

COMMERCE LEARNING CENTER (CLC) ROLES & RESPONSIBILITIES

Training Officers Council (TOC)

- Supports, implements and enforces established training policies instructions and processes
- Reviews and approves additions or modifications to established DOC training policies, instructions and processes, including recommended changes to Commerce Learning Center business rules
- Works with the DOC Office of Human Resources Management to assure that enterprise-wide learning needs are met
- Sponsors collaboration among DOC offices and bureaus to share training, education, and development programs required by or useful to more than one organization
- Reviews and certifies completion of training requirements by Presidential Management Fellows

CLC Governance Board

- Develops policies, systems, and practices to ensure that DOC uses the Commerce Learning Center as the enterprise system of record for training
- Represents office and bureau views, concerns, and interests regarding training, education, and development issues and activities pertaining to the Commerce Learning Center
- Facilitates cooperation and communication among the bureaus on training and development activities pertaining to the Commerce Learning Center as a shared resource
- Recommends resources and tools to implement the development of a highly effective DOC workforce via the Commerce Learning Center
- Reviews the progress and recommendations of Commerce Learning Center implementation work groups
- Approves recommendations and proposed changes to schedules, business rules and policies for consideration by the Training Officers Council

Training Officer/Chief Learning Officer

- Encourages the development and use of Individual Development Plans to guide employee learning activities
- Provides information to DOC on annual learning plans and results
- Markets, promotes, and monitors participation in workforce development programs
- Establishes an annual training plan to close competency gaps in mission-critical occupations
- Ensures that business unit-specific technical training programs meet the needs of the DOC and are consistent with the departments human capital goals and strategic plan
- Provides guidance to determine whether an event meets the DOC definition of training

- Assesses skills gaps and training and development needs of the bureau's workforce using competency models
- Evaluates effectiveness/results of training and development programs and activities
- Ensures that managers and supervisors understand the purpose and capabilities of the Commerce Learning Center and online learning
- Ensures that all training and development activities are reported using required EHRI categories via the Commerce Learning Center
- Ensures employment initiatives are considered in establishing and selecting for developmental opportunities
- Collaborates with DOC Training Officer and Training Officers Council to promote and support department-wide training and development programs and initiatives
- Assures issuance and enforcement of Continuing Service Agreements as appropriate
- Formulates and executes central training budgets
- Ensures that bureau training practices and policies conform to federal regulations
- Produces standard reports for managers and the department
- Evaluates effectiveness of training and development activities
- Communicates Commerce Learning Center changes to home/serviced bureau employees (managers and non-managers)

Supervisor/Approving Official

- Conducts conversations with employees regarding training and development needs (skill gaps)
- Provides opportunities for employee training and development (time away from office, special equipment needs)
- Budgets for employee training and development
- Ensures training and development is mission-oriented, appropriate, and cost effective
- Creates Individual Development Plans in consultation with Employees
- Provides all necessary approvals for required training
- Makes sure training and development adheres to negotiated labor union agreements
- Participates in evaluating the effectiveness of training and development
- Nominates employees for participation in training and development programs
- Ensures training and development opportunities and selection processes conform to merit system principles
- Ensures that employees complete mandatory training/certifications
- Knows federal training policy and/or where to look for guidance on the policy
- Completes all required role-specific Commerce Learning Center training

DOC Employee

- Researches training options
- Discusses training option(s) with supervisor before enrolling
- Submits training and development requests in a timely manner (two weeks prior to event)
- Completes all mandatory training/certifications
- Creates Individual Development Plan in consultation with supervisor
- Attends all scheduled training, notifies instructor and supervisor if an absence will occur
- Enrolls/registers for training via Commerce Learning Center
- Obtains necessary approvals
- Signs Continuing Service Agreement when appropriate
- Submits grades, evaluations, etc. (post-training)
- Checks status of training request/event prior to attending

Contractor

- Discusses training option(s) with host supervisor before enrolling to:
 - o Obtain approval
 - o Determine benefits to host organization
- Contacts "home" office for:
 - o Approval
 - o Funding
- Registers for training
- Pays for training
- Completes training
- Provides appropriate documents (host and home office)
 - o Certificate
 - o Grade
- Completes mandatory training through the Commerce Learning Center as required

Funds Certifier

- Accesses Commerce Learning Center to review training requests as necessary
- Accesses budget system to check funds availability
- Confirms availability of funds
- Enters training cost and other needed data in financial system
- If there are funds, enters correct codes into system
- If there aren't enough funds, e-mails necessary person/people (meeting may be required)
- Updates budget system to reflect money deducted for specific training
- Follows up with appropriate people about courses that have passing grade requirements
- Knows federal training policy and/or where to look for policy guidance

Purchase Card Holder

- Verifies Training Request Form (SF-182) is completed and approved before purchase
- Notifies employee and supervisor when purchase of requested training is completed

Learning Center Administrator

- Completes all required role-specific training
- Maintains expert knowledge of end-to-end functions of Commerce Learning Center
- Sets up/manages look and feel of Commerce Learning Center user interface
- Defines user fields, custom fields, permissions, groups, etc.
- Makes global changes to system
- Monitors, troubleshoots, and resolves Commerce Learning Center issues
- Creates and manages sub-learning center
- Creates new course categories as necessary
- Populates EHRI custom fields
- Imports course content into Commerce Learning Center
- Imports courses to Commerce Learning Center (AAIC or SCORM content)
- Acts as liaison between Learn.com support staff and DOC employees with issues, as necessary
- Runs standard reports for managers and the department
- Represents home/serviced bureaus at DOC Commerce Learning Center meetings

Instructor

- Manages course roster and attendance records
- Approves nominations of eligible students
- Notifies appropriate management official of “no-show” or other concerns
- Conducts course(s)
- Sets up instructor-led training sessions, assignments, enrollments, student communications
- Ensures classroom environment is conducive to learning
- Communicates with students on assignments, progress, grades, etc.
- Internal instructor posts student grades in Commerce Learning Center, if required
- External instructor communicates with Learning Coordinator to post grades

Training Administrator

- Creates events, enrollments, assignments, and learning plans in Commerce Learning Center
- Identifies e-learning opportunities for organizational knowledge management
- Identifies Instructors in Commerce Learning Center
- Declares physical locations (rooms) as resources in Commerce Learning Center

- Confirms online courses are functioning and user-friendly
- Coordinates training and development activities with Content Administrator and Learning Coordinator
- Completes all required role-specific training

Tier 1 User Support Representative

- Provides user support services for employees' routine difficulties with the system:
 - o Lost login/passwords
 - o SkillSoft course registration/access/completion
 - o Individual training transcript issues

Learning Coordinator

- Monitors new employee access to Commerce Learning Center and confirms New Account Notification e-mail received
- Notifies Learning Center Administrator of errors, omissions, and duplications when discovered
- Enters grades from an external program into the system
- Allocates training resources (room, etc.)
- Manages enrollments/registrations
- Forwards training request up the chain of command if employee's immediate supervisor is unavailable
- Validates information for data calls
- Checks periodically to ensure that all post-course documents, including evaluations, are received following training, and informs employee's manager if training documentation is incomplete
- Assigns EHRI codes to external courses, programs, or conferences to be added to training and development catalogue
- Confirms new account notification e-mail received
- Confirms instructor preparation and logistical requirements
- Communicates technical changes to the Commerce Learning Center to home/serviced bureau employees (managers and non-managers)
- Assures coordination of training resources
- Manages logistics/supplies for training events
- Completes all required role-specific training

Content Administrator

- Manages certification records in Commerce Learning Center
- Distributes courses via Commerce Learning Center
- Develops courses for Commerce Learning Center
- Assigns EHRI codes to internally-generated courses (custom or off-the-shelf)
- Consults on design and development of training
- Creates and monitors evaluations
- Determines whether nominated students have completed course prerequisites
- Improves and updates training and development programs as necessary

- Monitors hand-off of training Requests for Proposals between requesting business unit to acquisitions and back again
- Maps courses to appropriate categories
- Know how courses fit goals of individual organizations
- Ensure that courseware and participant materials meet SCORM/AICC/508 requirements
- Completes all required role-specific Commerce Learning Center training

Catalogue Coordinator

- Maintains currency of categories and available offerings listed in Learning Center (or sub-Learning Center) online catalogue