, demands, costs, penalties, litigation or judgments arising from or attributed, directly or indirectly, to the acts, omissions, operations or performance of Webb County under this Agreement.

13. **General Provisions**

- (a) Each party acknowledges that the other is obligated to strictly comply with the Public Information Act, Chapter 552, *Texas Government Code*, in responding to any request for public information pertaining to this agreement.
- (b) This Agreement is performable in Webb County, Texas. Further, the validity of this Agreement and all matters pertaining to this Agreement, including by not limited to, matters of performance, non-performance, breach, remedies, procedures, rights, duties, and

interpretation or construction, shall be governed and determined by the constitution and the laws of the State of Texas.

- (c) If either party is delayed at any time in the performance of its obligations hereunder by riots, fires, economic conditions, natural disasters, acts of government, acts of God, or any causes reasonably beyond its control, and which could not have been reasonably anticipated by either party, the affected party shall immediately notify the other party of the force majeure event. The time for performance of the affected party shall be extended for one day for each day of delay. A delay or failure of performance by either party under this section shall not constitute default hereunder or give rise to any claim for damages.
- (d) Any notice required or permitted under this Agreement must be in writing and shall be deemed to be delivered (whether actually received or not) when deposited with the United States Postal Service, postage prepaid, certified mail, return receipt requested, and addressed to the intended recipient at the address set out below. Notice may also be given by regular mail, personal delivery, courier delivery, facsimile transmission, email or other commercially reasonable means and will be effective when actually received. Each party can change its respective notice address by sending to the other party a notice of the new address.
- (e) Each party is an equal opportunity employer and is committed to providing equal opportunity in employment, access and the provision of services. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that employers are prohibited by law from considering. Both parties agree and affirm that race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, and sexual orientation have not and will not play any role in the establishment of this Agreement, the rendering of the services provided hereunder, and the relationship between LC and Webb County.
- (f) Neither party will discriminate against any employee or applicant for employment because of race, color, handicap, age, gender, sexual orientation, national origin, or political affiliation, and will take affirmative action to ensure that applicants are employed and that employees are treated during employment, without regard to any of the same factors.
- (g) This Agreement is a personal service contract for the services of **Laredo College and Webb County** interest in this Agreement, duties hereunder and/or fees due hereunder may not be assigned or delegated to a third party.
- (h) In case any provision hereof shall, for any reason, be held invalid or unenforceable in any respect, such invalidity or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid or unenforceable provision had not been included herein.
- (i) This Agreement supersedes all prior agreements, written or oral, between the parties and shall constitute the entire Agreement and understanding between the parties with respect to the subject matter hereof unless otherwise agreed upon in writing by LC and Webb County. This Agreement and each of its provisions shall be binding upon the parties and may not be waived, modified, amended, or altered except in writing and signed by both parties.

Name	
Webb County	Date

Minita Ramirez, Ph.D.	Date
Laredo College President	

Addendum A

Name of Training	
Course ID	BMGT 1020 Leadership Skills for Supervisors/Managers
Length of Training (hours)	18
Minimum Enrollment	10
Maximum Enrollment	30
Number of Continuing Education Units (CEUs)	1.8
Training Site	Webb County, Billy Hall Building
Proposed Training Date(s)	4/2, 4/16, 4/30, 5/14, 5/28, 6/11/2026
Proposed Training Time(s) Day	9:00 a.m. – 12:00 p.m. Thursday
Instructor	Ubaldo Granados
Materials & Handouts	Included
Certificates/Licenses	Included
Total investment per student	\$200 per participant
Proposal expiration	February 1, 2027
Desired Training Module (Please Initial)	

Name of Training	
Course ID	NT 8100 Customer Service Workshops (4 sessions total)
Length of Training (hours)	1.5 (per session)
Minimum Enrollment	15 (per session)
Maximum Enrollment	30 (per session)
Number of Continuing Education Units (CEUs)	0
Training Site	Webb County, Billy Hall Building
Proposed Training Date(s)	3/18/2026 - 3/19/2026
Proposed Training Time(s) Day	Session one 10:30 a.m. – 12:00 p.m. Session two: 3:00 p.m. – 4:30 p.m. Wednesday & Thursday
Instructor	Ubaldo Granados
Materials & Handouts	Included
Certificates/Licenses	Included
Total investment per student	\$50 per participant
Proposal expiration	February 1, 2027
Desired Training Module (Please Initial)	

TBD: To be determined

** The expiration date will be 30 days from date of contract, unless otherwise specified.