



This document applies to students who enrolled in July 2020 or later. If you enrolled earlier, please refer to this [previous version of the Job Guarantee](#).

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 Design 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 fee if you are not offered a Qualifying Position (as defined in the Terms) within 6 months of receiving a Career Track certification.

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 fee 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 any accredited educational institution in any subject by the date you are approved for completing the Career Track. Most employers still require a Bachelor's degree in addition to the UI/UX skills and experience you will gain during the Career Track.
- If, at the time of enrolling in the Springboard UI/UX Design Career Track, you are still in the final year of your Bachelor's degree, then you must not have any detentions,

backlogs, etc. that disqualify you from participating in internships once you complete the Career Track.

- You must be proficient in spoken and written English, as determined by initial interactions with the Springboard Admissions team.
- You must be eligible to legally work in India following graduation from the program
- 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.

Application Conduct

Definitions

A “**Qualifying Position**” is defined as any role in UI/UX Design field as

1. A salaried employee or waged employee working an average of at least 30 hours a week;
2. A full-time contractor for 3 months or longer; or
3. An intern in a paid internship used to evaluate a candidate for a full time salaried role; or
4. A paid part-time or full-time freelance position

The Qualifying Positions that you choose to apply for, will be agreed upon between you and the Springboard Career Services team.

The “**Guarantee Period**” is defined as the period beginning at enrollment and ending 6 months after receiving a Career Track certificate of completion, or a longer period if we've mutually agreed to extend the period. Notwithstanding the foregoing, Springboard reserves the right in its discretion to extend the Guarantee Period: (A) by an additional one month to account for seasonal slowdowns in hiring, such as during the end-of-year holiday season; or (B) by up to six months if there is a natural disaster or other occurrence beyond

Springboard's control that disrupts the job market nationally or in one or more Metropolitan Areas you are targeting.

Springboard Guarantee is applicable only in India. Most of the jobs in UI/UX design are available in “**Metropolitan Areas**” including Bangalore, Hyderabad, Chennai, Pune, Mumbai and Delhi-NCR. However, Springboard does not guarantee a job specifically in a city or location of choice. Candidates should be willing to move wherever jobs/internships are.

For candidates who are still pursuing the final year of their Bachelor's degree at the time of enrolling in the Springboard program, only internships will be considered as Qualifying Positions.

Special case of candidates with more than twelve years of experience

If you are a person with 12+ years of experience even before you join the program, then you will generally not be given a Job Guarantee. However, if you have more than 12+ years of experience and a considerable part of this work-ex has been in adjacent areas of design, then you might be offered a Guarantee on a subjective case-by-case basis. If you are offered a Job Guarantee after the case is examined, following additional clauses apply to your Job Guarantee:

- You might not get a salary increase when you switch to a career in UI/UX Design, in fact, the salary offered might not be commensurate with your total experience.
- You might not get roles that are at a seniority commensurate with your total experience

Commitment to the Program and Your Own 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 own success, and put significant effort into your own 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 break granted to you by Springboard
- You must meet or exceed expectations on all core projects (as per the given rubrics) and approved by the mentor. You are welcome to submit improved versions based on your mentor's feedback until you meet expectations
- You must have completed and passed all career development tasks either (a) listed in the curriculum in the order they appear in the curriculum, or (b) personally assigned to you by Springboard's career coaches. This includes without limitation taking all mandatory calls and mock interviews.

The 6-month guarantee period starts on the day you are approved for completion, after having completed the above mandatory requirements. During this period:

- You must be active in your job search and apply for a minimum of 4 Qualifying Positions in the Metropolitan Areas per week, in accordance with best practices prescribed by Springboard's career coaches. Notwithstanding the foregoing sentence, remote work is also acceptable provided that all other criteria are met.
- You must be active in building your network and reach out to at least 7 individuals per week and conduct 2 informational interviews per month. Outreach includes emailing, LinkedIn messages, meetups and conferences. An informational interview may be done in person, video chat or phone call. Being consistent in your networking including making contacts and following up is critical to one's success in the job search
- You should take guidance from your mentor and the Career Services team and follow their recommendations for job types that are a good fit for you. You should be applying for roles that are suited to your level of experience and areas of expertise, and maintain realistic expectations about what kind of the first job in UI/UX Design is right for you
- You must provide the Springboard Career Services team with a weekly summary of job-related activity and provide further information on request . Knowing your progress and areas of struggle are crucial for us to help you in the best way possible
- You must schedule calls with a Springboard Career Coach at the frequency instructed by coach
- 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

How This Guarantee Applies To You

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

1. You turn down a job offer for a Qualifying Position
2. You decide not to conduct a 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 6-month guarantee period is over
5. You do not put sufficient and consistent effort into your job search, as outlined above
6. You do not want to or are unable to live and work in one of the cities where the Qualifying Position jobs are available
7. You do not communicate with Springboard Career Services consistently throughout your search, including notifying us of any offers you have received
8. You lose your work authorization in India 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
9. You become physically or mentally unable to conduct an effective job search as outlined above during the Career Track or guarantee period
10. You do not apply for Qualifying Positions in the cities where jobs are available as required above throughout the 6-month placement period

11. 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
12. If you are a student in a degree-bearing program outside of Springboard, and your graduation from that program is delayed more than one month beyond your completion of the Career Track.
13. 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.
14. 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 reimbursement, you must provide a written and signed certification that you have met all of the Terms, and have not been offered any Qualifying Positions, within one calendar month after the 6 month placement 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.

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