



POWERED BY

California Community Colleges

Unit 8 – Quality Assurance

The sales process is not over once the contract is sold or delivered. Both concurrent and post intervention assessments are critical in generating repeat business, as well as referrals. There will always be client issues, so learn how best to resolve the issues and improve your client relationships, as well as your staff's skill set. Lastly, understand the importance of knowing how to leave problems at the workplace.

To complete the Unit, follow these steps:

Step 1: Read the Welcome Page

Step 2: Read the Reading

Step 3: Listen/Watch the Recorded PowerPoint

Step 4: Take the Quiz. The answers can be found at the bottom of the Quiz. A score of 80%, or 8 out of 10, is considered passing.

After completing the Unit, take a few minutes to use what you have learned to generate a list of actions you can put in motion.

DID YOU KNOW...

The following LERN services are available to Contract Education programs:

- Contract Education sessions at LERN's Annual Conference
- An annual LERN Contract Training Conference where all sessions focus on Contract Education
- An annual Contract Training Update with the latest trends, strategies and benchmarks
- LERN's Online Certified Contract Trainer Institute and certification
- Annually LERN produces Contract Education-specific publications, webinars and white papers

Lean on LERN for Contract Education *"Information That Works!"*®