

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

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**CONNIE K KARR**  
Claimant

**QWEST CORPORATION**  
Employer

**APPEAL NO. 21A-UI-00679-B2T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**OC: 08/30/20**  
**Claimant: Appellant (1)**

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Iowa Code § 96.5-1 – Voluntary Quit

**STATEMENT OF THE CASE:**

Claimant filed an appeal from a decision of a representative dated November 16, 2020, reference 01, which held claimant ineligible for unemployment insurance benefits. After due notice, a hearing was scheduled for and held on February 10, 2021. Claimant participated. Employer failed to respond to the hearing notice and did not participate. Claimant's Exhibits A-C were admitted into evidence.

**ISSUES:**

Whether claimant quit for good cause attributable to employer?

**FINDINGS OF FACT:**

The administrative law judge, having heard the testimony and considered all of the evidence in the record, finds: Claimant last worked for employer on May 1, 2020. Claimant voluntarily quit on that date.

Claimant was hired as a customer service representative for employer. At the time of hire, claimant explained that she had not experience in the tech support field. Employer hired claimant anyway, explaining that they would teach her. Claimant worked for over a week on Zoom training. The trainer told claimant not to take any notes and simply to follow along. Claimant explained that this is not how she learns. On May 1 claimant and other trainees were told that they would start working with customers on the next work date. Claimant expressed that she was not ready to do this.

Employer wanted claimant to move ahead when she believed that she wasn't ready to do so. Claimant chose to quit. She believes that it may have been inappropriate for employer to hire her when she did not have the requisite experience.

At the time of her quit, claimant hadn't received any warnings. There was ongoing work available for claimant at the time of her quit.

**REASONING AND CONCLUSIONS OF LAW:**

Iowa Code section 96.5(1) provides:

An individual shall be disqualified for benefits, regardless of the source of the individual's wage credits:

1. Voluntary quitting. If the individual has left work voluntarily without good cause attributable to the individual's employer, if so found by the department.

The administrative law judge holds that the evidence has failed to establish that claimant voluntarily quit for good cause attributable to employer when claimant terminated the employment relationship because she did not feel she was ready to begin working in technical support.

Ordinarily "good cause" is derived from the facts of each case keeping in mind the public policy stated in Iowa Code Section 96.2. *O'Brien v. EAB* 494 N.W.2d 660, 662 (Iowa 1993) (citing *Wiese v. IA Dept. of Job Serv.*, 389 N.W.2d 676, 680 (Iowa 1986)). "The term encompasses real circumstances, adequate excuses that will bear the test of reason, just grounds for the action, and always the test of good faith." *Wiese v. IA Dept. of Job Serv.*, 389 N.W.2d 676, 680 (Iowa 1986). "Common sense and prudence must be exercised in evaluating all of the circumstances that led to an employee's quit in order to attribute the cause for the termination." *Id.* In this matter, claimant's quit was prior to her job being at risk and prior to her even starting to execute her job. Although claimant may have been concerned and frustrated at the time of her quit, her quit was only 10 days after the date of hire, and too soon to be seen as for good cause attributable to employer.

**DECISION:**

The decision of the representative dated November 16, 2020, reference 01, is affirmed. Unemployment insurance benefits shall be withheld until claimant has worked in and been paid wages for insured work equal to ten times claimant's weekly benefit amount, provided claimant is otherwise eligible.



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Blair A. Bennett  
Administrative Law Judge

February 22, 2021  
Decision Dated and Mailed

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