

EXHIBIT A

HOLLYWOOD RETAIL ACADEMY ADMINISTRATIVE POLICY

Introduction

In order to develop the skills and knowledge of unemployed/underemployed low and moderate income Hollywood residents in the retail industry, the second largest industry sector in the City of Hollywood, the state of Florida, and the United States; the National Retail Federation has created a program curriculum that is supported by a number of national and international retailers. This policy works to provide course materials in the form of a textbook titled "Retail Operations Participant's Guide" and an exam voucher to sit for the National Professional Certification in Customer Service Examination to applicants of city recognized and approved training centers that possesses the requisite skills, knowledge, qualifications and experience to provide a Retail Academy Program compliant with the National Retail Federation.

II. Authority

The of City of Hollywood is authorized by the Federal Government's Department of Housing and Urban Development to participate in public service activities which assist eligible low and moderate income individuals.

III. Source of Funding

The City of Hollywood has been designated by the United States Department of Housing and Urban Development (HUD) as an entitlement community for the receipt and use of funds as provided by the Community Development Block Grant (CDBG) program as provided in 24 CFR Part 570. The CDBG program finds public service activities that aid in job training and job preparation as an eligible expense. Funding is provided to this project through the City of Hollywood One Year Action Plan where funding is available and is deemed a necessary and appropriate expense by the City of Hollywood.

IV. Waivers

The rules and regulations governing these policies which are not Federal or State requirements may be waived by the Hollywood City Commission. Federal and State waivers must be obtained from the appropriate granting agency.

V. Eligibility Criteria

A. Program Eligibility

Hollywood Retail Academy sponsorships must be conducted within the framework of both the statutory rules and regulations of 24 CFR Part 570 as amended from time to time and as well as applicable local policies and procedures. All funds used to administer these programs are presumed to benefit very low, low, or moderate-income persons. All regulatory reviews will be conducted in accordance with Federal requirements. The Director of the Department of Community and Economic Development or assigned designee is authorized to make any management decision for changes deemed necessary in accordance with the rules and regulations governing these policies which are not Federal requirements.

B. Applicant Eligibility

1. Applicants must meet the City's income eligibility requirements as established for CDBG funded programs. The maximum is 80% of the area median income adjusted for family size. Once an applicant is income certified, the applicant is eligible for one calendar year. However, course material, textbook and exam voucher will only be issued upon course attendance.
2. Applicants must be income certified by the City ensuring that the applicant's household income does not exceed the 80% of the area median income requirement.
3. Applicant must be a City of Hollywood resident.

C. Training Facility Eligibility

1. The training facility chosen must not be federally debarred.
2. The training facility chosen must be a registered proctor for the National Retail Federation Foundation by Castle Worldwide.

VI. Financial Arrangements

1. The sponsorships provided are given in the form of a grant and no repayment are expected or shall be received. Sponsorship will include the provision of course material, one textbook titled "Retail Operations Participant's Guide" (or equivalent) and one exam voucher for the "National Professional Certification in Customer Service Examination" (or equivalent).

VIII. Right of Appeal

In situations where a program participant is dissatisfied with a decision or determination made by the Department of Community and Economic Development staff, the participant has the right to an administrative appeal to the Director of the Department or assigned designee. This request should be in writing. The Department Director or assigned designee will have final administrative authority to settle a determination dispute involving staff and the program participants within the confines of the City's statutory limits imposed by the granting agency.