

September 6, 2022

### General Reminders:

The end of the year is approaching. Email reminders will be sent to notify SCS employees of mandatory annual training that need to be completed.

### TC Mailbag:

There are two different types of course offerings: Web Based Trainings and Instructor Lead Trainings.

#### 1. WBT's

- a. If an employee informs you that he/she has not received credit on their transcript for a Web Based course, you should first ask your employee if he/she has completed the course before.
  - i. This question is extremely important because all of our courses, with the exception of PSH/PSH for Supervisors and Ethics, are all Just in Time Courses.
    1. **Just in Time courses are made up of accessible and focused training on singular concepts or procedures.**
  - ii. These courses are available for employees review after completion at any time but LEO transcripts will only show the first date the course was completed. The employee will still have credit in the system for other completions, but we are not allowed to change the original completion date.
  - iii. As Training Coordinators, you can run a training activities report (ZP174) that will show who has completed the course in any given time frame.
- b. If your employee has not completed the Web Based Course before and has not received credit, verify that they are using the correct browser and running the correct software version. We recommend that everyone use Chrome as a browser.
- c. Always allow LEO 24 hours to update course credit on an employee transcript before requesting credit.
- d. If steps 1-3 have been taken and course credit has not been received email us at [SCS-CPTP@la.gov](mailto:SCS-CPTP@la.gov) or [PSH-SCS@la.gov](mailto:PSH-SCS@la.gov) to request course credit. Please include the employee's name, P number and title of course in your email. A copy of the certificate for PSH, PSHS, Teleworking for Employees and Managing Teleworkers must be attached.
- e. A help desk ticket must be submitted in LEO if you are requesting credit for Ethics.
- f. **\*Please remind all of your employees to print and save a copy of all of their certificates.\***

#### 2. ILT's

- a. Requesting course credit for Instructor Lead Trainings is much easier because Tanyeka manually adds credit to the employee's transcript.
- b. If an employee is requesting credit for an ILT:
  - i. Ask your employee how long has it been since he/she took the class?

1. The instructors have to provide the in-person roster to Tanyeka to be entered into LEO and followed up.
  - ii. Please contact Talent Development if it has been more than 48 hours and course credit has not been received for and Instructor Led Training.
  - iii. \*Please note that certificates are not given for ILT's." The course roster and signature page are proof of your attendance.

Information on the new Learning Management System (LMS) to come from OTS.