WELCOME TO OSC TRAINING!
DEVELOPING GUARDIANS OF NORTH CAROLINA'S DATA

Training Success Checklist

Thank you for choosing the Office of the State Controller for your training needs. OSC strives to ensure that each student has a pleasant and rewarding training experience. Developing your skills and job performance is an ongoing process that is influenced by accurate practice as well as the support, encouragement, and coaching you receive. Key activities, appropriately timed, can have a tremendous impact on your performance and the sustainability of learning you will acquire during class.

Most OSC training is provided virtually, either as asynchronous web-based training (WBT) classes that can be completed by an individual online in the LMS at any time or as virtual instructor-led training (VILT) sessions, which are taught remotely by a live instructor to a group of students at a specific date and time. The normal schedule of specific dates and times are posted in LMS. If your organization has needs beyond the normally scheduled classes, please contact OSC Training right away.

Important Note: All virtual instructor-led training (VILT) sessions require **manager approval** and a Transcript Status of **Registered** in the LMS before you will be eligible to attend the course. Please complete these steps as early as possible since these sessions fill quickly.

Please follow these steps for the best return on investment of your time with us.

Step 1: Ensure you have an active security role request.

Please review the list of HR-Payroll System security roles with your supervisor to determine which role(s) and training courses you need to perform your work. Each security role lists the required training you must complete to be eligible. Some training may be web-based (WBT) classes that can be completed right away. Some may be virtual instructor-led training (VILT) sessions for which you must sign up **and receive manager approval**.

Security role requests must be submitted by your Agency Data Owner. Class registration priority is given to those with outstanding security requests, so please contact one or more Data Owners for your agency to request the security role(s) you need **before** signing up for the required training.

Step 2: Sign up for training through the North Carolina Learning Center LMS.

✓ Log into the North Carolina Learning Center LMS and find the courses you need to complete. There are several ways to do this:

   o Log into the LMS through the link above or through the Fiori portal. Search for the HR-Payroll training course(s) you need to complete using the Global Search field in the top right corner of the NC Learning Center website. You may also use the Events Calendar under the learning tab to request a specific session date and time for VILT courses.

   o Go directly to the course by selecting the LMS link in the HR-Payroll System Courses description pages.

Note: You must complete all prerequisite courses in order to be eligible for more advanced courses.

✓ Review the detailed course description for each course.

   o Web-based training (WBTs) will be labeled as **Online Class** with a blue **Launch** button on the right. These courses are preapproved (no manager approval required), so you can complete them immediately or come back to it later.

   o Virtual instructor-led training will be listed as an **Event** with a blue **Select a Session** button on the right. Scroll down to see upcoming session dates and times below the training description. Each session will show the number of seats available or the number of people on the waitlist. **Please Note:** It is important to request **and get your manager to approve** a specific session as early as possible, since attendance is limited.

      ▪ **First** - Sign up for a session without a waitlist. Select **REQUEST** from the **View Details** dropdown list for a session with seats available. If there are no open sessions, proceed to the next step.

      ▪ **Then** - Request to be added to the waitlist for all sessions that are full (in case space becomes available later) by selecting **Add to Waitlist** from the **View Details** dropdown list. Your presence on the waitlist helps us determine if additional classes need to be added. **DO NOT SELECT "REQUEST AN EXCEPTION" IF PROMPTED.**

   NOTE: If you do not select a session date and time at this step, you will need to request a date and time after your manager has approved your training (**Transcript Status: Approved**).

✓ Check your Transcript Status for the VILT courses you signed up for by selecting **View Your Transcript** under the **Learning** tab in the LMS.

   o A Transcript Status of **Pending Approval** means your manager **must** approve the request in the LMS before your status can change to either **Registered** or **Waitlisted**. It may be helpful to remind your manager, as needed.

   o A Transcript Status of **Pending Prerequisites** means you have not yet completed one or more class prerequisites as listed on the HR-Payroll System Courses description pages.

✓ Once your manager has approved your training request for a session date and time, the LMS will update your Transcript Status automatically.

   Please Note: You are only eligible to attend a VILT session once your transcript status is **Registered**. For **Waitlisted** and **Pending Prerequisites** statuses, please see the Appendix of this document.

Step 3: Preparation for VILT Courses

✓ Virtual instructor-led training sessions are interactive, and you will need to join the virtual session using a desktop or laptop computer (not a mobile device) to be able to view the training slides, communicate with the instructor, and fully participate in the class. OSC recommends using two monitors for the best experience viewing the presentation, following along in the student guide, and practicing any class exercises.

- ✓ A web camera enhances the training experience, but an **audio connection is a must**. If you do not have the ability to connect via a microphone, you must be able to connect via phone.

- ✓ Each VILT course has a student guide showing the information that will be covered in class. Several days before your class session, you should download (for pdf) or open (for online) the course student guide from the HR-Payroll System Courses description pages and review the learning objectives.

- ✓ Meet with your manager to discuss these learning objectives and what you hope to gain from the class.

- ✓ Work with your manager to develop 2-3 goals for the class and any questions related to your job.

Goal 1:_____

Goal 2:_____

Goal 3:_____

Step 4: Day of Training

- ✓ Plan ahead and work with your supervisor to avoid disruptions (clear your schedule and post 'do not disturb' messages, as needed), so you can focus and actively participate for the entire training session. Do not plan or attempt to multi-task during training.

- ✓ Please log in at least 5-10 minutes before the session start time! Students **MUST** be logged in and connected to all required training systems within 30 minutes of the session's start time. Students who arrive more than 30 minutes after the class start time or are unable to connect within that window of time will be asked to reschedule for a later date.

- ✓ After class, complete the following overview of what you learned and how you plan to implement it on the job.

  - o The three most important things I learned during this class are:

    1. _____

    2. _____

    3._____

o This is how I plan to implement what I learned:

Start Doing	Stop Doing	Continue Doing

Step 5: Coaching (one to two weeks after training)

✓ Meet with your manager and review the three goals you developed in Step 2 in conjunction with the training you received in Step 3

✓ Identify work-related opportunities to implement the skills learned and to achieve your identified goals.

✓ List specific steps to achieve each goal. Identify a time frame or due date for the completion of each goal.

Step 6: Continuous Coaching (three months after training)

✓ Meet with your manager and review your progress against the goals. Update your action plan, as needed, to continue your progress.

✓ Identify work-related opportunities to implement the skills learned and to achieve your identified goals.

✓ List specific steps to achieve each goal. Identify a time frame or due date for the completion of each goal.

Appendix

Waitlisted Status

The Waitlist option is available when no seats are available for a session.

- ✓ Select **Add to Waitlist** from the **View Details** button dropdown list.

- ✓ The session will appear on your transcript with a **Pending Approval** status and the training request will be routed to your manager.

- ✓ If your manager approves the session, your Transcript Status will change to **Waitlisted** and you will remain on the waitlist unless a seat becomes available.

- ✓ Please check the LMS frequently to see if your status updates to **Registered** prior to the session date**.**

Pending Prerequisites Status

If you attempt to register for or are assigned a course with incomplete prerequisites, you may receive a message indicating "Exception Requested." While the LMS permits exception requests, **OSC does not allow any prerequisite exceptions**. You must complete all prerequisites **IN FULL** before you will be allowed to attend any OSC VILT course.

Note: If your Transcript Status is **Pending Prerequisites** and all prerequisites are not completed prior to the session date and time, the LMS will automatically withdraw you from the class session and you will not be able to attend.