

FREQUENTLY ASKED QUESTIONS

- **Can business owners participate in training?**
 - Yes; however, their participation is not eligible for reimbursement through the Customized Training program. If you're a business owner, please check out SBS' offering of [free courses](#).
- **Do all employees have to take the same course/training?**
 - Not at all. Employees can take all different types of training and employees with varying skill levels can even take different amounts of training within the same course.
- **What are the chances that my application will get awarded?**
 - The number of awarded applicants varies for each round. We judge each application on its own merit and don't have a pre-selected number of awards we have to give each round.
- **Does your funding cover equipment and/or software purchases?**
 - Unfortunately, we can't cover the cost for your business to buy software or equipment. Customized Training funds can only be used to fund training on equipment and software.
- **How often can I get a reimbursement?**
 - We process reimbursements on a quarterly basis. Quarters are determined by your contract start date which is chosen by the business after award approval.
- **When can I start training after receipt of the award?**
 - Immediately! In fact, your business can start training the same day that you receive notification of an award. We want businesses to launch their training projects as quickly as possible, which means you'll get your money back faster, too.
- **Can you recommend a training provider for my training?**
 - We believe that businesses know best when it comes to picking the right training provider to meet their unique needs. Due to our conflict of interest policy, we don't make training provider suggestions.
- **What is the required wage increase?**
 - We don't have a strict wage increase requirement. Generally, we expect businesses to identify training that will have an impact on their bottom line and pass along a portion of these gains in the form of wage increases to their trainees.
- **Is all this paperwork necessary?**
 - Unfortunately, yes. Due to our auditing and reporting requirements, we have certain documents and procedures that must be followed during your participation in Customized Training. The good news is that our Account Managers will help you navigate each stage from contracting to close-out.
- **Will I be reimbursed for the training costs spent for a trainee who left halfway through the program?**
 - Yes! We realize that employees can leave for a variety of reasons. Thankfully, we still reimburse on the trainee's participation in training up until the point of departure. If a trainee leaves, you can choose to replace them with a different member of your staff or reallocate their training hours or funds to an existing trainee.
- **Can I apply to Customized Training again?**
 - We'd love to have you back! Once your project is closed out (6 months after training is complete), your business is eligible to reapply. Keep in mind that our training program is for new and/or expanded training so your new proposal would need to be for different training courses or different trainees.