This document applies to students who enrolled in the September 2023 cohort or later. Previous versions of the Job Guarantee are applicable based on the cohort start date as follows:

- March 2021 to August 2023 cohort- version here
- June 2020 to February 2021 cohort - version here
- May 2020 cohort only - version here
- April 2020 cohort or earlier - version here

The Springboard Guarantee - UI/UX Design Career Track

Welcome to Springboard's UI/UX Design Career Track (the "**Career Track**"). We are committed to your success and will support you fully in the transition into a UI/UX career. We back our commitment with the Springboard UI/UX Design Career Track Guarantee (the "**Springboard Guarantee**"): subject to the Terms below, we will refund 100% of your paid tuition if you are not offered a Qualifying Position (as defined in the Terms) within the Guarantee Period of receiving a Career Track certificate of completion. If you are paying for your program using the Deferred Tuition plan through Ascent, we will refund 100% of your paid tuition if you do not receive a Qualifying Offer (as defined in the Terms) within the Guarantee Period of receiving a Career Track certificate of completion.

A career transition involves focused, consistent effort. We put in this effort to help you make that transition, and ask for an equal commitment from you. Specifically, you shall satisfy the requirements below in order to be eligible for the Springboard Guarantee. If these requirements are not satisfied, you may still participate in the program and receive all of the advantages of career support, but you will not be eligible for the tuition refund.

Terms

The following terms and conditions (the "**Terms**") apply to the Springboard Guarantee:

Eligibility Requirements

- You must be 18 years or older.
- You must hold a Bachelor's degree from an accredited educational institution. Most employers still require a Bachelor's degree in addition to the UI/UX skills

and the experience you will gain during the Career Track. Exceptions can be made for students who will receive their bachelor's by 50% of the calendar time in the course.

- You must be proficient in spoken and written English. The determination of English proficiency will be based on a third-party assessment.
- You must be eligible to legally work in the United States, or Canada if applying for positions in Canada, for at least 2 years following graduation from the Career Track. You must be a current resident of either the United States or Canada.
- You must be a job seeker with the **intent of securing employment** within your Career Track and have not been refunded from another Springboard Career Track. If your intent changes at any point in your program, your eligibility will be voided.
- You must be able to pass any background checks associated with jobs that you apply for. Without limiting the foregoing, if you fail to obtain a job offer directly or partially due to your failure to pass a background check associated with the job offer, you will not be eligible for the tuition refund.
- Springboard reserves the right to re-verify your eligibility at any time within the course and during the Guarantee Period. If you no longer fit the criteria, your eligibility will be voided. If you provide Springboard with false or incorrect information related to any eligibility requirements, your eligibility will be voided.

Definitions

A "**Qualifying Position**" is defined as any role in the UI/UX field as:

1. A salaried employee or waged employee working an average of at least 30 hours a week onsite or remotely;
2. A full-time (30 or more hours per week) contractor, intern, or other compensated service provider relationship for 3 months or longer working onsite or remotely; or
3. A paid onsite or remote contractor or intern that has the potential to be extended or converted to a full-time role

If you are paying for your program using the Deferred Tuition plan through Ascent, a "**Qualifying Offer"** is defined as an offer with monthly compensation of at least $3,333

($40,000 annualized) for a Qualifying Position. We may communicate to your lender that you have received an “Offer of Employment” once you have received a Qualifying Offer.

The “**Guarantee Period**” is defined as the period beginning at enrollment and ending 6 months after receiving a Career Track certificate of completion for those living within a Metropolitan Area at the time of enrollment or 9 months after receiving a Career Track certification of completion for those living outside a Metropolitan Area at the time of enrollment, or a longer period as set forth below. The Guarantee Period may be extended unilaterally by Springboard: (A) by up to 12 months if the national unemployment rate is at any point during the Guarantee Period equal to or greater than 6%, or the monthly increase in the national unemployment rate exceeds 0.5%, or there are back-to-back monthly increases in the unemployment rate; (B) by one month to account for seasonal slowdowns in hiring, such as during the end-of-year holiday season occurring at any point during the Guarantee Period; (C) by up to six months if the national job postings for the Career Track declines more than 5% quarter-over-quarter or (D) by up to six months if there is a natural disaster or other occurrences beyond Springboard's control at any point during the Guarantee Period that disrupts the job market nationally or in one or more Metropolitan Areas you are targeting. The Guarantee Period may also be extended by mutual agreement. The foregoing extensions may be cumulative.

The “**Metropolitan Areas**” means the metropolitan areas surrounding the following cities: Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Los Angeles, CA; Montreal, QC (Canada); New York City, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh-Durham, NC; San Diego, CA; San Francisco Bay Area, CA; Seattle, WA; Toronto, ON (Canada); Vancouver, BC (Canada); Washington DC.

Extension of Job Guarantee: If you are in the active interview stage at the end of the guarantee period your Job Guarantee shall be extended. The extension of the Job Guarantee shall remain in effect, and students will be required to fully participate in all Job Guarantee requirements until the interviews with all relevant companies have been concluded and a final decision has been made.

- **Active Interview Stage:** The active interview stage is defined as the period during which a student has submitted an application, has been shortlisted, and is actively participating in interviews, assessments, or any other selection processes conducted by the company.

Commitment to the Program and Your Success

We require that you fully commit to your job search and take our recommendations seriously. As a graduate of the Career Track, we expect you to be an active participant in your success and put significant effort into your growth and your job search. Therefore, for the Springboard Guarantee to be applicable:

- You must have completed all the mandatory requirements for graduation, including:
    - You must complete 100% of the core curriculum within 9 months of your cohort start date, not including any freeze, pause, or extension granted to you by Springboard.
    - You must successfully complete all core projects at Springboard within 9 months which requires meeting or exceeding the expectations outlined in the provided rubrics. It is mandatory to submit improved versions of the projects based on the feedback provided by your mentor until the expectations are met.
    - You must have completed and passed all career development tasks that are (a) listed in the curriculum, in the order they appear in the curriculum, and (b) personally assigned to you by Springboard's Career Coaches. This includes without limitation taking all calls and passing mock interviews (failing to pass mock interviews may terminate eligibility for a refund).
    - You must abide by Springboard's Coaching Call Policy and its provisions at all times. You shall refrain from engaging in any conduct that violates the Coaching Call Policy. The Coaching Call Policy can be found here.
    - You must abide by Springboard's Code of Conduct and its provisions at all times. You shall refrain from engaging in any conduct that violates the Code of Conduct, including but not limited to dishonesty, plagiarism, harassment, discrimination, or any other form of misconduct.

Post-Completion Job Search Requirements

Starting on the day you are approved for completion after having completed the above mandatory requirements:

- You are required to apply for a minimum of 10 Qualifying Positions per week, as recommended by Springboard's Career Coaches to ensure an active job search. These guidelines are based on industry best practices and are designed to enhance your chances of securing suitable employment opportunities. You must fully complete and submit weekly applications related to your Springboard course and conduct one (1) follow-up for each application.

- You must actively demonstrate your continued skill development with a minimum of 2 activities per month. To ensure continuous skill development and growth in your professional journey, it is crucial to actively engage in ongoing learning opportunities and skills enhancement. By proactively participating in a variety of skill development activities, you can broaden your knowledge base, acquire new skills, and stay updated with industry trends. Springboard's Career Curriculum provides a detailed list of qualifying skill development activities.

- You must be active in building your network and reach out to at least 10 individuals per week and conduct 4 unique informational interviews per month as defined within your course career curriculum. In line with Springboard's "one-size fits one" approach, Career Coaches may increase weekly and monthly minimum activities based on individual coaching plans.
  - **Networking** - Outreach includes emailing, LinkedIn messages, meetups, and conferences. Being consistent in your professional networking including making course-specific contacts and following up is critical to one's success in the job search.
  - **Informational Interviews** - An informational interview may be done in person, via video chat, or by phone. As a part of Springboard's Career Curriculum, an informational interview is defined as a meeting to learn about the real-life experience of someone working in the field related to the course of study or with a company that interests you. Informational interviews are not actual interviews or discussions with recruiters.

- You must schedule calls with a Springboard Career Coach at the frequency instructed by the coach.

- You must take guidance from your Career Services team, and follow their recommendations on your job search strategy including building your network and applying for job types that are a good fit for you. You must be applying for

roles that are suited to your level of experience and areas of expertise, and maintain realistic expectations about what kind of first UI/UX job is right for you.

- You must provide the Springboard Career Services team with a weekly summary of job-related activity in the tool provided by Springboard, including all job applications submitted and networking efforts made. You will also provide Springboard with further job-related information on request.
- You must respond to placement-related communications from Springboard within 72 hours.
- You must always act with reasonable and good faith efforts to obtain a Qualifying Position.
- You shall promptly inform their Springboard Career Coach of all recruiting activity, including active interview statuses, by providing necessary documentation or evidence, such as interview invitations, confirmation emails, or any other relevant correspondence.

You are expected to keep documentation of all job search activities. Please note that Springboard reserves the right to request documentation or evidence of your actual submission of anything above including but not limited to applications, informational interviews, networking, and skill development activities to verify your compliance with this requirement. In line with Springboard's "one-size fits one" approach, Career Coaches may increase weekly and monthly minimum activities based on individual coaching plans.

How This Guarantee Applies To You

Without limiting the foregoing, situations that **void** this Springboard Guarantee include, but are not limited to:

1. You turn down a job offer for a Qualifying Position.
2. If you choose not to conduct a job search related to your course during the Guarantee Period, you have the option to suspend your job search for a maximum of six months. To do so, you must provide written notice to Springboard and obtain Springboard's written approval. Springboard's approval will serve as a mutual agreement to extend the Guarantee Period. If you receive an offer for a Qualifying Position during the suspension period, your eligibility for a refund will be terminated. Additionally, if you receive an offer for a non-Qualifying Position, it will

invalidate the Job Guarantee. Once you resume your job search after the suspension period, Springboard reserves the right to extend the Guarantee Period by up to six months. This ensures that the total Guarantee Period accounts for any interruption in your job search

3. You decide to search for a role that does not meet the Qualifying Position criteria above or is outside of the UI/UX field/industry.

4. You accept a role that does not meet the Qualifying Position criteria above or is outside of the UI/UX field/industry before the Guarantee Period is over.

5. You do not put sufficient and consistent effort into your job search, as outlined above.

6. You do not communicate with Springboard Career Services consistently throughout your search, including notifying us of any offers you have received.

7. You lose your work authorization or do not have sufficient work authorization that meets the requirements above during your search, even if you did expect to have authorization or did at one time have appropriate work authorization during your Career Track program.

8. You significantly change your job search strategy during the Guarantee Period, including without limitation changing the Metropolitan Area of search, or industry, unless agreed to in advance by Springboard.

9. You do not follow through with the interview process for Qualifying Positions in a timely and professional manner, including but not limited to not participating as expected by the employer in the interview process by providing responses to employer communications, showing up on time for interviews, and providing documents or follow up as expected by employers.

10. You do not apply for jobs that are suitable for your background or experience as discussed in your calls with Springboard's Career Services team.

11. You no-show or reschedule/cancel a call with less than 24 hours notice with a Career Coach or mock interviewer 3 or more times.

Certification for Reimbursement

If you believe you qualify for a reimbursement, you must provide a written and signed certification with documentation of all activities that you have met all of the Terms and have not been offered any Qualifying Positions, within one calendar month after the Guarantee Period.

General

This Springboard Guarantee and Terms, along with the Springboard Terms of Service, set forth the entire understanding between you and Springboard with regard to the subject matter herein. Any provision of these Terms that is unenforceable shall not impact the enforceability of any other provision. Springboard shall have the sole discretion to determine whether the Terms have been satisfied and whether you are eligible for a refund of your tuition. Likewise, Springboard may waive any breaches at its sole discretion.

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