



Customer Service Certification Program

Equivalency Review Form

Name: _____ Department: _____

I. Describe in full the course, book, or video you wish to use for equivalency training hours. List such things as goals and purpose of the training:

II. What was the length of time involved?

- Course – Length of the course e.g. one day (8 hours) half day (4 hours) (exception – semester long college courses = 12 hours)
- Books – Length of time to read the book (Levels I & II – 2 books/level at 5 hours/book; Levels III & IV – 1 book/level at 5 hours/book)
- Videos & DVD's – Playing time of the video

III. Discuss what you consider to be the most significant learning aspects of the equivalency training:

IV. What contributions have you been able to make to the County of Henrico as a result of the equivalency training? Explain:

Attach supporting materials, such as a transcript or certificate from the course and any work products that show how you applied the course content.

Employee's Signature: _____

Date: _____