QAD Adaptive Applications

User Guide

QAD EQMS Applications: Training Management

70-3361-2025.1

QAD QMS Applications version 2025.1

September 2025

Copyright

QAD Inc.

100 Innovation Place

Santa Barbara, CA 93108

Phone: + 1 (805) 566-6100

http://www.qad.com

Training Management User Guide Change Summary

The following table summarizes significant differences between this document and previous versions.

Date/Version	Description	Reference	Changed By
SEPT 2019/v2019	Initial version	--	RQT
JAN 2020/v2019	Updated linkage	--	RQT
SEPT 2020/v2020.1	Updated versioning; Updated Certification Performance Measures; Updated Certification Event Frequencies; Updated Training Events	p.118, p.29, p.31, p.79	RQT
MAR 2021/v2021	Updated linkage	--	RQT
APR 2021/v2021	Revised language for completing an Employee Certification Event; Updated the state map for Employee Certification Events;	p. 79, p.77	RQT
MAY 2021/v2021	Added a section for Commands	p.133	RQT
MAY 2021/v2021.1	Updated versioning; Updated Employee Skills	p. 65	RQT
FEB 2022/v2022	Updated versioning; Updated Training Roles; Updated Training Events; Updated Employees; Added a new process: Request for Training	p. 39, p. 79, p. 55, p. 90	RQT
SEPT 2022/v2022.1	Updated versioning	--	RQT
MAR 2023/v2023	Updated versioning	--	RQT
MAR 2024/v2024	Updated versioning	--	RQT

Date/Version	Description	Reference	Changed By
SEPT 2024/v2024.1	Updated versioning; Updated Skills; Updated Training Events	p. 47, p. 79	RQT
MAR 2025/v2025	Updated versioning; Updated Employees	p. 55	RQT
SEPT 2025/v2025.1	Updated versioning; Updated Training Event Types; Updated Employee Event Types; Updated Employee Titles; Updated Skills; Updated Employee Events; Updated Employee Certifications; Updated Employee Certification Events	p. 24, p. 27, p. 35, p. 47, p. 68, p. 70, p. 75	RQT

Chapter 1

Introduction

Overview

Most standards require that only trained and qualified individuals perform tasks. Other regulations may require specific training such as sexual harassment awareness, legal and proper business practices or even company messaging and branding. Tracking all this on paper is impossible, especially when it comes to assigning work on the plant floor. Without a comprehensive training tracking program, it can be hard to know if employees have been through the right training on processes or safety procedures.

The Training Management module provides comprehensive tracking for training on any topic, and delivers reporting to comply with audit requirements. It provides a central repository for managing all topics related to employee training such as qualification management and employee tracking.

About This Guide

This user guide focuses on:

- Setup required for the Training Management module
- Different forms of organization in the Training Management module
- Security and roles for the Training Management module
- Instructions for the various Training Management tasks

Note: This guide does not provide field descriptions for the Training Management modulefields. Field help is provided in the software.

Training Management Module Setup Guide

This section describes the processes of the Training Management module. The list below is arranged by the order in which the processes should be completed, starting with the setup operations and continuing with the main functions.

Setting Up the Training Management Module

Global Choice

Use the Global Choice process to create a set of choices that you can use as result choices to any question in a checklist field. See "Global Choice" on page 17.

Review Frequencies

Use Review Frequencies to create reusable frequencies for items that expire, such as skill re-training or document reviews. See "Review Frequencies" on page 18.

Skill Types

Use Skill Types to organize skills into different categories that share common traits. See "Skill Types" on page 19.

Skill Ratings

Use Skill Ratings to describe up to five different levels of proficiencies for a skill. See "Skill Ratings" on page 23.

Training Event Types

Use Training Event Types to create categories for training events. See "Training Event Types" on page 24.

Employee Event Types

Use Employee Event Types to define various employee events (for example, on-boarding, separation, and performance plans). See "Employee Event Types" on page 27.

Certification Performance Measures

Use Certification Performance Measures to create a general list of practical performance measures that you can use to document an employee's performance as part of a certification event. See "Certification Performance Measures" on page 29.

Certification Event Frequencies

Use Certification Event Frequencies to determine at which point an employee needs to be re-evaluated on certification performance measures relating to their role. See "Certification Event Frequencies" on page 31.

Using The Training Management Module

Employee Titles

Use Employee Titles to define the HR name for a position within your organization. See "Employee Titles" on page 35.

Training Roles

Use Training Roles to define a specific function in the organization, along with the skills and skill ratings required for the person who needs to perform that function. See "Training Roles" on page 39.

Skills

Use Skills to document the different learning activities or abilities within the organization, and to provide a common name for tasks or specific competencies within your organization. You can associate skills with controlled documents in the Document Management module. See "Skills" on page 47.

Employees

Use Employees to identify personnel in the company with responsibilities for performing specific job functions. See "Employees" on page 55.

Employee Skills

Use Employee Skills to view information on the most recent training events or training needs for employee skill combinations. See "Employee Skills" on page 65.

Employee Events

Use Employee Events to document significant events that occur throughout an employee's tenure at the organization such as new employee on-boarding and employee separation. See "Employee Events" on page 68.

Employee Certifications

Use Employee Certifications to document the certification process for a training role during a probationary period and to manage the employee's progress through that probationary period. See "Employee Certifications" on page 70.

Employee Certification Events

Use Employee Certification Events to capture the employee's performance measures for the selected training role at a point in time. Employee certification events are typically used in an employee's initial probationary period for a training role. See "Employee Certification Events" on page 75.

Training Events

Use Training Events to define, provide notification of, and store training plans, as well as to record completed training events. See "Training Events" and "Training Event Logs" on page 79.

Request for Training

Use Request for Training to request enrollment in training for a specific skill. If approved, this record will generate a training event. See "Request for Training" on page 90.

Getting Started

Before you can begin using the Training Management module, it is important to understand the basics of how to navigate and use the QMS system. The system is intuitive, but some layouts, features, and best practices require a more thorough understanding. See the User Interface user guide for additional information about the QMS software.

Chapter 2

Setting Up the Training Management Module

Introduction

Some preparation is required before training events can be added or training procedures completed.

Training preparation involves setting up the organization of skills and events by type, supplying employee data, and scheduling frequencies for certification events and review. These tasks are performed by several different roles, including the training administrator, training maintenance, training module maintenance, documents champion, training champion, and more.

Global Choice

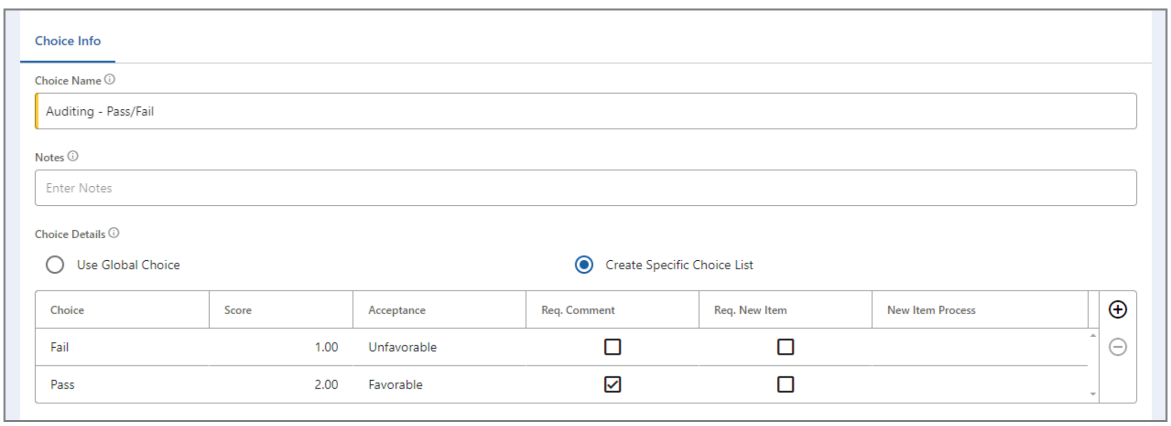
Use Global Choice records to set up standard responses to test and assessment questions, such as True or False answers. You can create a set of choices for use on any question on a checklist in the system.

Global choices provide a convenient method of reusing a choice list for a training question. This approach is useful for True/False and Pass/Fail type questions, where you define a global list once and then reuse it on many training questions.

> *Note:* Using global choices to set up a list of choices is the only way to reuse choice information for multiple questions.

Global choices are used by Skill Training Questions records linked to a skill or a document that is linked to a skill, where you can either create specific choices for a question or use a global choice. See "Skills" on page 47.

Fig. 1: Global Choice screen



Global Choice States

This section defines each state available in the workflow for the Global Choice process.

> *There are no states identified.*

Global Choice Tasks

Adding a New Global Choice

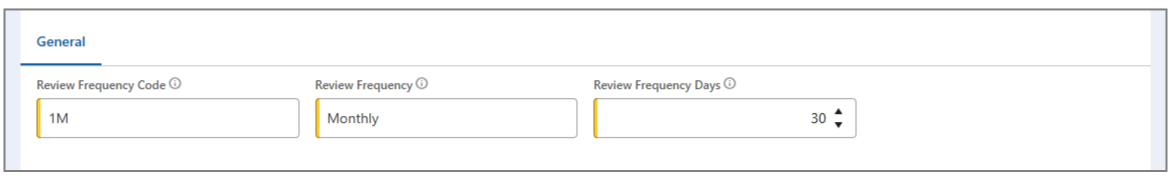
1. Select Global Choices from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter a choice name.
3. Enter additional information in the Notes field, if necessary.
4. Click the Add New Record button in the Choice Details field to add a new choice to the list.
5. Enter the choice information.
6. Click the Add New Record button for each choice that you want to add to the list. To remove a choice, highlight the row and click Delete.
7. Click Save to save the new record.

Review Frequencies

Use Review Frequencies to create reusable frequencies for items that expire such as skill re-training or document reviews. For example, you can create a review frequency of Yearly and associate a time period of 365 days with it or you can create a review period called Monthly and associate a time period of 30 days with it.

When a review frequency expires, the system generates inbox action messages for the appropriate personnel who must then determine what the next steps for the item are. For skill re-training, a training coordinator may need to create a training event and train the employees who require training. For a document review, you may need to update the document to make it more relevant or to make the document obsolete, if it is no longer relevant.

Fig. 2: Review Frequencies screen

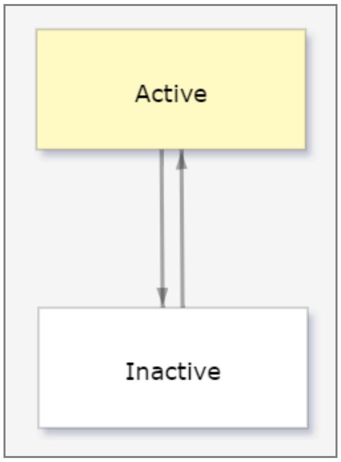


Review Frequencies States

This section defines each state available in the workflow for the Review Frequencies process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A review frequency that is actively used.

Inactive. A review frequency that is no longer in use.



Review Frequencies Tasks

Adding a New Review Frequency

1. Select Review Frequencies from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter the name of the frequency (for example, Yearly).
3. Enter the number of days that apply for the review frequency.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the review frequency cannot be used for new records.

Skill Types

Use Skill Types to organize skills into different categories that share common traits. Examples of skill types include auditing, general quality, and plant safety. Typically, you use skill types to organize skills by department, such as sales, manufacturing, or quality. You can also use skill types to organize skills by function; for example, front office, quality management system, or hazard and safety. Another use of skill types is to set up training role logic and to evaluate skill ratings based on testing.

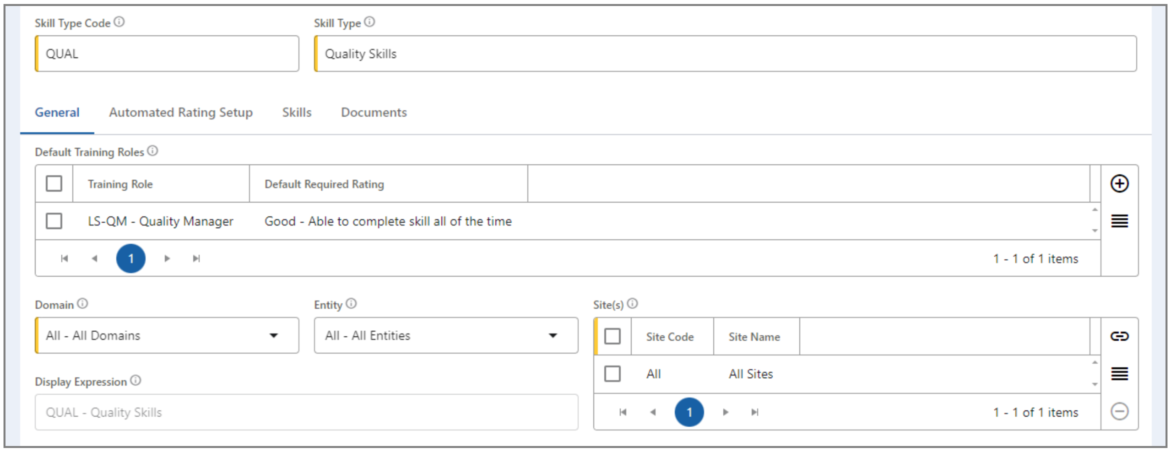
Skill Type records are also used to define possible skill ratings for skills of a particular skill type. In the Automated Rating Setup tab of the Skill Types process, you can define up to five score percentage levels and associate each level with a skill rating. The system uses the automated rating criteria to determine employees' new skill ratings from the test results of their training events. Using skill types, you can define the default training role for a newly created skill, which will automatically add any new skills of the skill type to any default training roles.

Skill types are used in the following processes of the Training Management and Document Control modules:

- By Skill records, to organize a category of skills into a single group. See "Skills" on page 47.

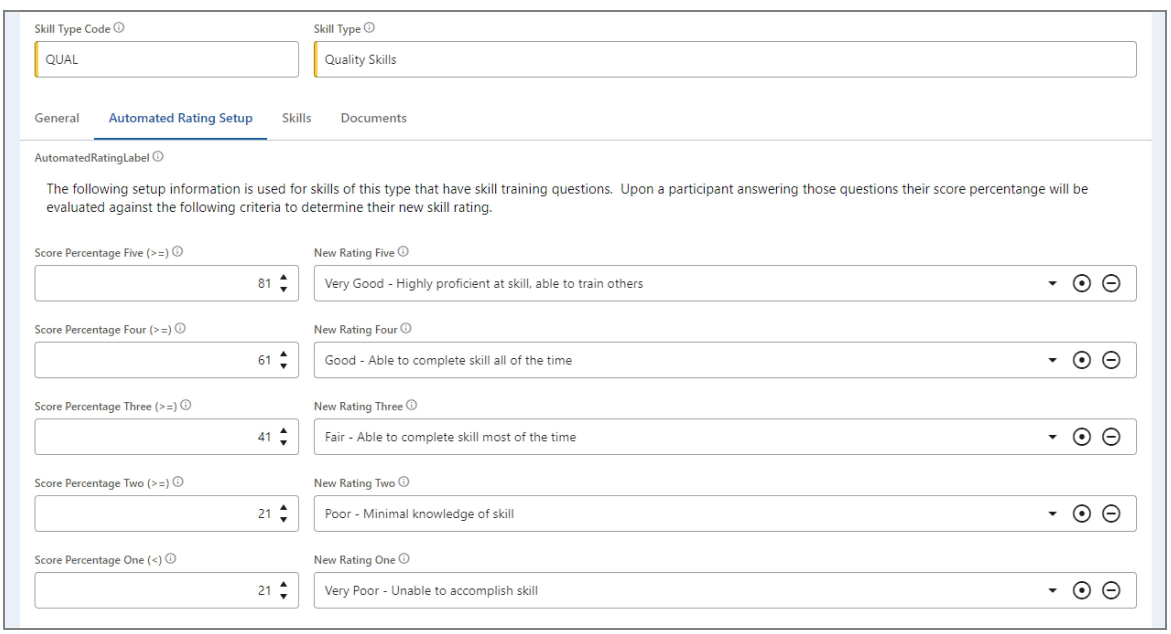
- By Training Event records, to determine an employee's rating based on test scores. See "Training Events" on page 79.
- By Training Role records, to default the skills needed for a new training role. See "Training Roles" on page 39.
- By Document Type records, to default new skills based on a document. See the Document Control user guide.

Fig. 3: Skill Types screen, General tab



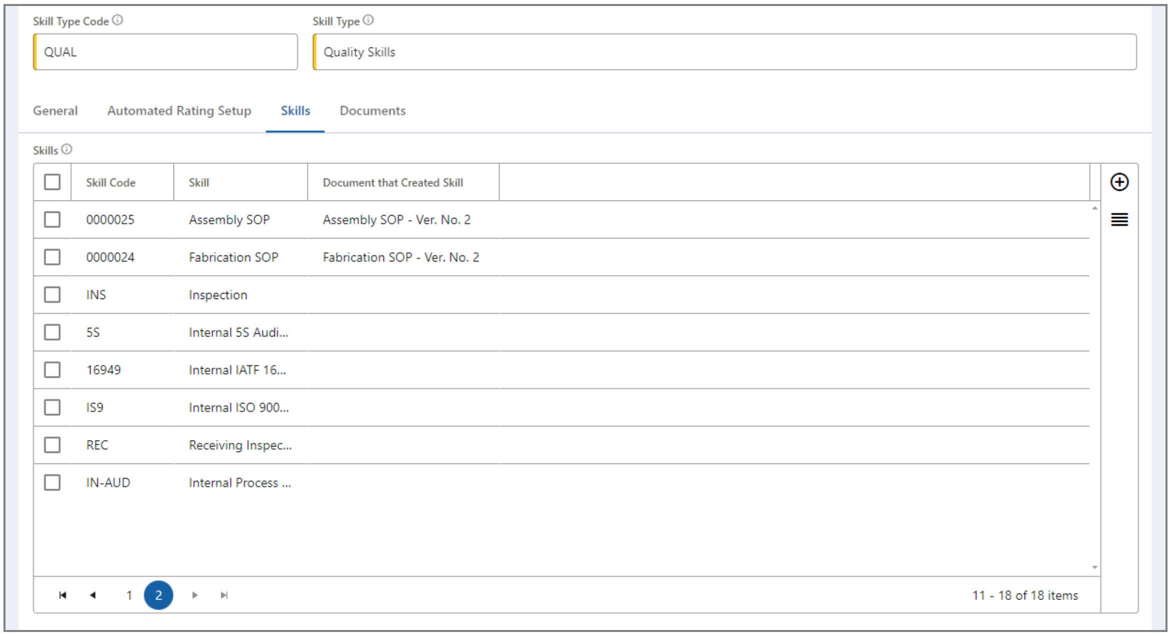
The General tab is used to define the basic details of a skill type. You can also add default training roles, which are automatically linked to any skill that uses this skill type. Then, when the training roles are assigned to an employee, that employee automatically receives the new skill.

Fig. 4: Skill Types screen, Automated Rating Setup tab



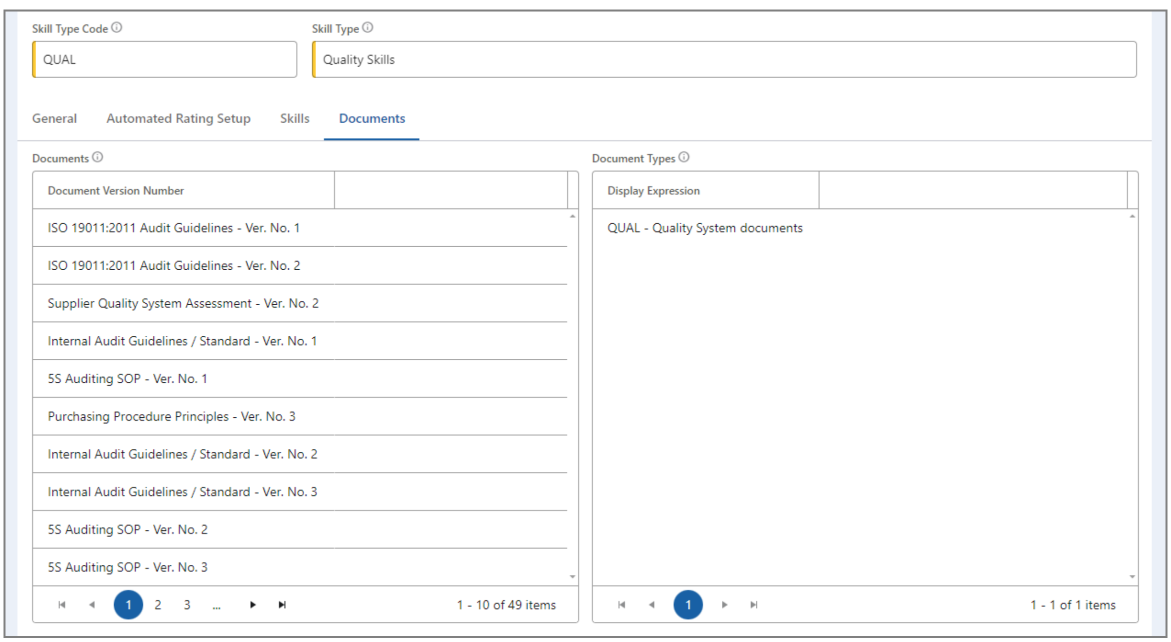
Use the Automated Rating Setup tab to assign score definitions and percentages for skills of the selected type that have skill training questions. Note that the Score Percentage One (<) field is different from the other percentage fields, in that it references scores below a threshold instead of greater than or equal to a threshold.

Fig. 5: Skill Types screen, Skills tab



The Skills tab displays which skills are related to the selected skill type. This tab can be populated manually by clicking the Add New Item button and completing information in the new screen. See "Adding a New Skill" on page 52 for more information.

Fig. 6: Skill Types screen, Documents tab



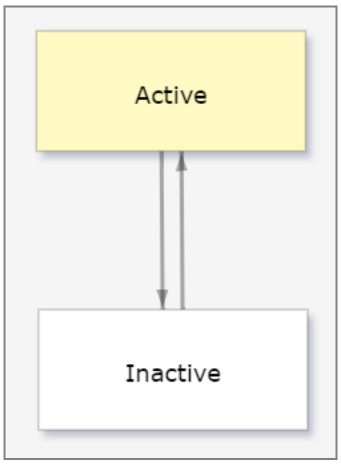
The Documents tab provides a list of documents and document types that are associated with this skill type. These fields are populated within the relevant Document and Document Type records.

Skill Types States

This section defines each state available in the workflow for the Skill Types process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A skill type that is actively used.

Inactive. A skill type that is no longer in use.



Skill Types Tasks

Adding a New Skill Type

1. Select Skill Types from the left navigation panel. Then, click the Add New  button in the toolbar.
2. Enter values for the skill type code and name. Note that the Display Expression field combines the two values; this is how users will look up this skill type.
3. Navigate to the Automated Rating Setup tab.
4. Assign a skill rating to each of the five score percentages. Ensure that Score Percentage One is the lowest skill rating and Score Percentage Five is the highest skill rating.
5. Click Save to save the new record. When selecting the next state, click Active.

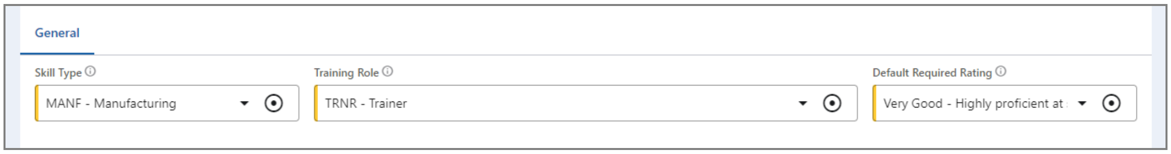
Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the skill type cannot be used for new records.

Create a Default Training Role for a Skill Type

If you associate a default training role with a skill type, the system automatically adds any skills associated with the skill type to the training role.

1. In the Skill Type detail screen, navigate to the General tab.
2. In the Default Training Roles cross-reference field, click the Add New Item button. A new screen opens.

Fig. 7: Skill Types Training Roles screen



3. Select the appropriate training role.
4. In the Default Required Rating field, choose the default rating required by employees with this skill.
5. Save your changes.
6. In the main detail screen, click Save to save the record.

Skill Ratings

Skill Rating records describe the different levels of proficiencies for a skill, and provide a uniform method of evaluating an employee's ability to perform that skill. For example, if an employee has a skill rating of 4 (Good), this rating generally indicates the employee is proficient enough to perform that skill in the employee's current role.

> ***Note:*** Skill types are limited up to five skill ratings.

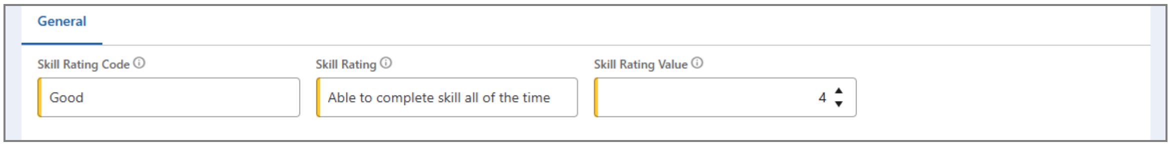
Typically, you should limit the number of skill ratings to a four-or five-point scale, which is generally sufficient to define the different levels of skill proficiency in an organization. A five-point scale could be represented by the following ratings:

- **5: Very Good.** The employee is highly proficient at the skill and is able to train others.
- **4: Good.** The employee is able to perform the skill all of the time.
- **3: Fair.** The employee is able to perform the skill most of the time.
- **2: Poor.** The employee demonstrates minimal knowledge of the skill.
- **1: Very Poor.** The employee is unable to perform the skill.

Skill Ratings are used in the following processes of the Training Management module:

- Skill Type records, where you define which of the skill ratings apply to skills of that skill type. See "Skill Types" on page 19.
- Training Role records, where skill ratings define the required rating for a skill and training role combination. See "Training Roles" on page 39.
- Employee Skill records, where skill ratings define the employee's current rating for a skill. See "Employee Skills" on page 65.
- Training Event Log records, where skill ratings define an employee's new rating for a skill after the employee has completed training. See "Training Events" and "Training Event Logs" on page 79.

Fig. 8: Skill Ratings screen



Skill Ratings States

This section defines each state available in the workflow for the Skill Ratings process.

> *There are no states identified.*

Skill Ratings Tasks

Adding a New Skill Rating

1. Select Skill Ratings from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the skill rating code and name. Note that the Display Expression field combines the two values; this is how users will look up this skill rating.
3. Select a numeric skill rating value. Higher numbers indicate a greater level of proficiency.
4. Click Save to save the new record. When selecting the next state, click Active.
5. Repeat steps 1-4 until you have at least five skill ratings. Ensure that each skill rating is different; you will use the skill ratings later on when creating skill types.

Training Event Types

Training Event Type records allow you to create categories for organizing training events. You can also use training event types to indicate whether approval is required at the training event level, training log (attendee) level, or both, as well as to set up approval logic for training events.

This process allows you to determine whether a training event or its logs require approval, the users in charge of approving for the selected training event type, and so on.

Selecting the "Requires Training Event Approval" check box makes the Training Event Type Approvers field appear. This field links to a list of active employees with an account; users selected here are required to approve the training event.

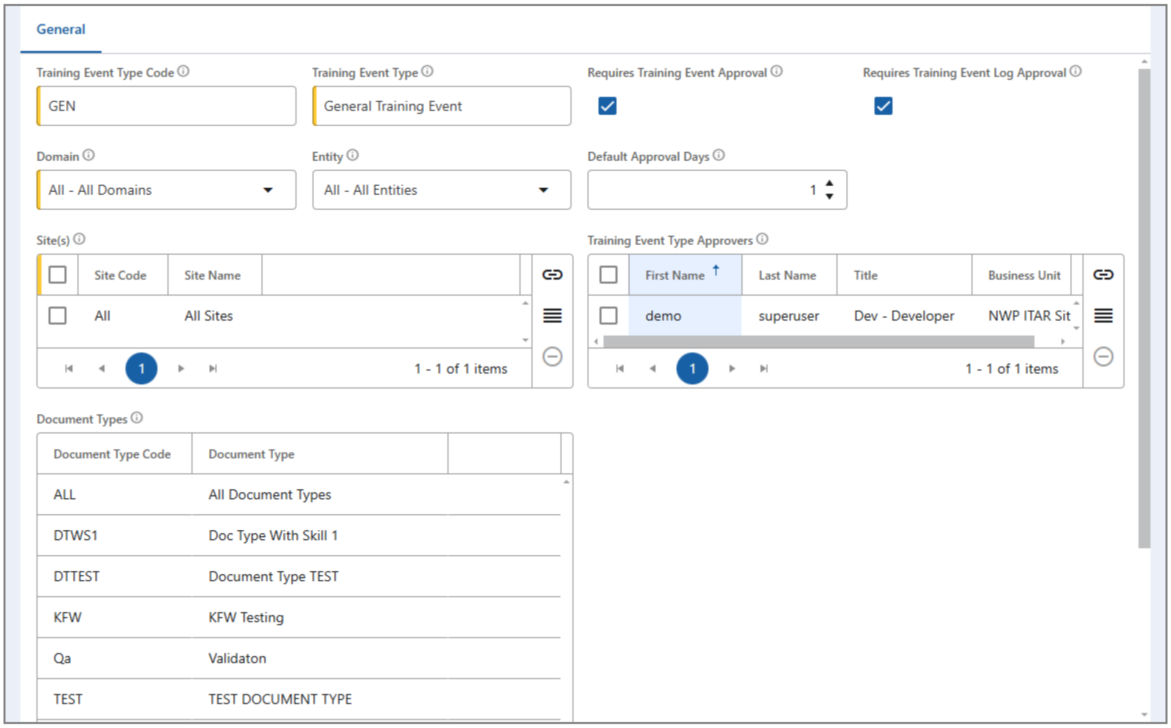
Selecting the "Requires Training Event Log Approval" check box requires each of the employees to sign off on their individual training event logs. Generally, this requirement is used when you want employees to acknowledge that they feel trained, or if you want to present them with questions to test them on the effectiveness of the training and have their score determine their rating.

The Documents field shows document types linked to the training event type. This field is display only, and is populated from the Document Type process. If no document types are linked to the training event type, then this field is hidden.

Training event types are used in the following processes:

- By Training Event records to indicate the type of event. See "Training Events" on page 79.
- By Document Type records to define the default event type that applies when a document change triggers a training need. See the Document Control user guide.

Fig. 9: Training Event Type process screen

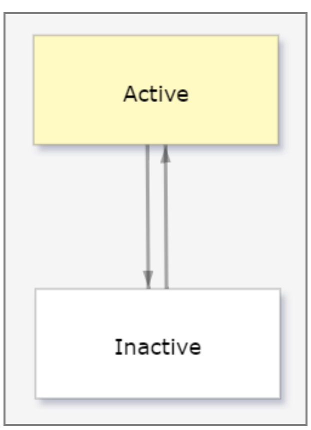


Training Event Type States

This section defines each state available in the workflow for the Training Event Type process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A training event type that is actively used.

Inactive. A training event type that is no longer in use.



Training Event Type Tasks

Adding a New Training Event Type

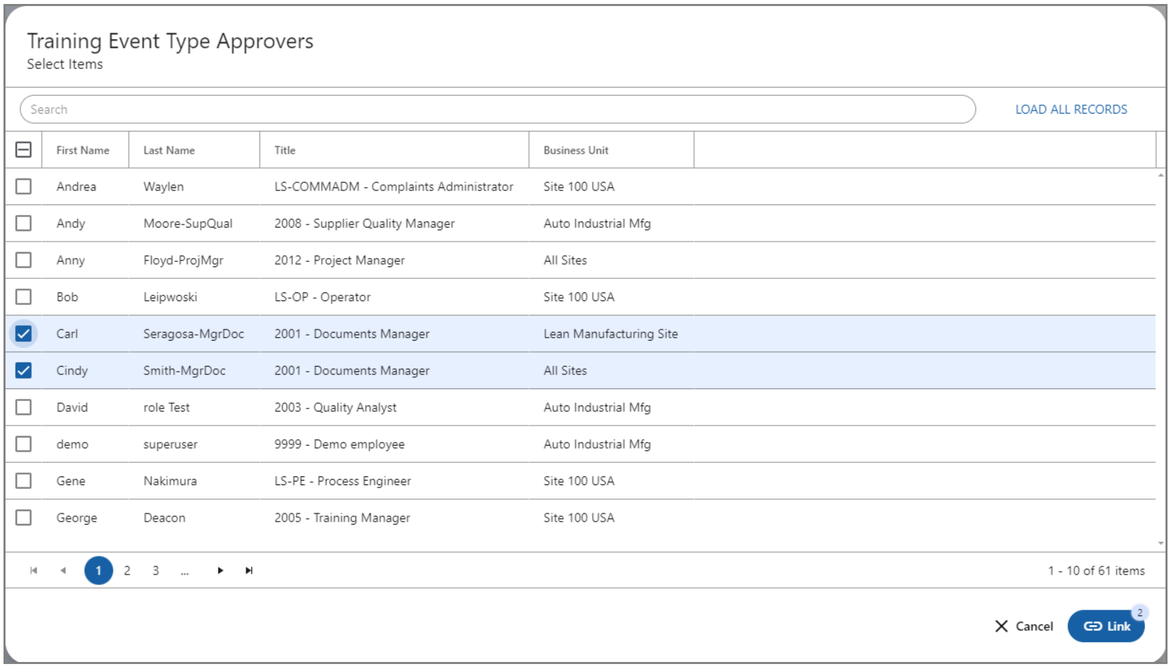
1. Select Training Event Types from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the training event type code and name. Note that the Display Expression field combines the two values; this is how users will look up this training event type.
3. Choose an approval option for the training event type.
    - If a training event must be approved upon completion, select the "Requires Training Event Approval" check box.
    - If the employees trained must sign off to verify that they attended the training event or to take an effectiveness test, select the "Requires Training Event Log Approval" check box.
4. Select a default number of days that a person will have to approve events of this type.
5. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the training event type cannot be used for new records.

Adding an Approver to a Training Event Type

1. In the Training Event Types search screen, double-click the record that you want to edit.
2. Click the Link button in the Training Event Approvers field.
3. Select the approvers that you want to link and click OK.
4. Click Save to save the record.

Fig. 10: Choose Items to Link Dialog, Approvers List

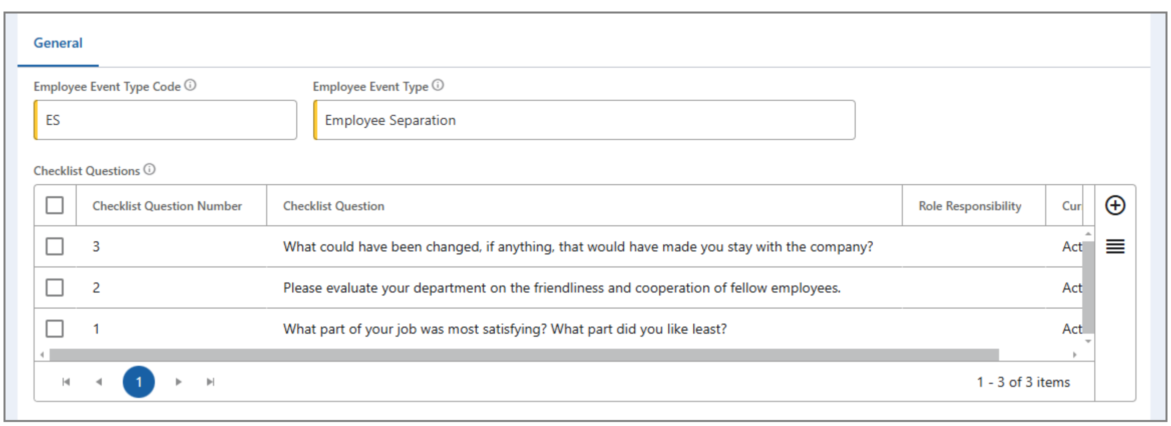


Employee Event Types

Employee event types define various employee events, such as on boarding, separation disciplinary action, or performance plans. The Event Type Checklist field allows you to create and list the default checklist questions for employee events. There is no grading convention for these questions.

Employee event types are used in employee event records to identify the type of event. The employee event type then provides a checklist for the event. See "Employee Events" on page 68.

Fig. 11: Employee Event Types process screen

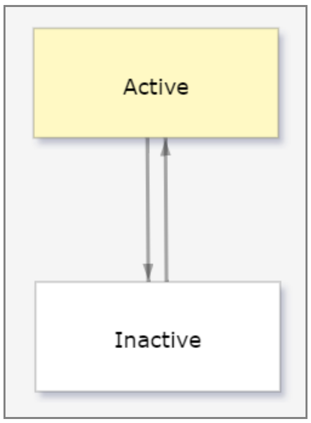


Employee Event Types States

This section defines each state available in the workflow for the Employee Event Types process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). An employee event type that is actively used.

Inactive. An employee event type that is no longer in use.



Employee Event Types Tasks

Adding a New Employee Event Type

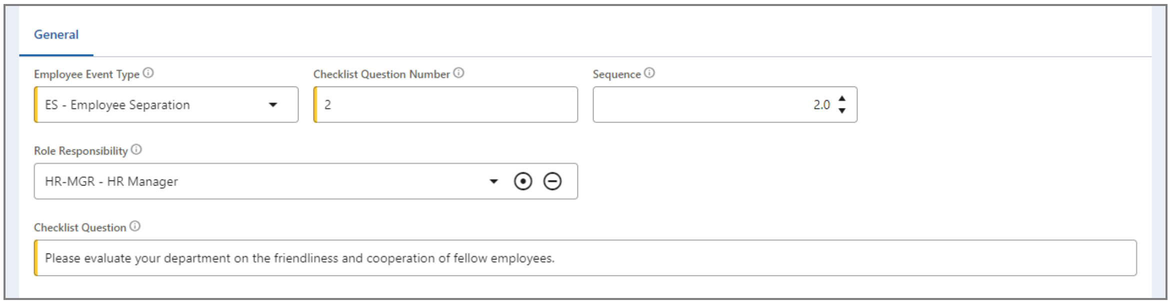
1. Select Employee Event Types from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the employee event type code and name.
3. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the employee event type cannot be used for new records.

Defining Checklist Questions for Employee Event Types

1. In the Employee Event Types screen, click the Add New Item button in the Checklist Questions field. A new screen appears.

Fig. 12: Employee Event Type Checklist Questions



2. In the new Employee Event Checklist Questions screen, enter a question number. You can enter a number or a letter.
3. Enter the sequence for the question, relative to the other questions in the checklist.
4. Specify the role responsible for completing this checklist item for employee events of this type.
5. Enter the checklist question text.
6. Click Save to save the record. When selecting the next state, click Active.
7. Back in the main process screen, click Save to save the record or repeat Steps 2-7 for additional questions. When selecting the next state, click Active.

Certification Performance Measures

Within a Training Role record, you identify the required training skills and certifications. If a certification is required, you can establish a set of Certification Performance Measure records to ensure that each employee is assessed against the same criteria for a given training role. See "Training Roles" on page 39.

Certification performance measures allow you to document a general list of performance measures that may potentially be used to document an employee's performance as part of a certification event. This list includes the performance measure's name and description. At the training role level, you set the target values that employees must achieve to pass the certification event.

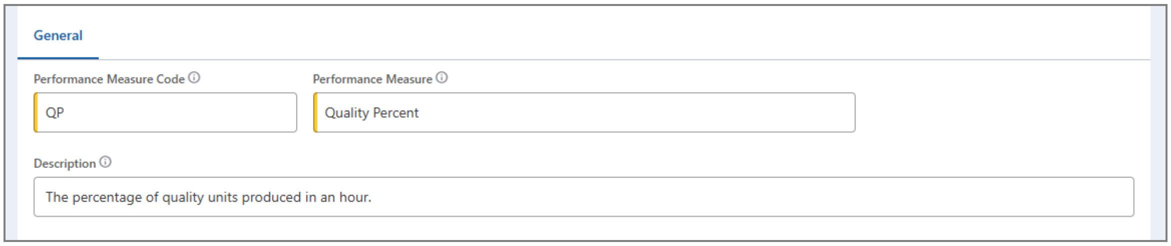
Examples of certification performance measures include:

- Units assembled per hour.
- Quality percentage for the units assembled.
- Number of steps completed in the correct order.

Certification performance measures are used in the following processes:

- By Training Role records to set the target value for the performance measure. See "Training Roles" on page 39.
- By Employee Certification Event records to document the score that the employee achieved in the certification event. See "Employee Certification Events" on page 75.

Fig. 13: Certification Performance Measures screen

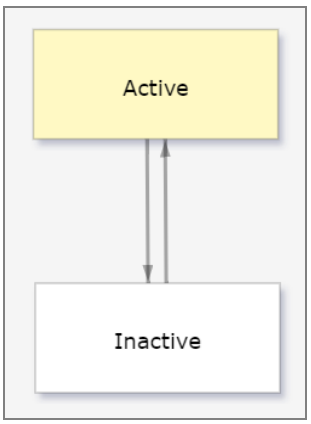


Certification Performance Measures States

This section defines each state available in the workflow for the Certification Performance Measures process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A certification performance measure that is actively used.

Inactive. A certification performance measure that is no longer in use.



Certification Performance Measures Tasks

Adding a New Certification Performance Measure

1. Select Certification Performance Measures from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the performance measure code and name.
3. Enter a description.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the performance measure cannot be used for new records.

5. Repeat the steps for each desired performance measure.

Certification Event Frequencies

Use Certification Event Frequency records to define the time frames in which certification events must occur. If an employee needs to periodically evaluate their role's performance measures, associate certification event frequencies with the certification events and define those periods of evaluation.

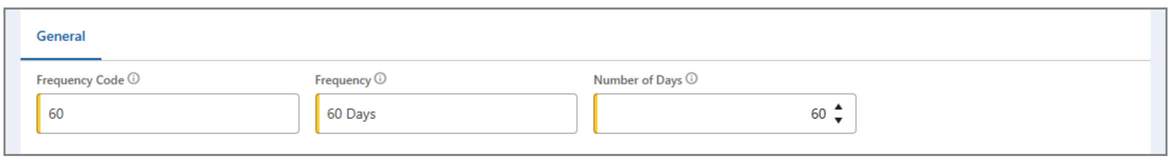
Examples of certification event frequencies include:

- First event takes place after 30 days
- Second event takes place at 60 days
- Third event takes place at 90 days

Certification event frequencies are used in the following processes:

- By Training Roles records to set the default interval for scheduled certification events. See "Training Roles" on page 39.
- By Employee Certification Event records to set the default interval for the event. See "Employee Certification Events" on page 75.

Fig. 14: Certification Event Frequencies screen

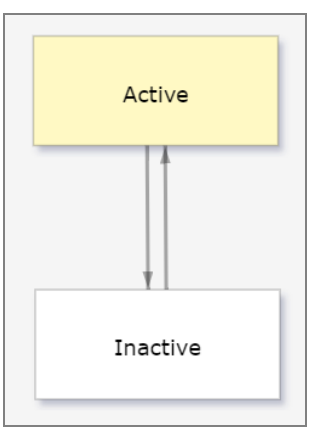


Certification Event Frequencies States

This section defines each state available in the workflow for the Certification Event Frequencies process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A certification event frequency that is actively used.

Inactive. A certification event frequency that is no longer in use.



Certification Event Frequencies Tasks

Adding a New Certification Event Frequency

1. Select Certification Event Frequencies from the left navigation panel. Then, click the Add New ⊞ button in the toolbar.
2. Enter values for the event frequency code and name.
3. Select the number of days for the frequency.
4. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the event frequency cannot be used for new records.

Chapter 3

Using the Training Management Module

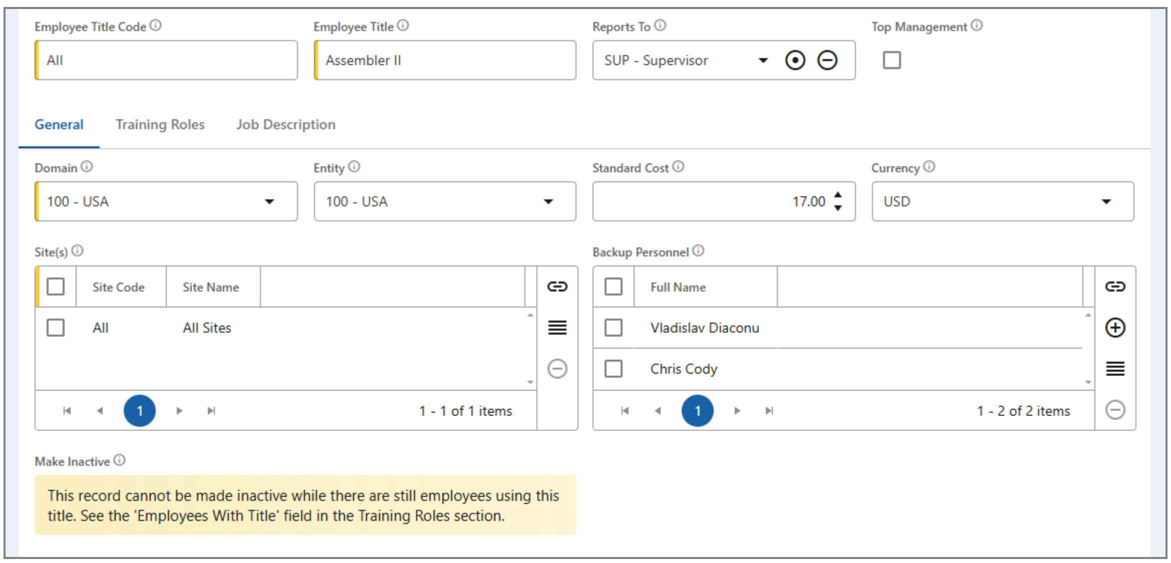
Employee Titles

Use Employee Title records to define the HR name for a position within your organization. Employee titles generally correlate with positions or titles that display on employee business cards. Employee titles identify the job description of an employee and the training roles associated with the title. During hiring periods, you can easily refer to the Employee Title record for a position to see the related job description.

When you assign an employee title to a new Employee record, the training roles and respective skills from the employee title default to the Employee record. Each skill assigned to the employee defaults to the lowest skill rating, which consequently creates the need for employee training. Each employee can only be assigned a single employee title.

In Employee Title records, you can also define additional information such as job responsibilities and educational and training requirements. This facility allows you to create a full definition for an employee title for use in employee performance reviews and hiring activities. You can also list backup employees for a position, which is a useful resource if the employee is unexpectedly absent.

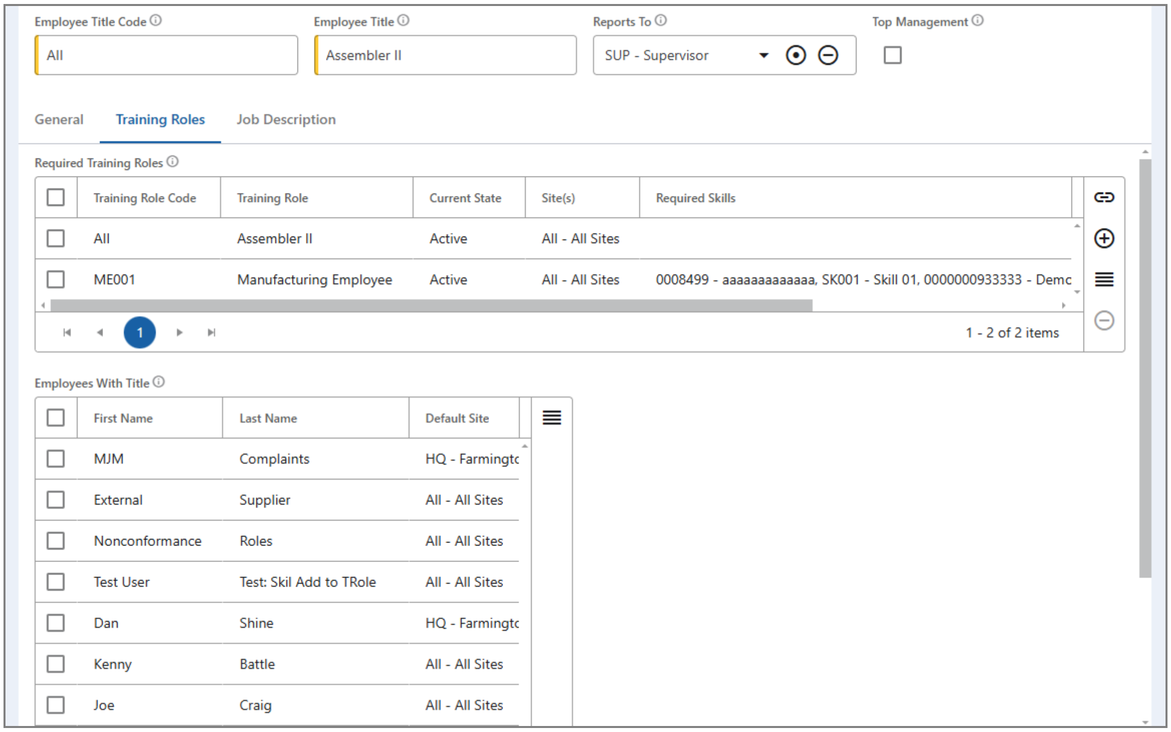
Fig. 15: Employee Titles screen, General tab



The General tab is used to define the basic details of an employee title. The more training roles that are linked to the employee title record, the more employees available for the Backup Personnel field.

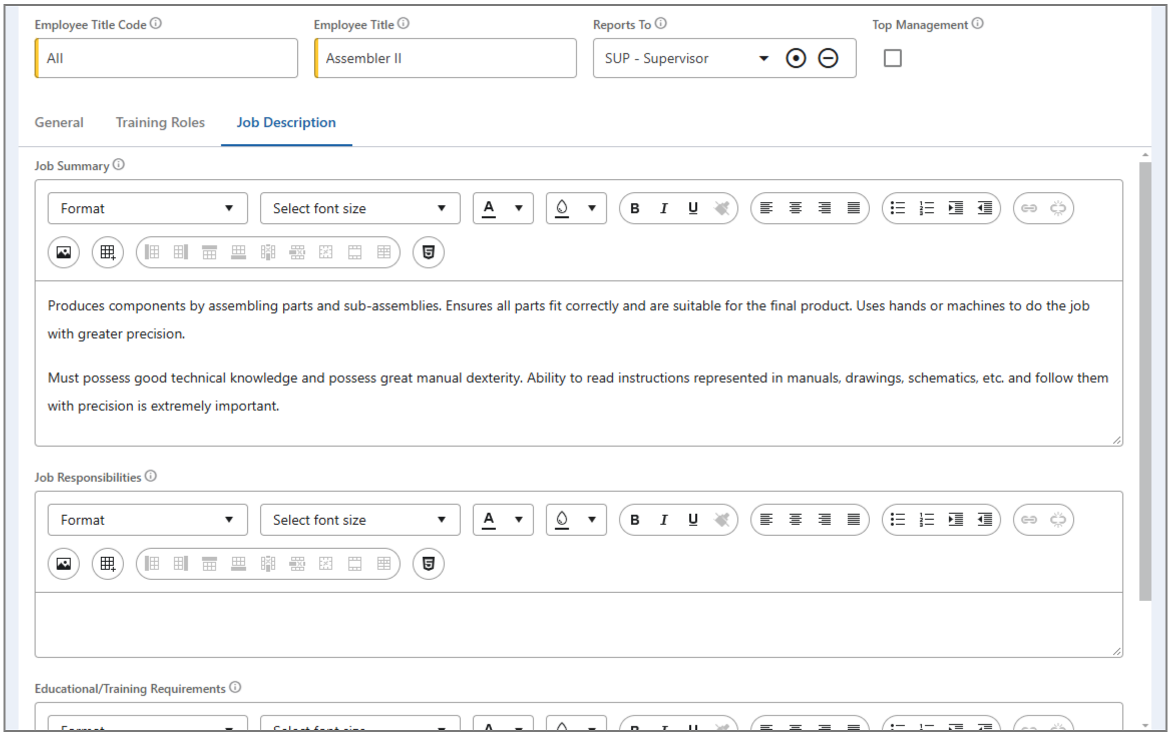
The "Automatically Create Training Role" check box disappears once it is used and saved. The resulting training role then appears in the Required Training Roles in the next tab.

Fig. 16: Employee Titles screen, Training Roles tab



The Training Roles tab lists the training roles that are required for the selected title. Once the record is saved with a new required training role, the new role must be trained with all associated skills.

Fig. 17: Employee Titles screen, Job Description tab



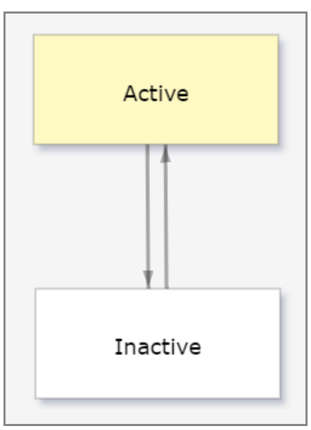
Use the Job Description tab to describe the job's summary, responsibilities, and educational or training requirements. This tab utilizes rich text fields, which means you can format the text in several ways, such as insert pictures and hyperlinks or adjust fonts and colors.

Employee Titles States

This section defines each state available in the workflow for the Employee Titles process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). An employee title that is actively used.

Inactive. An employee title that is no longer in use.



Employee Title Tasks

Adding a New Employee Title

1. Select Employee Title from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the employee title code and name. Note that the Display Expression field combines the two values; this is how users will look up this employee title.
3. In the Reports To field, identify the person to whom employees with this title report. This step helps create an organization hierarchy within employee titles.
4. Select the "Automatically Create New Training Role" check box if a training role does not already exist for this employee title.
5. Select the "Top Management" check box if this employee title is considered top management within the organization.
6. Click the Link button in the Backup Personnel field. A new window opens.
7. Select the check mark beside any users who can fill this title, then click OK.
8. Navigate to the Job Description tab. Enter a job summary, the job responsibilities, and any educational or training requirements.
9. Click Save to save the new record.

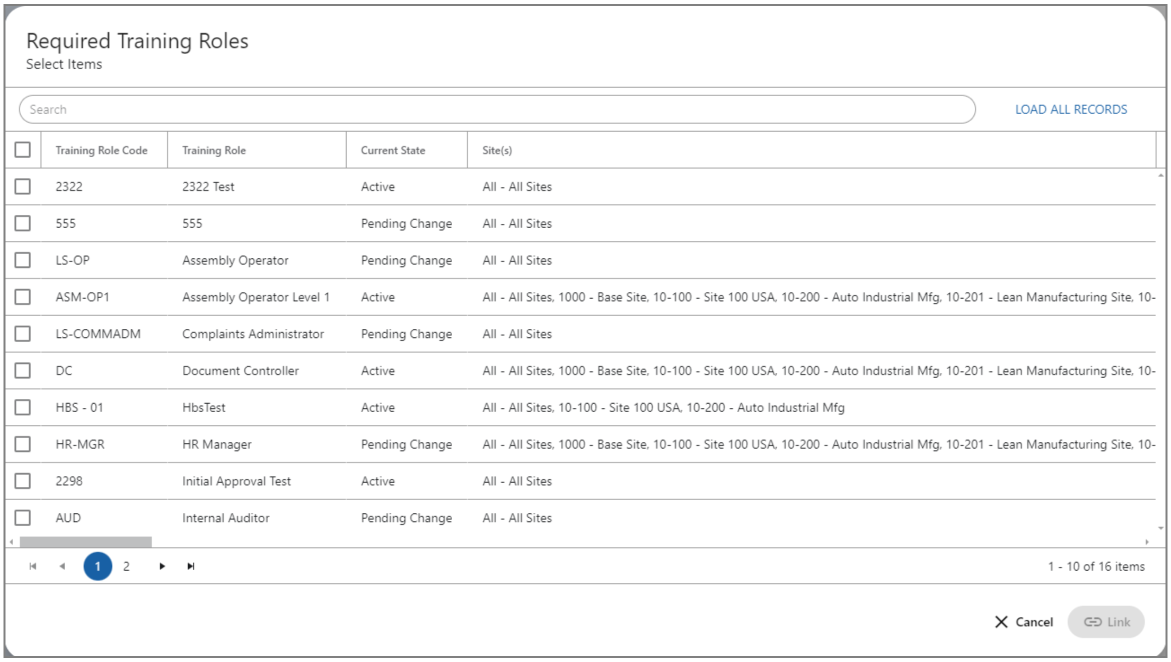
Linking Training Roles to an Employee Title

1. In the Employee Titles detail screen, navigate to the Training Roles tab.

Note: A specific employee title can require multiple training roles, which is generally the case if your company uses generic training roles, such as those related to safety and quality, across the organization.

2. To add an existing training role to the employee title, click the Link button in the Required Training Roles field. A new window opens.
3. Select the check boxes for any training roles that you want to link to the employee title. You can select multiple roles at a time.

Fig. 18: Choose Items to Link Dialog



4. Click OK, then click Save to save the record.

Training Roles

Use Training Role records to define a specific role in the organization, along with the skills required for the role.

Training roles are logical groupings of training and certification requirements, and allow you to separate requirements from business roles, which are referred to as employee titles in the system.

Each employee title or position can have one or more required training roles, and each training role can belong to one or more employee titles. If you give a training role the same name as an employee title, the training role is used to manage requirements specific to the employee title. However, many organizations use training roles to manage requirements across many employee titles.

An example of a role that goes across many employee titles is a Plant Safety training role. Every person at an organization requires the skills associated with this role. Instead of adding each skill to every training role, you can create a generic training role and manage the skills as a group. You then assign the training role to every employee title that needs the same skills.

> *Note*: When you create a new skill, the system automatically adds the new skill to a training role based on the skill type associated with the skill. See "Skill Types" on page 19.

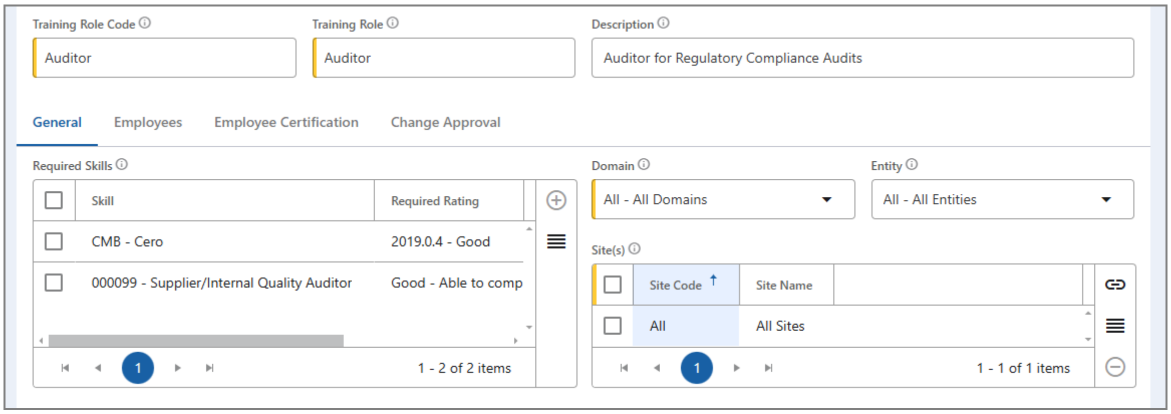
Another generic training role example is that of Production Quality. You can assign a role of this type to the employee titles of all employees involved in the manufacture of products.

You can also use training roles to set up an employee training program for a specific job function, to set up an on-boarding process, and to set up ad hoc training. Group multiple skills and assign them to a training role, which then makes up the curriculum for the employee training.

Training Roles are used in the following processes of the Training Management module:

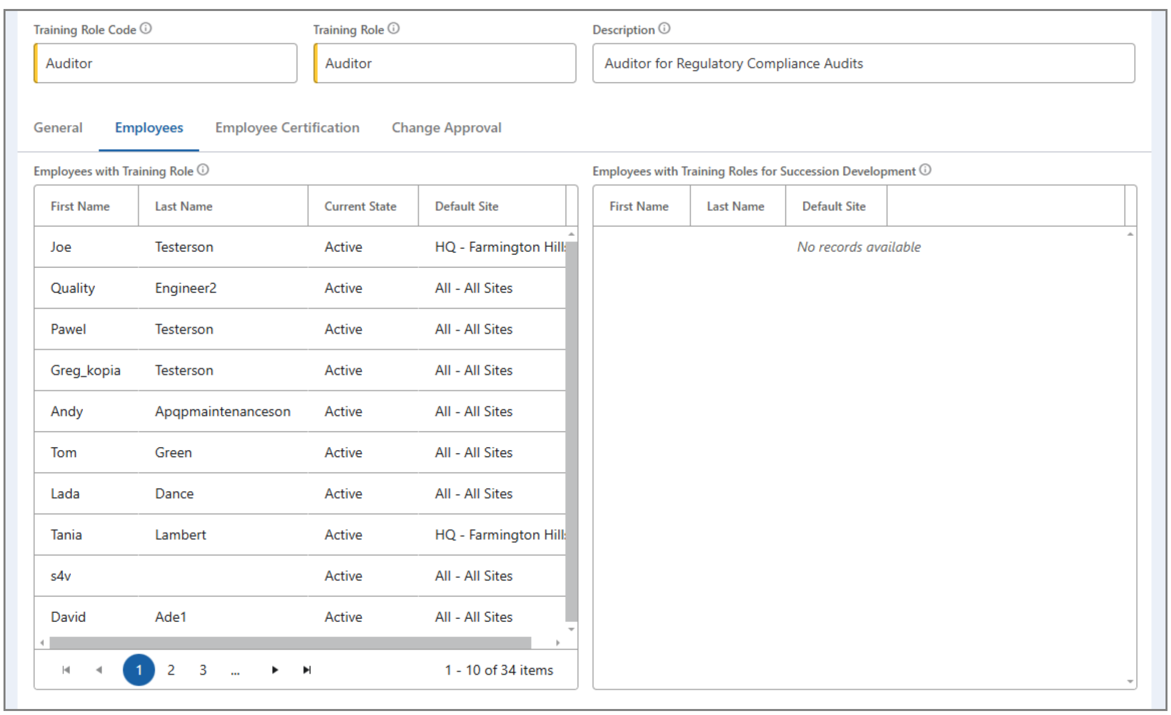
- By Employee Title records to determine the training that employees with that title require. See "Employee Titles" on page 35.
- By Employee records to determine the training that the employee requires. See "Employees" on page 55.

Fig. 19: Training Roles screen, General tab



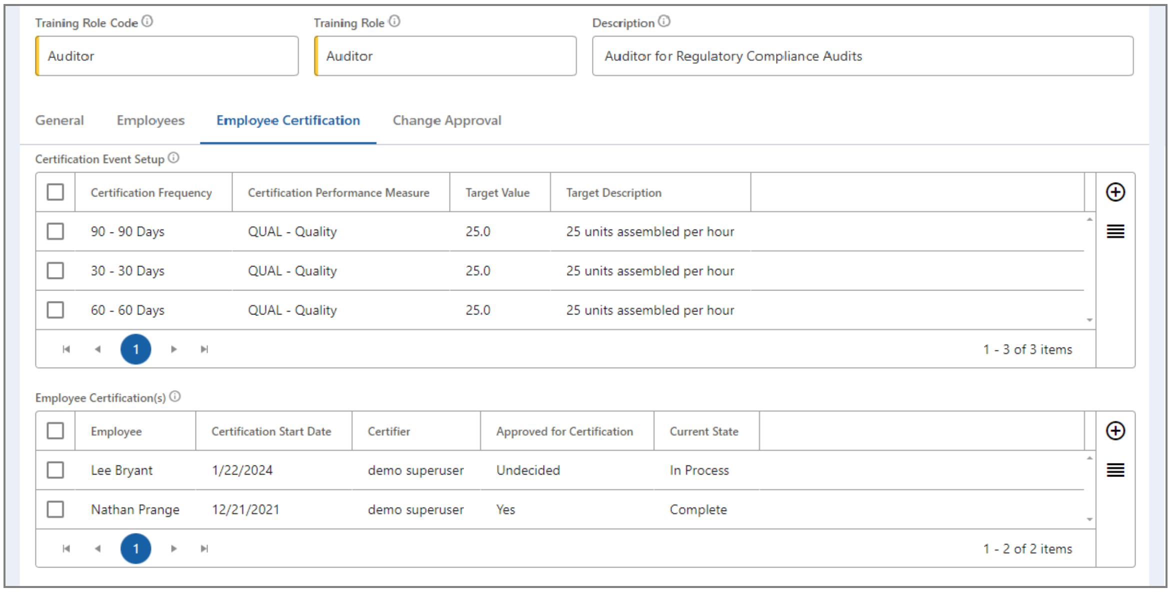
The General tab is used to define the basic details of a training role.

Fig. 20: Training Roles screen, Employees tab



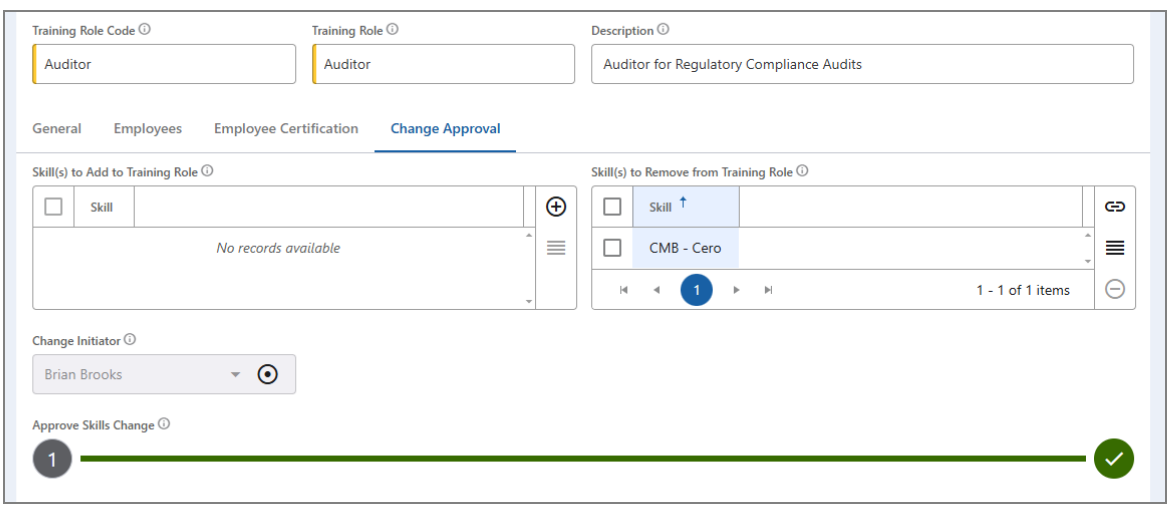
The Employees tab supplies a list of employees with the selected training role, as well as employees who have the training role as part of succession development. These fields are display only, and are populated from the Employees process.

Fig. 21: Training Roles screen, Employee Certification tab



Use the Employee Certification tab to set up the employee certifications and certification event setup. See "Employee Certifications" on page 70 to learn more information.

Fig. 22: Training Roles screen, Change Approval tab



Use the Change Approval tab to initiate and document changes to the selected training role. The training role record must be in the Pending Change state in order to add or remove skills.

Training Role States

This section defines each state available in the workflow for the Training Role process. See "State Change Security" on page 115 to learn more about how these states transition.

Initial Setup (Default). A training role that is in the process of initial configuration.

Initial Approval. A training role that is awaiting approval for the initial skill setup.

Active. A training role that is actively used.

Pending Change. A training role that is awaiting approval for a pending change to its state.

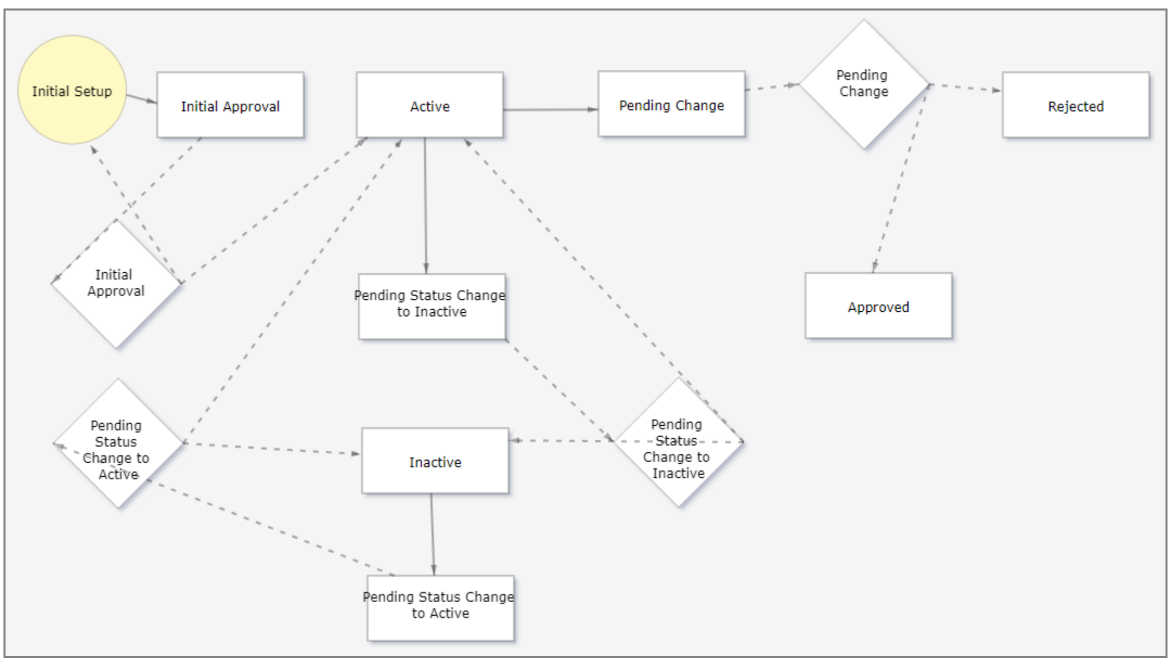
Pending Status Change to Active. A training role that is awaiting approval for a pending change to the Active state.

Pending Status Change to Inactive. A training role that is awaiting approval for a pending change to the Inactive state.

Approved. A training role that has been approved.

Rejected. A training role approval has been rejected.

Inactive. A training role that is not currently active.



Training Roles Tasks

Adding a New Training Role

1. There are two ways to add a new training role:
   a. When creating a new Employee Title record, select the "Automatically Create Training Role" check box. Once the record is saved, the training role is created and can be opened from the Training Roles tab. See "Employee Titles" on page 35 for more information.
   b. Select Training Roles from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the training role code and name . Note that the Display Expression field combines the two values; this is how users will look up this training role.

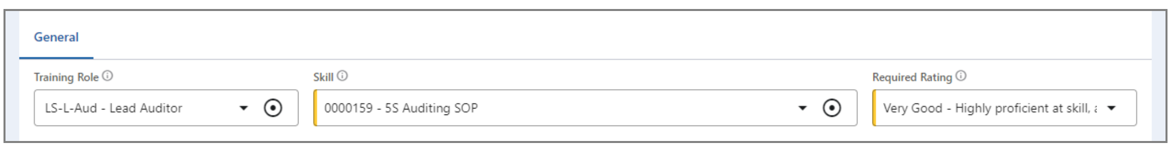
Note: If the training role was created from an employee title record, these fields are already populated.

3. Enter a description of the training role.
4. Click Save to save the new record. When selecting the next state, click Initial Setup.

Adding Skills to a Training Role

1. In the Training Roles detail screen, navigate to the General tab.
2. Click the Add New Item button in the Required Skills field to add required skills to the training role. A new screen opens.

Fig. 23: Required Skills



3. In the Skill drop-down list, select the appropriate skill.
4. In the Required Rating field, specify the rating that an employee needs to attain for the training role.

Note: The system compares the required rating for the training role/skill combination to the skill rating of employees who have this training role. If an employee's current rating for the skill is less than the skill rating associated with the employee's training role, the system automatically indicates that the employee needs training.

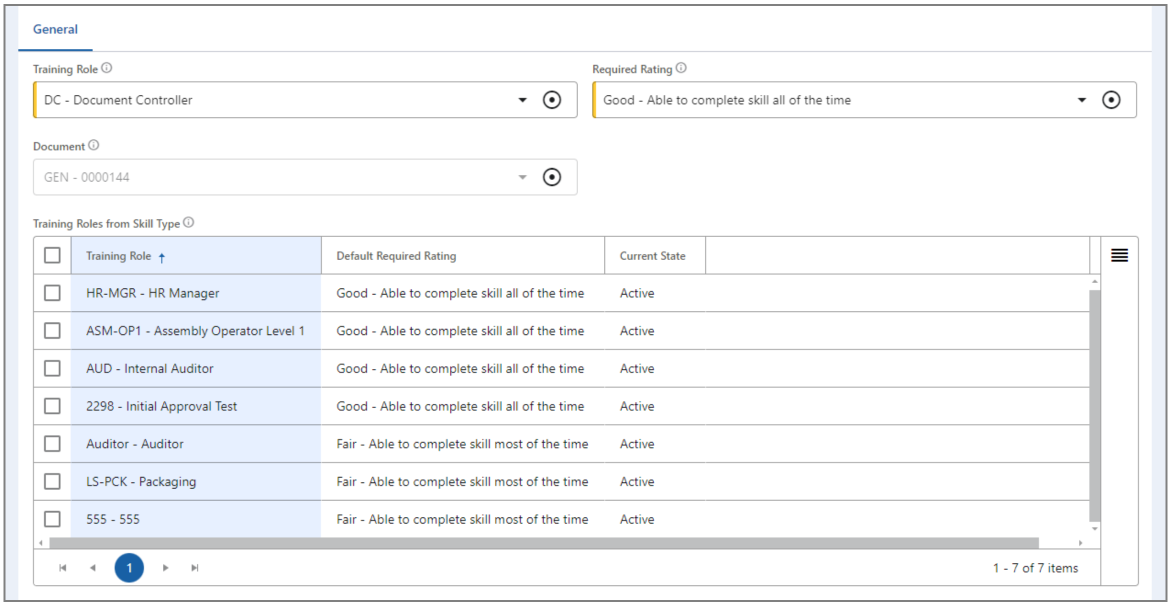
5. Click Save to save the skill.
6. Back in the main process screen, click Save to save the record. When selecting a state, click Initial Setup.

Adding a New Skill to a Training Role via Documents

When a document is in the Draft state, you may choose to create a new skill based on that document. If you do so, you can add the new skill directly to one or more training roles.

1. In a draft document, navigate to the Skill and Training tab.
2. Select the "Automatically Create New Skill" check box. A new field appears titled Training Roles for New Skill.
3. Click Save to save the document. When selecting a state, click Draft.
4. Click the Add New Item button in the Training Roles for New Skill field. A new screen opens.

Fig. 24: Document Skill Training Roles screen

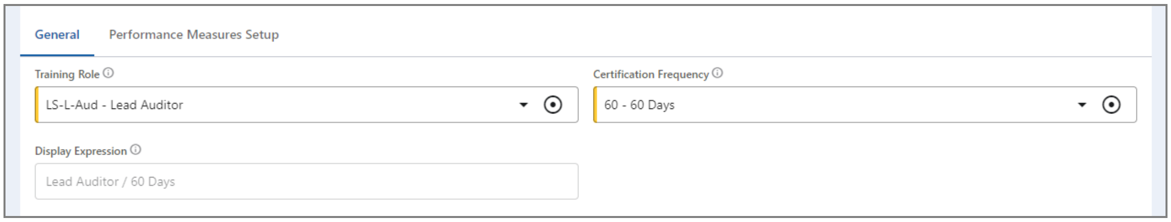


5. Select a training role and the required rating.
6. Click Save to save your selection, then click Close.
7. Repeat steps 4-6 for each training role.
8. Back in the main process screen, click Save to save the record. When selecting a state, click Draft.

Adding Certification Events to a Training Role

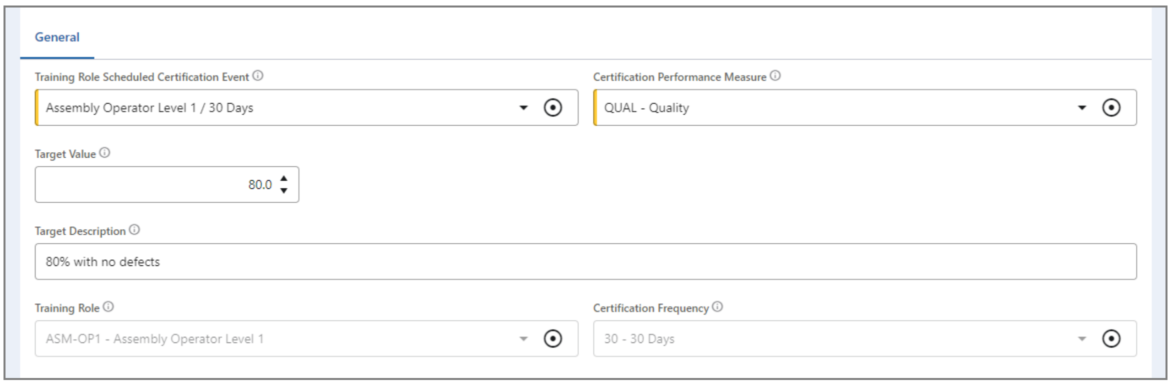
1. In the Training Roles detail screen, navigate to the Employee Certification tab.
2. To add a new certification event, click the Add New Item button in the Certification Event Setup field. A new screen opens.

Fig. 25: Training Role Certification Event



3. Select a certification frequency. Note that the Display Expression field combines the values from the Training Role and Certification Frequency fields, which is how users will look up this training role certification event.
4. Click Save.
5. To add performance measures for the certification event, return to the certification event screen, navigate to the Performance Measures Setup tab, and click the Add New Item button in the Target Performance Measures field. A new screen opens.

Fig. 26: Training Role Certification Performance Measures



6. In the Certification Performance Measure field, select a performance measure.
7. Enter a target value for the performance measure, or enter a target description if the target value cannot be described with a numerical value.
8. Click Save.
9. Back in the main process screen, click Save to save the record. When selecting a state, click Pending Change.

Note: Once the state moves to Pending Change, no fields can be changed until the pending change is approved or rejected.

Approving Changes to a Training Role

1. The people responsible for approving a training role (members of the Training Administrator security role) are automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the role for approval).
2. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.

3. Upon opening the inbox, click the approval item under the Training Management group to show the action icons. Then click the Open icon. The screen navigates to the role's detail screen.
4. In the detail screen, navigate to the Change Approval tab and scroll down to the Approve Skills Change field. Click the Approve/Reject button. A small window appears.
5. In the Sign Off window, enter your password and either approve or reject the change. Use the comments field to document any information about your decision. Comments are required for rejection.

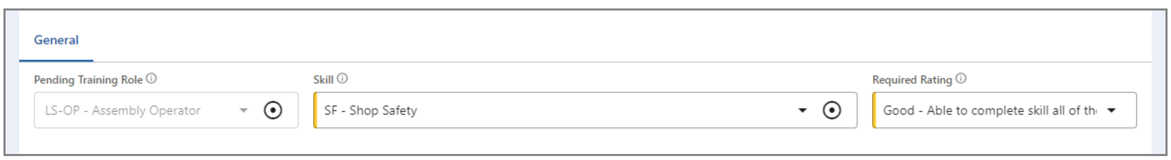
Note: Once all members of the approval process have finished, the training role becomes active and ready for use.

Making Changes to a Training Role

A minor change is typically considered to be any change to the General tab or to the Employee Certification tab. A major change is typically considered to be adding or removing required skills.

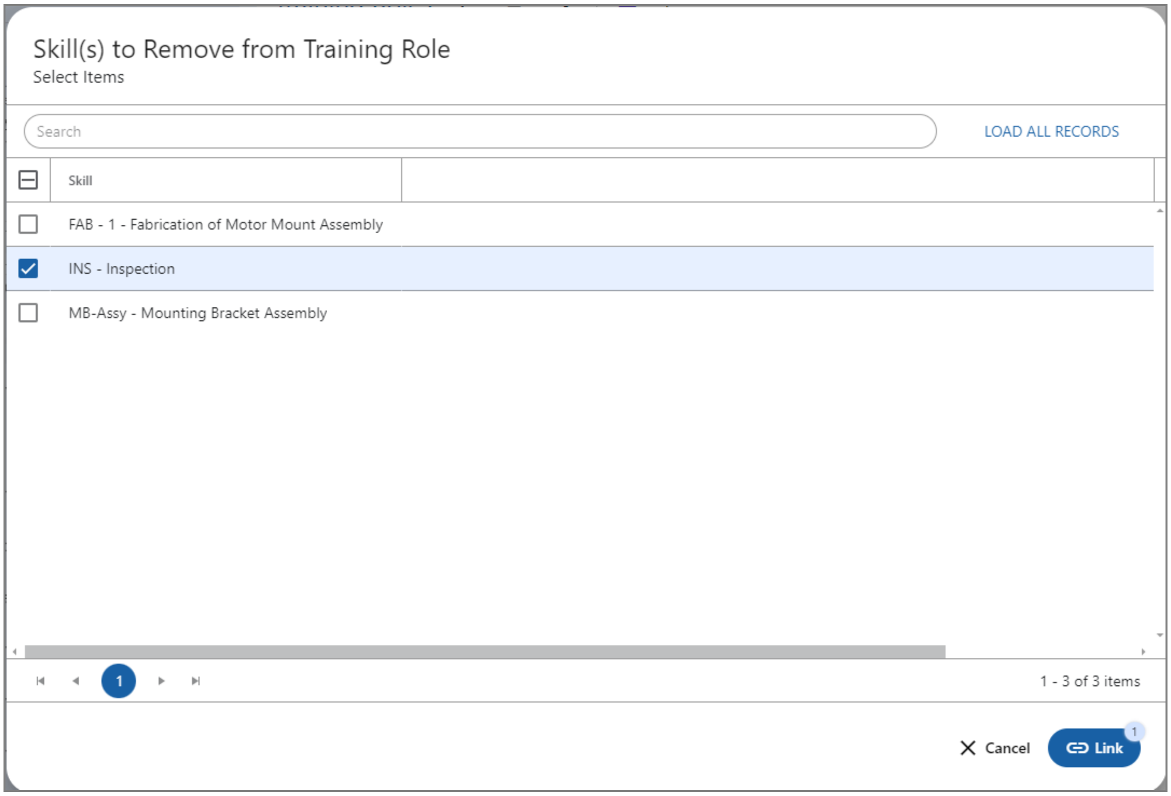
1. In the Training Roles detail screen, navigate to the Change Approval tab.
2. Click the Add New Item button in the Skills to Add to Training Role field. A new screen appears.

Fig. 27: Training Role Skills screen



3. Select a skill and required rating for that skill using the drop-down fields. Then click Save.
4. Click the Link button in the Skills to Remove from Training Role field to remove a skill currently linked to the training role. A window appears.

Fig. 28: Skills to Remove from Training Role window



5. Select the check box beside each skill you want to remove, then click OK.
6. Click Save to save the record. The system sends a notification that a change to the training role is pending approval. See "Approving Changes to a Training Role" on page 45 for more information.

Skills

Skill records allow you to document the different learning activities or abilities within the organization, and to provide a common name for tasks or jobs.

Use skills to define an ability or competency for a given process. The Skills record is one area where you define skill training questions, which set the basis for training employees to evaluate proficiency. When all required setup is complete, skill records provide a method of identifying training needs within the organization for that skill.

You can associate skills with controlled documents in the Document Control module, and then define skill training questions for the document associated with a skill. Using the skill questions, you can test an employee's understanding of the changes made to a document revision.

When you create a training event, either on an ad hoc basis or through a document revision change, the list of predefined questions for a skill is automatically populated when you create the training event log for the skill. Employees can then test their knowledge of a skill by answering all questions in the training event log. When an employee completes the training event log, the system calculates the employee's new skill rating based on the total score percentage and the predefined automated rating criteria from the skill type. See "Skill Types" on page 19 for more information on automated rating setup.

Skills are typically associated with training roles. However, an exception to this process occurs if you associate an ad hoc skill directly to an employee who is not assigned to a training role. This ad hoc approach requires additional effort to maintain if the training architecture is complex. See "Training Roles" on page 39.

Skills are used in the following processes of the Training Management module:

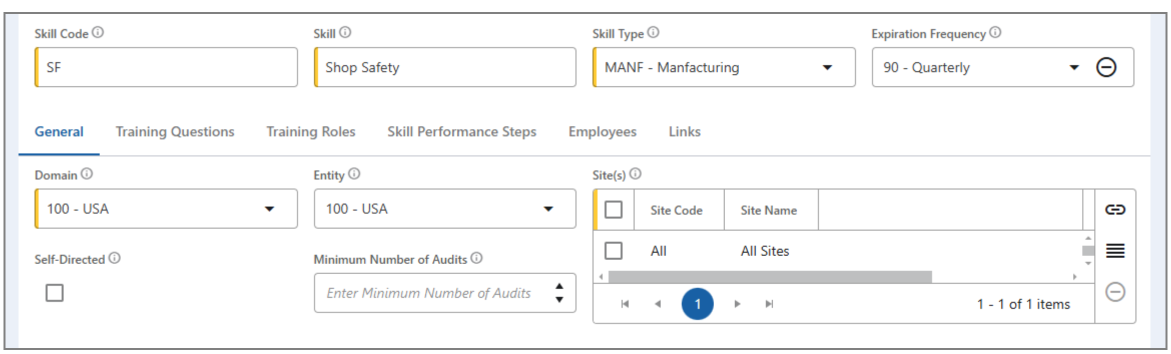
- Training Role records, where you set required ratings for role and skill combinations. Skill ratings define the skill proficiency level that an employee in a particular role should have. See "Training Roles" on page 39.
- Employee records, where you set a rating for an employee's proficiency at a skill. See "Employees" on page 55.
- Training Event records, where you identify the skills that a training event covers. See "Training Events" on page 79.
- Training Event Log records, where the employee/skill combination is logged, along with test question results and the employee's new skill rating. See "Training Event Logs" on page 88.
- Employee Skill records, where you maintain the latest training information and rating for an employee/skill combination. See "Employee Skills" on page 65.

  Note: By comparing an employee's current rating for a skill with the required rating for that skill for the employee's role, the system automatically determines if the employee needs training for that skill.

- Documents, where skills are used to establish a relationship between a document and a skill. A document generally describes the method for completing a particular skill. See the Document Control user guide for more information.

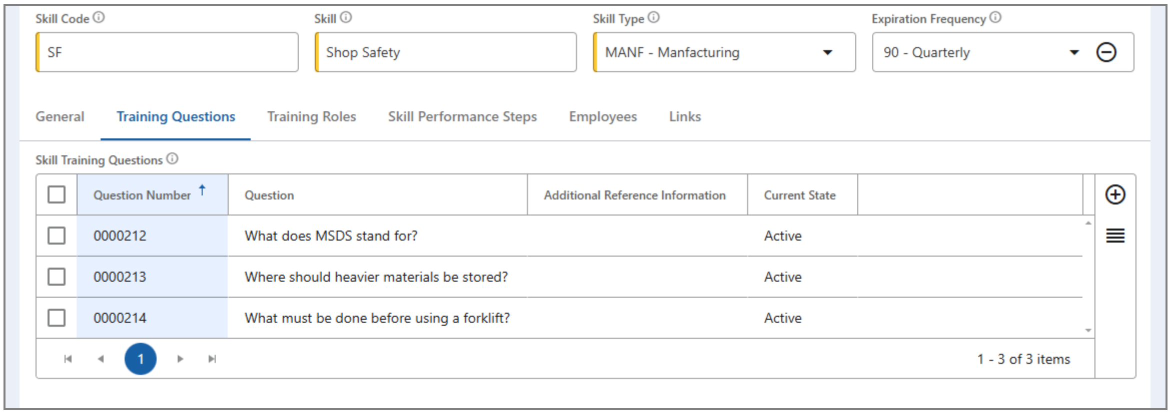
  Note: When the relationship between a document and a skill is established, each document version can automatically create a training event. The training event in turn triggers the training of employees who require or already have the skill defined on the new version of the document.

Fig. 29: Skills screen, General tab



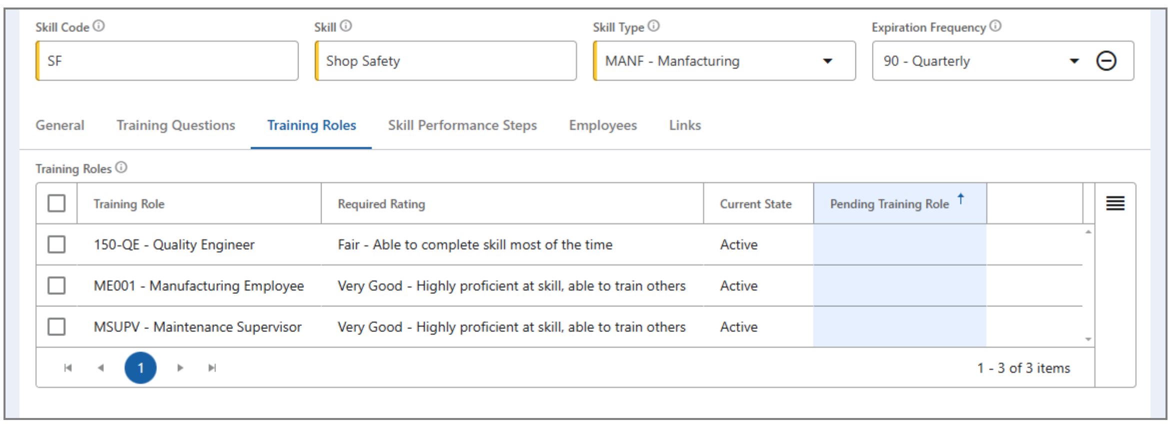
The General tab is used to define the basic details of a skill, including the minimum number of audits and an indicator of whether the skill is qualified for self-directed training.

Fig. 30: Skills screen, Training Questions tab



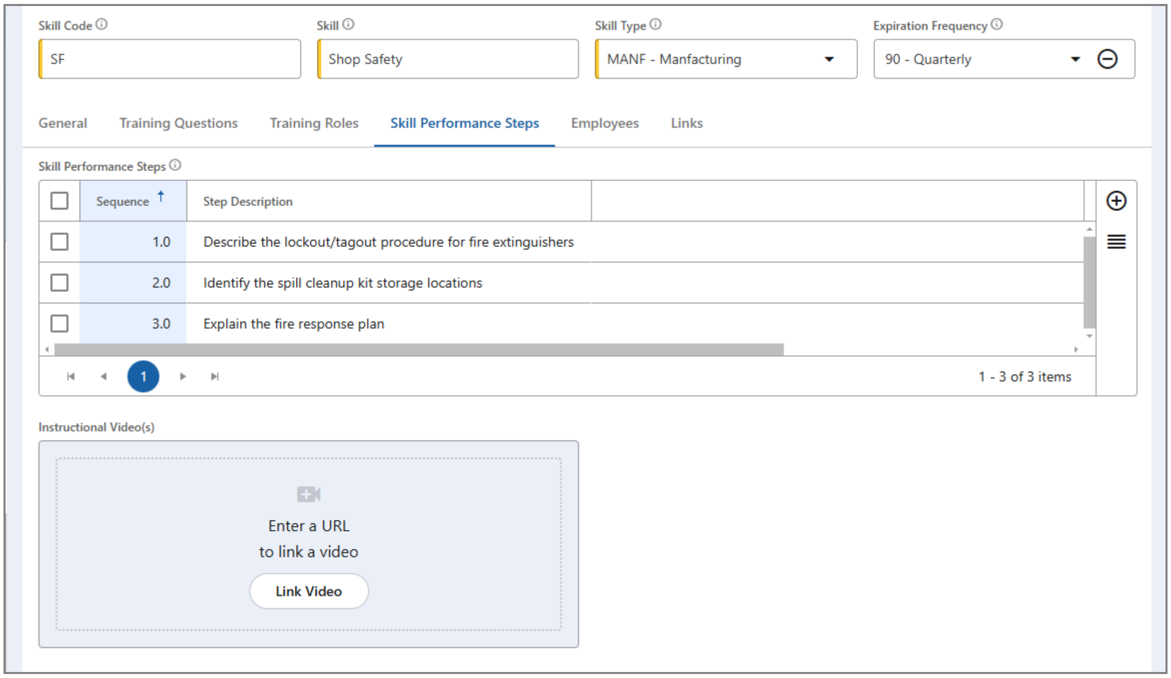
Use the Training Questions tab to create one or more questions that training event participants are required to answer to ensure their understanding of the skill.

Fig. 31: Skills screen, Training Roles tab



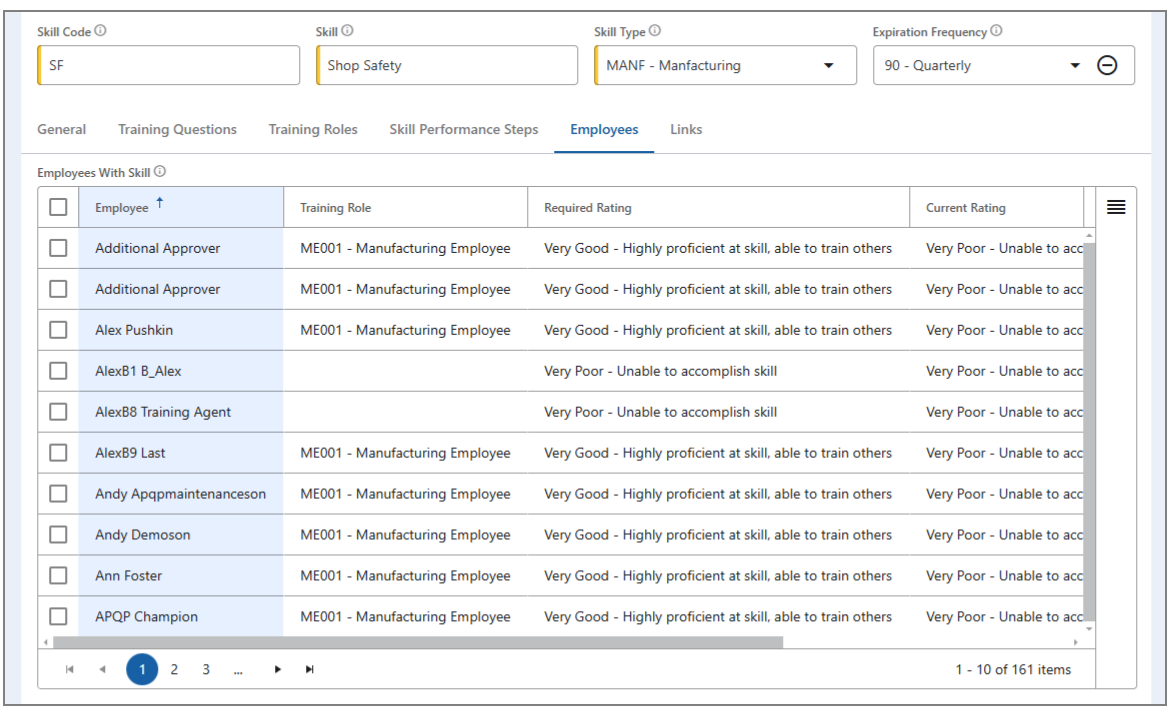
The Training Roles tab contains a list of training roles that use the selected skill as a requirement for the role. Training roles can only be added to this list from the Training Roles process. See "Adding Skills to a Training Role" on page 43.

Fig. 32: Skills screen, Skill Performance Steps tab



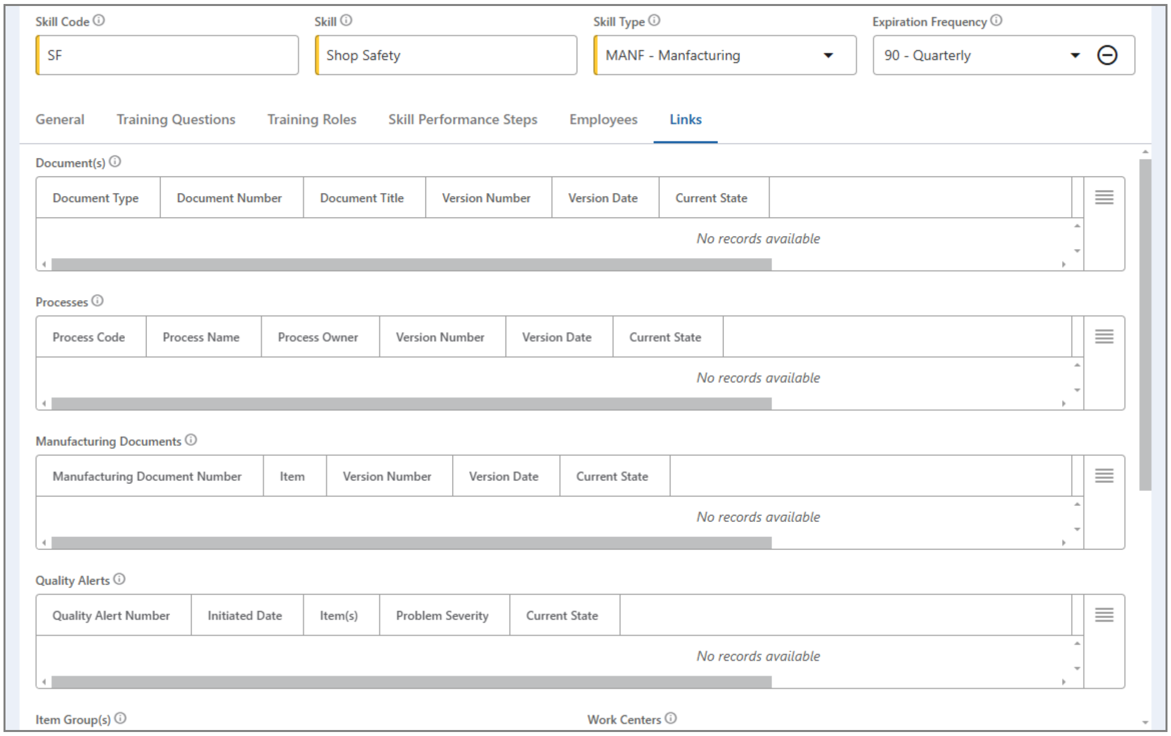
Use the Skill Performance Steps tab to document the general steps that should be completed when performing the selected skill. These steps can be included as part of an Employee or Training Role certification event. Additionally, you can upload a video that supports the skill. Videos must be .mp4-based URLs or a YouTube link.

Fig. 33: Skills screen, Employees tab



The Employees tab supplies a list of employees with the selected skill. This field populates automatically when a training role is assigned to an employee. See "Adding a New Employee Record" on page 60.

Fig. 34: Skills screen, Links tab



The Links tab supplies a list of documents, processes, manufacturing documents, and quality alerts that are linked to the skill. These fields populate automatically if the skill was created from these processes.

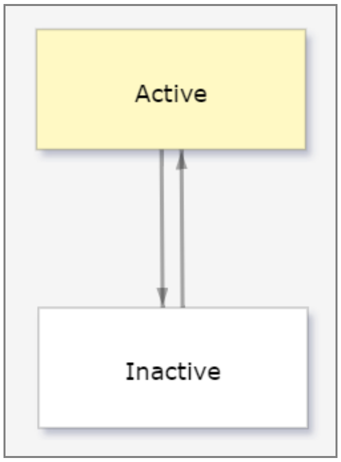
- See Documents in the Document Control user guide
- See Quality Alerts in the NCR & CAPA user guide
- See Processes and Manufacturing Documents in the APQP Libraries user guide

Skills States

This section defines each state available in the workflow for the Skills process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). A skill that is actively used.

Inactive. A skill that is no longer in use.



Skills Tasks

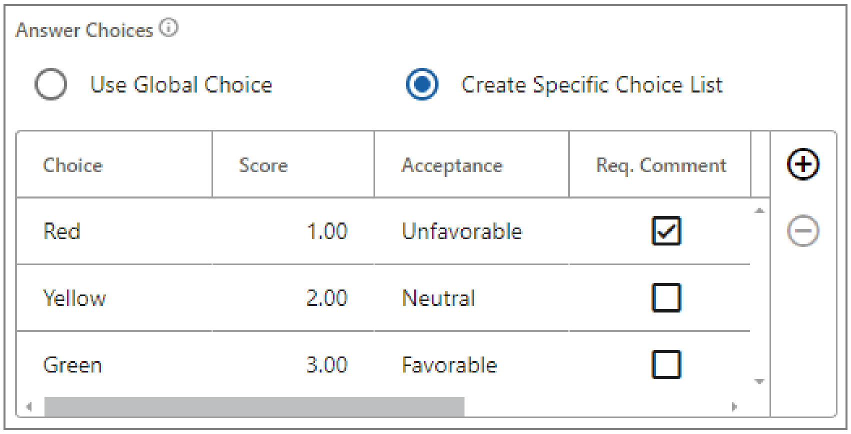
Adding a New Skill

1. Select Skills from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Enter values for the skill code and name. Notice how the Display Expression field combines the two values; this is how users will look up this skill.
3. Select an appropriate skill type. See "Skill Types" on page 19.
4. If employees need to frequently re-train on the skill, select a skill expiration frequency. For example, first aid skills may need to be refreshed quarterly.
5. If this skill is qualified for self-directed training, then select the "Self-Directed" check box.
6. Click Save to save the new record. When selecting the next state, click Active.

Defining Training Questions for a Skill

1. In the Skills detail screen, navigate to the Training Questions tab.
2. Click the Add New Item button in the Skill Training Question field. A new screen appears.
3. Enter the question and any additional reference information.
4. Create multiple choice or true/false answer choices.
    a. **Use Global Choice.** You can select a pre-made answer choice from a list of very common choice scenarios, such as Yes/No, Scale 1-5, Pass/Fail, and more. This menu of answer types originates from the Global Choice process.
    b. **Create Specific Choice List.** You can create a list of choices specific to the record that you are creating. For example, if the question is "On which shift did this occur?" you can create a specific choice list such as A Shift/BShift/C Shift. Add a new choice by clicking the Add button under Choice Details.
5. Enter details for the answer choice. The score value for each choice must be unique.

Fig. 35: Answer Choices



6. Click Add New Record to keep adding choices. To remove a row, highlight the row and click Remove.

Note: The Maximum Score field is automatically calculated to the highest numeric score from the choice list.

7. Click Save to save the questions.
8. Back in the main process screen, click Save to save the record. When selecting the next state, click Active.

Adding Skill Performance Steps to a Skill

1. In the Skills detail screen, navigate to the Skill Performance Steps tab.
2. Click the Add New Item button in the Skill Performance Steps field. A new window appears.

Fig. 36: Skill Performance Steps screen

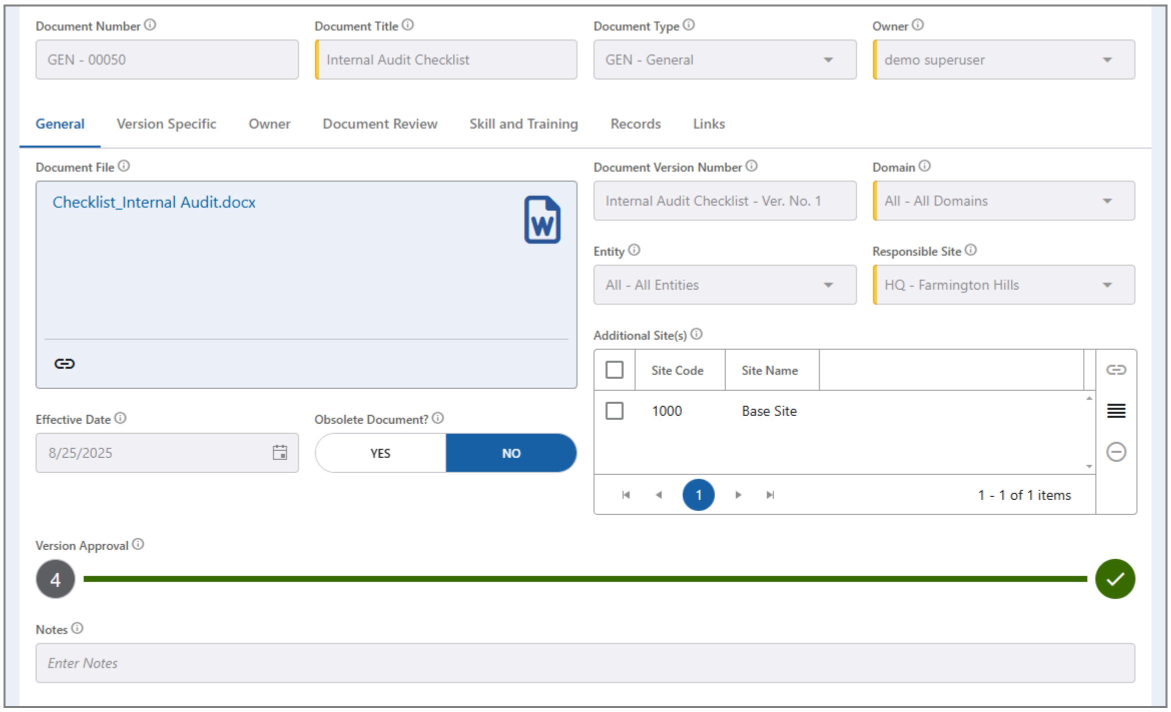
3. Enter a description of the performance step.
4. Select a sequence of the performance step.
5. Click Save to save the performance step.
6. Back in the main process screen, click Save buton to save the record. When selecting the next state, click Active.

Creating a Skill, Training Need, and Training Event from an Approved Document

See the Document Control user guide for more information about adding a new document. The instructions below do not cover all aspects of creating a document.

1. In the Document Control navigation group, select Documents.
2. In the Documents search screen, click the Add Item button. The Documents detail screen opens.

Fig. 37: Document Detail screen



3. Populate the required fields.
4. In the Document File field, click the Use Template or Add New File button to add the relevant document.

Note: See the Document Control user guide for step-by-step instructions on this task.

5. Navigate to the Skill and Training tab. Select the "Automatically Create New Skill" check box.
6. Click Save to save the new record. When selecting the next state, click Draft.
7. Add at least one skill training question per the instructions in "Defining Training Questions for a Skill" on page 52. Save the record to the state Awaiting Approval.
8. Select the "Requires Training" and "Create Training Event" check boxes.
9. Navigate to the Version Specific tab. Fill in the remaining required fields, then click Save.
10. To complete the approval process, each user listed in the Version Approval field must approve the document, in order of approval level.

Note: The document must be approved in order to proceed with the next steps in this task.

11. In the left navigation panel, navigate to the Training Management navigation group and open the Skills search screen.
12. Search for the skill created by the document (use the document title as a search criterion).
13. Open the Skill record.
    - The skill code is derived from the Document Number field.
    - The skill type matches the skill type set on the document type.
14. In the left navigational panel, open the Training Events search screen. Locate the training event created by the document approval and open it. Typically this is the most recently created training event.
    - The Document field displays the document title of the approved document.
    - The training event description is "New version training for document..."
    - In the Skills field, the skill created by the document is listed.

Removing a Skill from a Training Role after Training

To remove a skill from a training role after training has been completed for at least one employee:

1. In the Training Role detail screen, navigate to the Change Approval tab.
2. Change the state to Pending Change. Click Save.
3. In the Skill to Remove from Training Role field, click the Link button.
4. Choose one of the skills assigned to the training role. Click Save.
5. To continue with the process, each user listed in the Approve Skill Change field must approve the change. After approvals are complete, the training role moves to the state Active.
6. In the Employees field of the Employees tab, open the Employee detail record for an employee listed.
7. In the Employee detail record, navigate to the Training/Certification Information tab. The skill now has a state of Historical Requirement.

Employees

Use Employee records to identify personnel in the company with responsibilities for performing specific job functions, to assign tasks to employees, and to assess employee training needs.

An Employee record must contain information regarding an employee's title, training roles, skills, certifications, and training logs. Additionally, the Employee record allows you to assign security roles that grant the employee access to the system.

Each employee title has one or more training roles defining the skills the employee requires and the rating required for the skills. Using the employee-employee title-training role relationship, the system determines what training an employee requires by analyzing the employee's current rating for a skill against the required rating for that skill. Aside from an employee possessing an insufficient training rating, there are two other reasons they may require training: 1) the skill frequency expired, or 2) the skill is related to a document that underwent a significant change to warrant re-training.

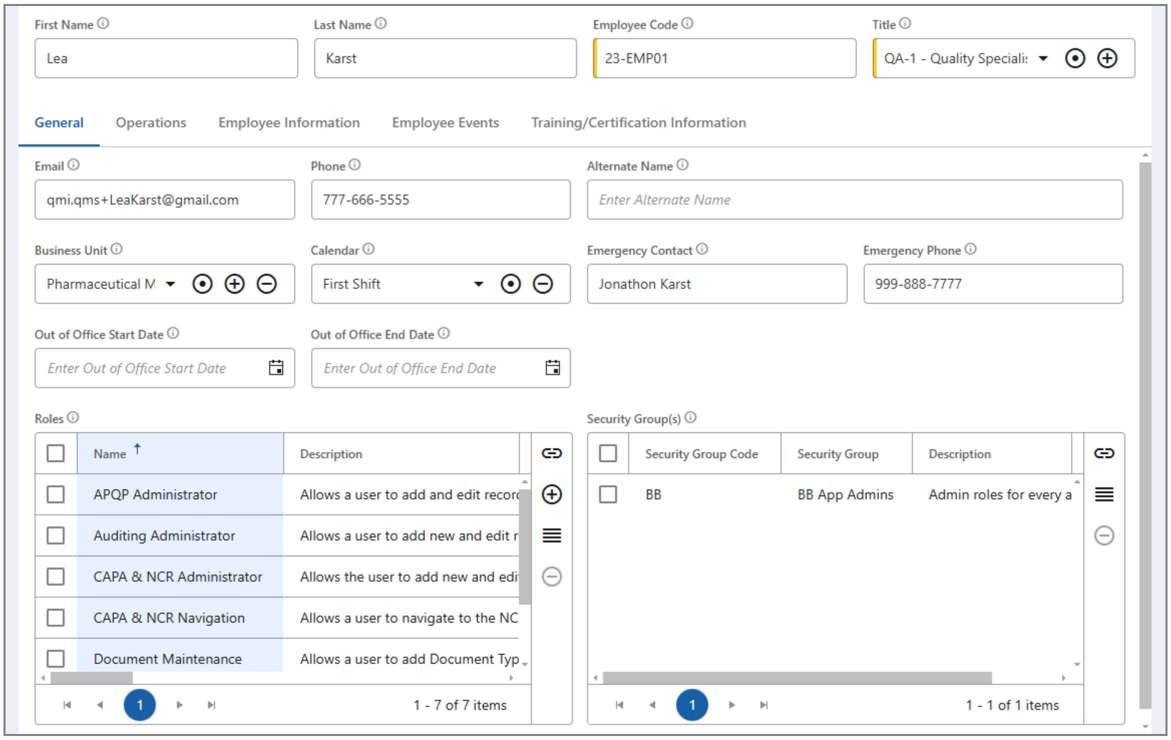
For an employee on the career path to a new job title, you can define a succession development program within the Employee record to track transition activities for the employee's move to the new role. When a succession development title is assigned to an employee, the training roles and skills for the title are automatically added in the employee record with a state of Non-Required Succession Planning. You may also add succession development training roles to an employee without having to link a succession development title.

Some processes in the EQMS system contain an ITAR (International Traffic in Arms Regulation) requirement, which restricts who can view, access, and interact with certain records within that process. If the "ITAR Compliant?" toggle field is set to YES on an employee's record, then they are granted access to ITAR restricted records. This field is only viewable if any of the sites linked to the employee have ITAR requirements.

Employee records are used in the following processes:

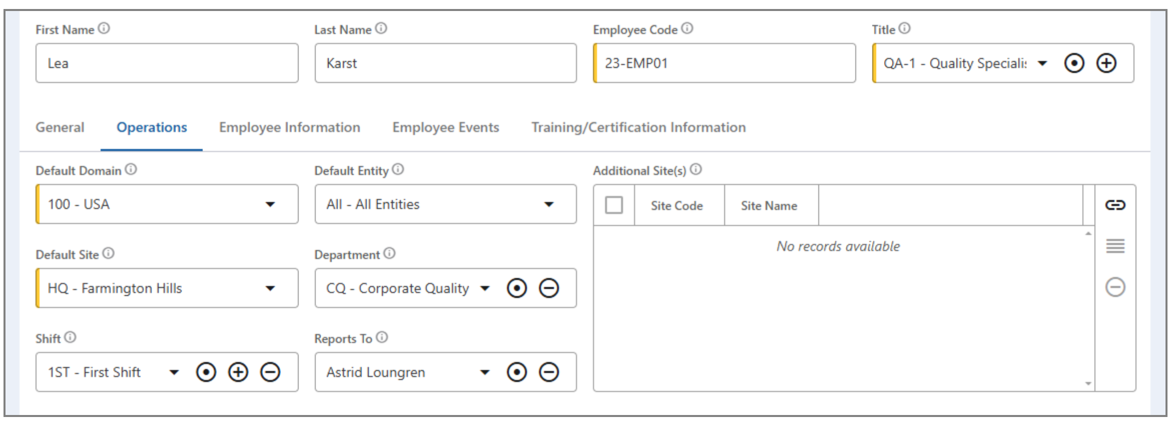
- By Employee Skill records to define the employee part of the employee-skill relationship, as well as the employee's current rating for the skill. See "Employee Skills" on page 65.
- By Training Event Log records to define which employee was trained on which skill and to indicate what the employee's skill new rating is, based on the training. See "Training Event Logs" on page 88.
- By Employee Event records to track which employees took part in which training events. See "Employee Events" on page 68.
- By Employee Certification records, to define employees who are certified. See "Employee Certifications" on and "Employee Certification Events" on page 70.
- Other module processes to define responsibility and approvers for various processes.

Fig. 38: Employees screen, General tab



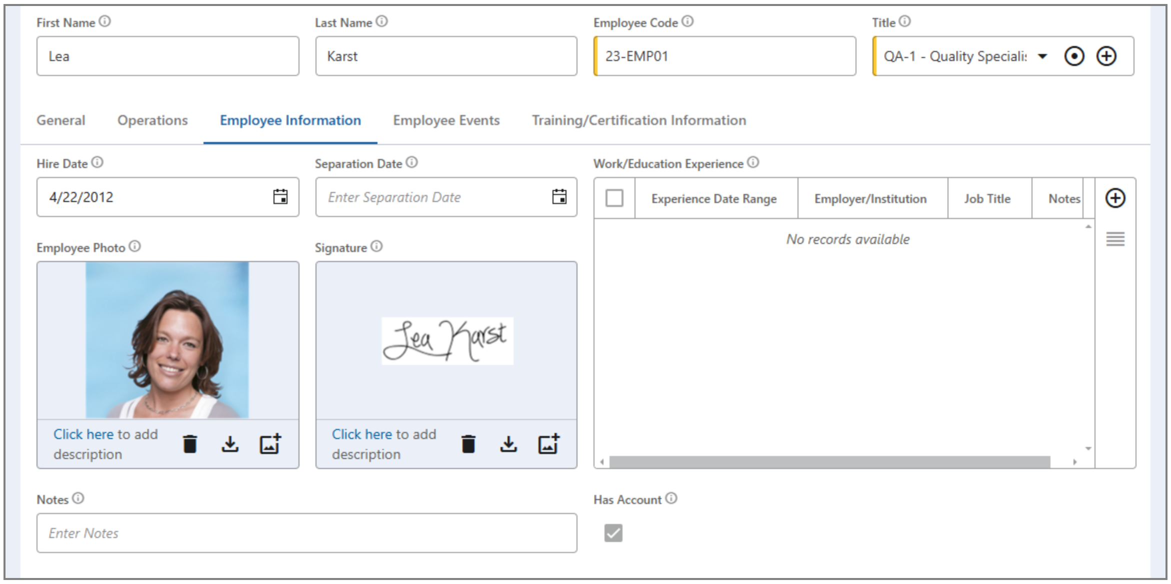
The General tab is used to define the basic details of an employee, such as their contact information, calendar type, security roles, and more. This tab also contains the "ITAR Compliant?" toggle field, though this field is only viewable if any of the sites linked to the employee have ITAR requirements. You can also specify the dates when an employee is out of office and when they plan to return.

Fig. 39: Employees screen, Operations tab



The Operations tab contains more employee information, including their department, reporting manager, and additional sites they may be involved with.

Fig. 40: Employees screen, Employee Information tab

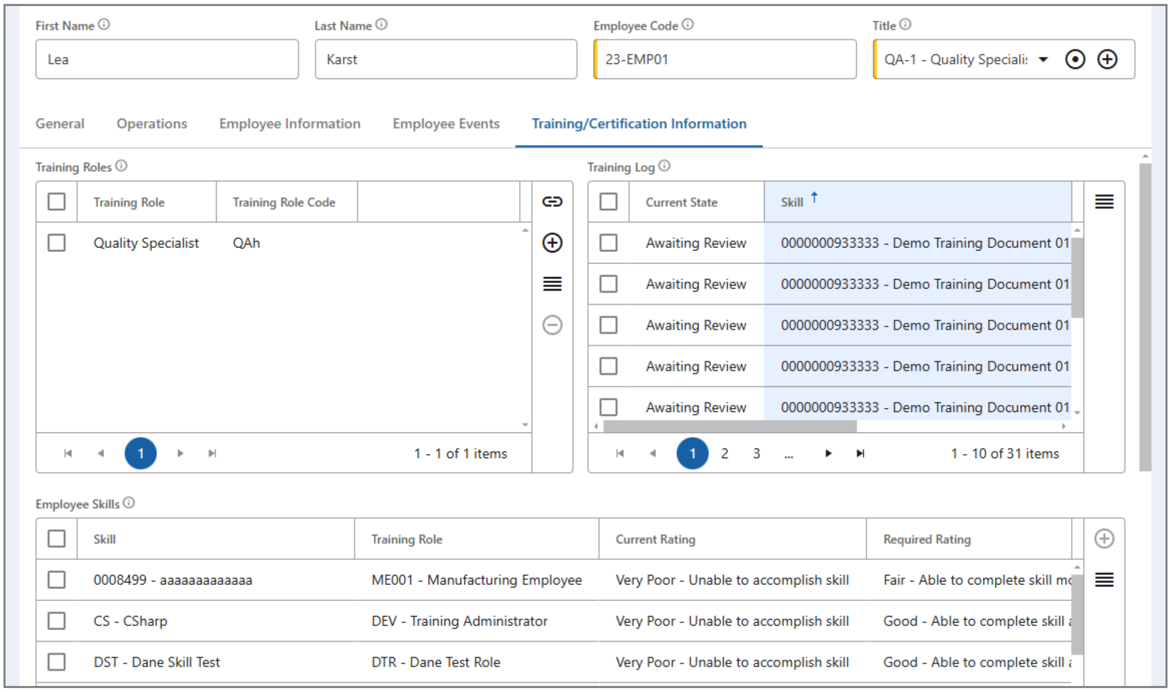


The Employee Information tab lists work and education experience, hire and separation dates (if applicable), an employee photo, and more. The "Has Account" check box indicates whether the employee has a user account in the system.

Fig. 41: Employees screen, Employee Events tab

Use the Employee Events tab to create a list of events involving the selected employee, such as a disciplinary action or a quality seminar. These events should not include training events. See "Employee Events" on page 68 for more information.

Fig. 42: Employees screen, Training/Certification Information tab



Use the Training/Certification Information tab to provide lists of an employee's training and certification history, including training roles, employee skills, training logs, and more.

The Training Roles field is automatically populated by the Title field once the employee record is saved. The Training Roles, in turn, populate the Employee Skills field with skills linked to each training role. The Succession Development Title field also brings training role skills to the Employee Skills field.

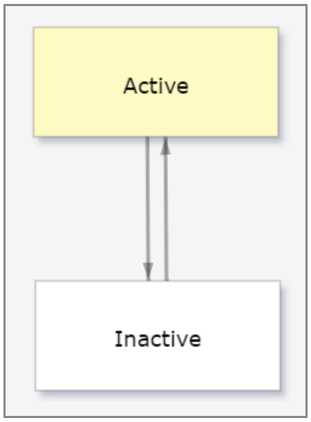
Note that when an employee is assigned an employee title, they are only required to have the training roles and skills linked to that employee title that are associated with the employee's site.

Employees States

This section defines each state available in the workflow for the Employees process. See "State Change Security" on page 115 to learn more about how these states transition.

Active (Default). An employee who is active.

Inactive. An employee who is inactive within the organization.



Employees Tasks

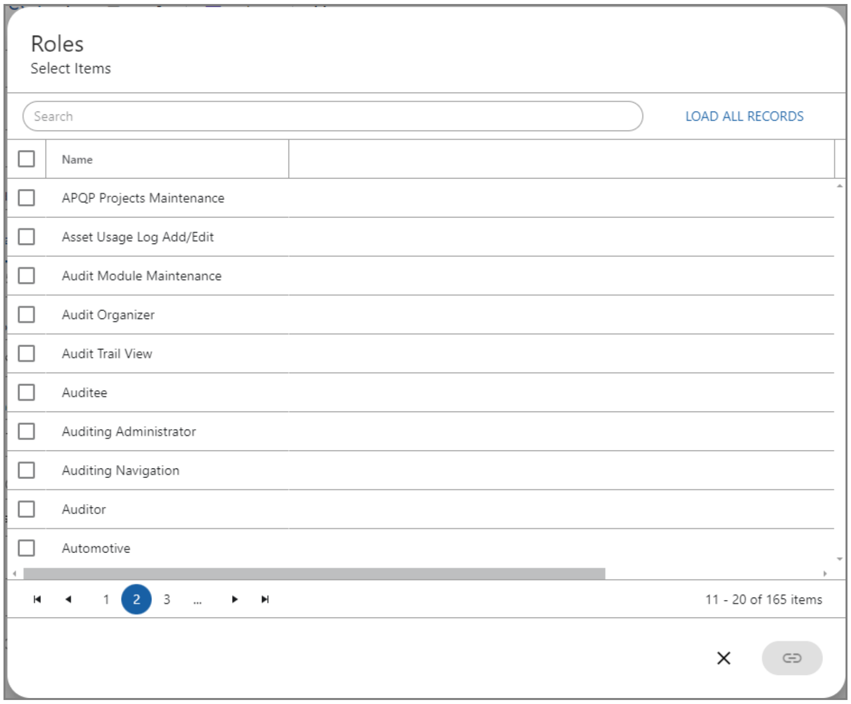
Adding a New Employee Record

1. Select Employees from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Specify the employee's first name, last name, employee code, title, and e-mail address. The system uses the e-mail address to send system notices to the employee.

Note: The Title field is linked to training roles that, once the record is saved, will automatically populate the Training Roles field.

3. Click the Link button in the Roles field. A new window appears.

Fig. 43: Role selection window



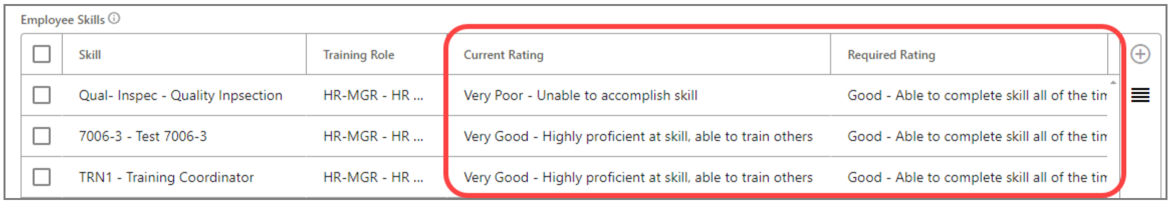
4. Select the check box beside each security group that the employee belongs to, then click OK.
5. Navigate to the Operations tab. Select a default domain and default site.
6. Indicate the person to whom the employee reports. The system sends any escalation notifications to the employee's manager.
7. If you have configured any security groups, select one or more security groups to which the employee belongs. Security groups define the security roles that apply to the employee.
8. Navigate to the Employee Information tab. Enter the hire date and indicate whether this employee has an EQMS account.
9. Click Save to save the new record. When selecting the next state, click Active.

Note: You can toggle between Active and Inactive as needed. When the state is Inactive, the employee record cannot be used for new records.

Manually Set an Employee's Current Skill Rating

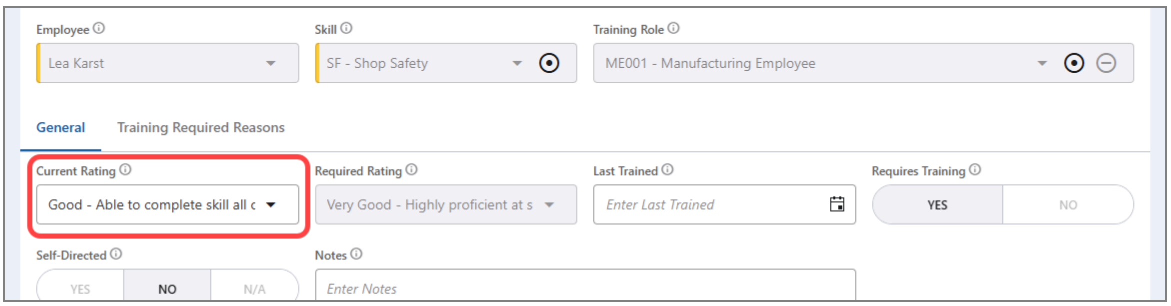
1. In the Employee record being edited, navigate to the Training/Certification Information tab.
2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.

Fig. 44: Employee Skills grid, Training/Certification Information tab



3. In the Current Rating drop-down list, choose the employee's new rating for the skill.

Fig. 45: Employee Skills



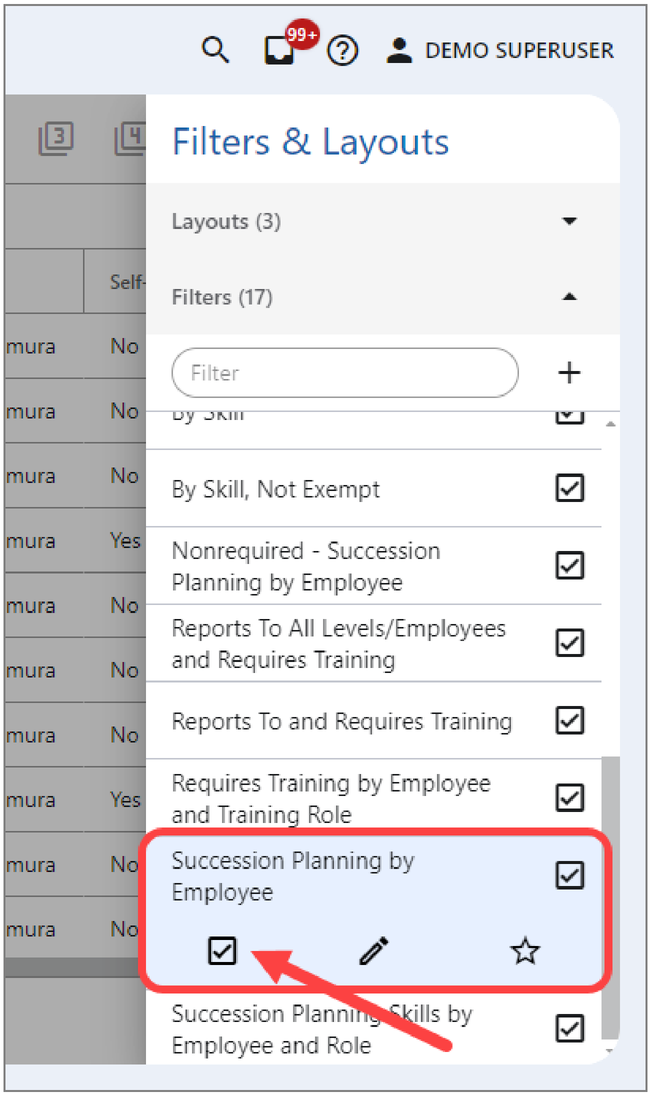
4. Click Save to save the record. When selecting the next state, click Active.
5. Click Close to go back to the main process screen. Then click Save to save the record. When selecting the next state, click Active.

Completing a Succession Development Workflow

1. Complete the following tasks to create an employee title, training role, and assign a skill to the training role for the employee's new succession title if the title does not already exist. A new employee title/training role combination is created with at least one skill assigned to the training role.
   - "Adding a New Employee Title" on page 38
   - "Adding a New Training Role" on page 43
   - "Adding Skills to a Training Role" on page 43
2. In the Employees search screen, locate the employee record that you want to update and double-click it. The record detail screen opens.
3. Navigate to the Training/Certification Information tab to view the employee's training information.
4. In the Succession Development Title field, select the Employee Title record that you created in Step 1. Click Save and select the state Active.
   - The Succession Development Title field shows the employee title from Step 1.
   - The skill linked to the training role is added to the employee skills with a state of Non Required – Succession Planning.
   - The Succession Development Training Role field displays the training role linked to the Succession Development Employee Title.
     - You may choose to select succession development training roles that are not linked to the succession development employee title.
5. Click the Show Items button in the Employee Skills field to open a search screen of the employee's skills.

6. Open the Filters panel and select the Succession Planning by Employee filter. Select the employee's name. The search screen is filtered to only show the skill added to the employee's record from the succession title.

Fig. 46: Succession Planning by Employee filter

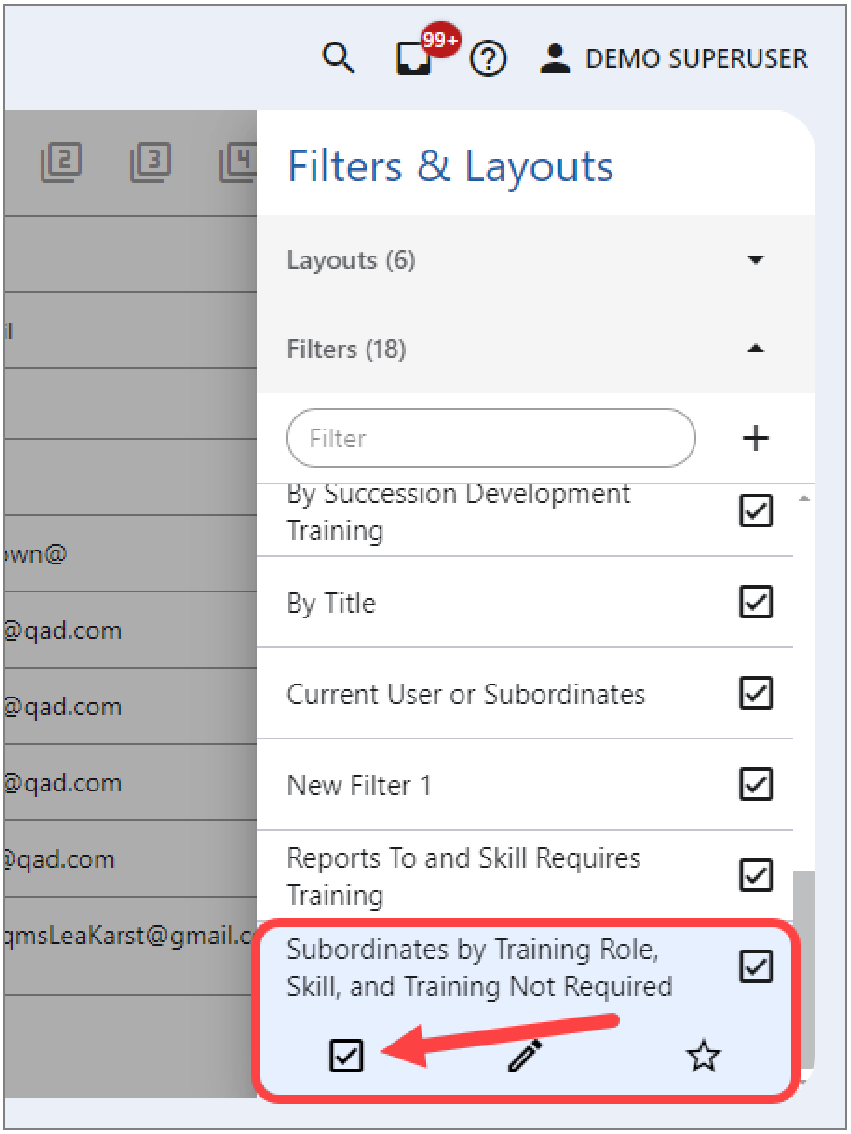


7. Once the employee has been trained on all the succession skills and meets the requirements to officially move to the new position, open the Employee record and navigate to the Employee Information tab.
8. Update the Title field to have the same title as the Succession Development Title field.
9. Click Save and choose the Active state. The record is saved and the Employee Title field is set to the employee title created in Step 1.

Finding Employees with Skills that Currently Need Fulfillment, as a Manager

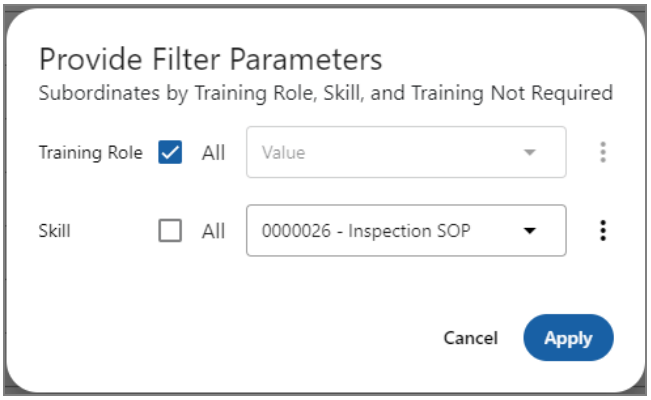
1. Select Employees from the left navigational panel.
2. Click the Filters icon, then select Show Filters & Layouts Panel.
3. Open the Filters list and select the filter Subordinates by Training Role, Skill, and Training Not Required.

Fig. 47: Subordinates by Training Role, Skill, and Training Not Required filter



4. Click Apply. A small window appears.

Fig. 48: Filter Parameters



5. Select a training role or a skill to provide filter parameters. You may select the check box beside All to select all training roles or skills; it is best practice to do this for the parameter you are not searching by.
6. Click OK.. The search screen is filtered to show the employees who fit within the filter parameters set in Step 5.

Employee Skills

Use Employee Skill records to track the training an employee performed for a skill. The training information captured includes the current rating for the training and whether training is required (e.g. due to a rating deficiency, a document change, or an expired review frequency).

If an employee has more than one role that requires the same skill, the employee can have multiple records for the skill. In this case, the skill is listed each time a different training role requires the skill. You can filter the employee skill list to determine which employees need training on which skills.

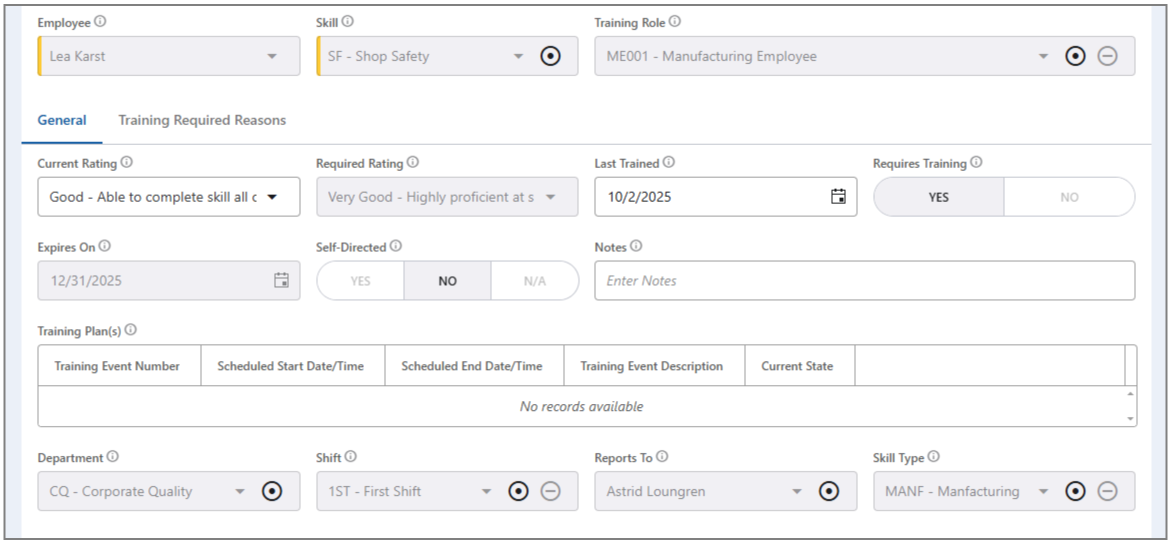
When an employee is required to have a new skill from a new training role, the system will look for an ad hoc Employee Skill record. If this record is found, the Training Role, Required Rating, and Requires Rating fields will be set appropriately, instead of creating another Employee Skill record.

Employee Skill records are automatically created or updated when any of the following events take place; therefore, you do not need to create an Employee Skill record manually:

- A new or changed required skill is added to an Employee record.
- A new or changed required skill is added to a role.
- An employee completes a training event with an employee-skill combination that does not already exist.

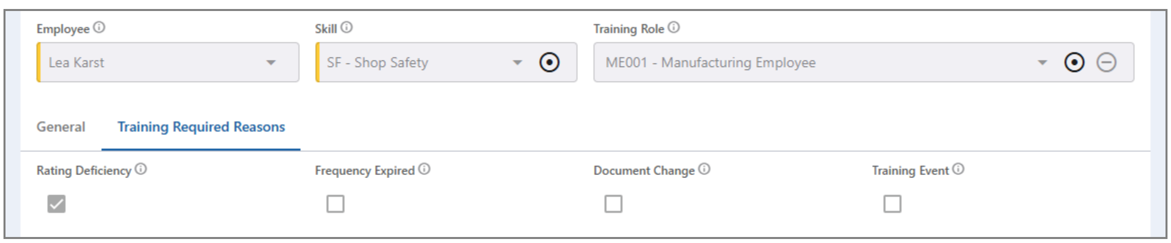
Note: If a skill expires within 30 days, the system sends a notification to a trainee.

Fig. 49: Employee Skills screen, General tab



The General tab is used to define the basic details of an employee skill. It includes information such as the employee's current skill rating compared to the required rating (and, as a result, whether the employee requires training).

Fig. 50: Employee Skills screen, Training Required Reasons tab



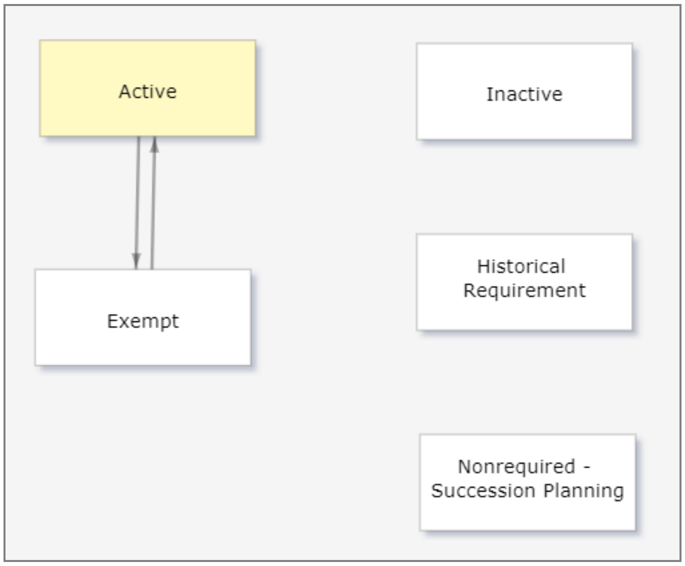
The check boxes in the Training Required Reasons tab determine why an employee requires training on a skill. These fields are automated.

Employee Skills States

This section defines each state available in the workflow for the Employee Skills process. See "State Change Security" on page 115 to learn more about how these states transition.

> *Active (Default).* The employee and skill combination is actively used to determine training needs.
>
> *Exempt.* The employee is exempt from requiring training on the selected skill.
>
> *Historical Requirement.* The employee skill is a requirement from a previous title and is no longer a requirement for training purposes.
>
> *Inactive.* The employee skill is no longer in use.

Nonrequired – Succession Planning. The employee skill is not required for the employee's current training roles and only displays for succession planning purposes.



Employee Skills Tasks

Changing the Current Rating of an Employee Skill

1. In the Employee record that you want to edit, navigate to the Training/Certification Information tab.
2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.
3. Click the Current Rating drop-down field and select the new rating.
4. Click the calendar icon in the Last Trained field and select the last date that the employee was trained on this skill.
5. Click Save to save the record. When selecting the next state, click Active.

Note: If the Current Rating is equal to or greater than the required rating, then the "Requires Training" field automatically changes to NO. This method of updating an employee's current rating should be reserved for initial system setup or new employees with training documentation; otherwise, training should be captured through training events.

Setting an Employee Skill to Exempt

1. In the Employee record that you want to edit, navigate to the Training/Certification Information tab.
2. In the Employee Skills field, double-click the record that you want to edit. The Employee Skills screen opens.
3. Click the state selection button and select Exempt.
4. Click Save to save the record.

Note: It is highly recommended that you document the reason the person is exempt from training in the Notes field.

Employee Events

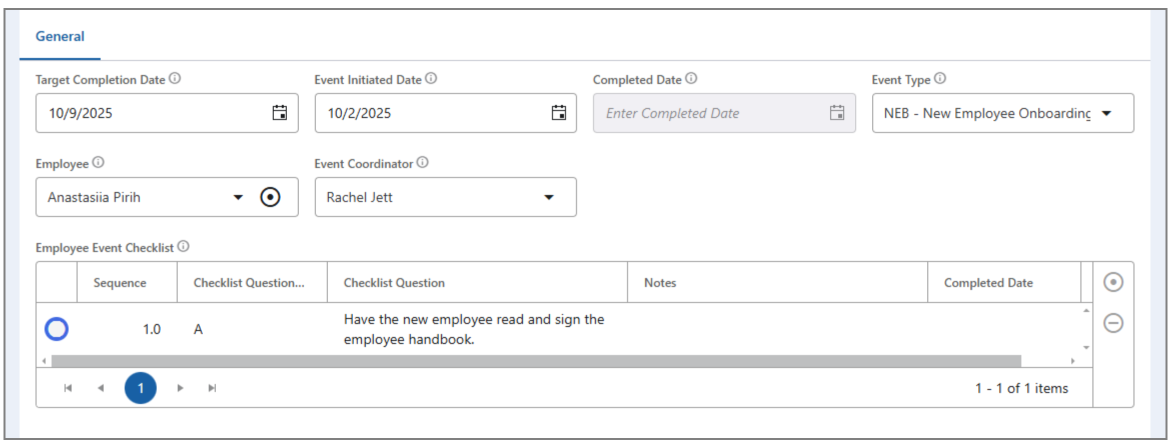
Employee Event records allow you to document significant events that may occur throughout an employee's tenure at the organization. The two main examples of employee events are on-boarding (when an employee joins the organization) and separation (when an employee leaves the organization). Another significant example of an employee event is disciplinary action against an employee.

Note: Employee events are a separate concept from training events.

For each employee event, you can create a checklist based on the employee event type. The checklist helps you ensure key items are not missed while you document the employee event. Typically, employee events are assigned to a coordinator who is responsible for managing employees. The checklist questions are pulled from the Event Type.

Employee events are generally associated with Employee records to capture events related to that employee.

Fig. 51: Employee Events process screen



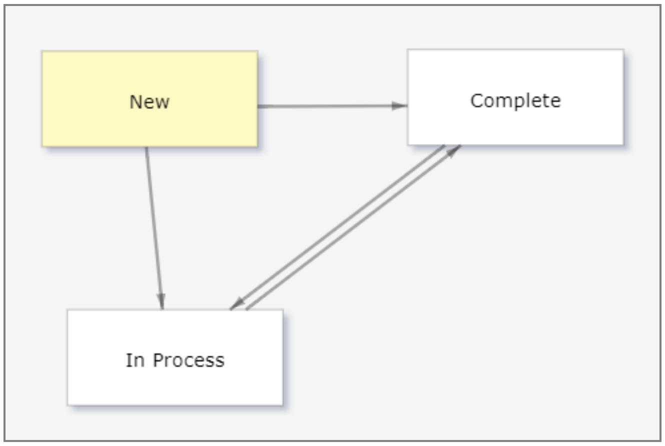
Employee Events States

This section defines each state available in the workflow for the Employee Events process. See "State Change Security" on page 115 to learn more about how these states transition.

New (Default). The employee event is newly created.

In Process. The employee event is in process.

Complete. The employee event is complete.



Employee Events Tasks

Adding a New Employee Event

1. There are two ways to add a new employee event:
   a. In an Employee record detail screen, navigate to the Employee Events tab. Then, click the Add New Item button in the Employee Events field.
   b. Select Employee Events from the left navigation panel. Then, click the Plus button in the toolbar.
2. Specify an employee and event type. The value in the Event Type field controls what information displays in the Event Checklist tab.

Note: If the employee event was created from an Employee record, then the Employee field is automatically populated.

3. Select an appropriate person as event coordinator. This employee receives an inbox action message with notification of the new employee event.
4. Select a target completion date.
5. Click Save to save the new record. When selecting the next state, click In Process.

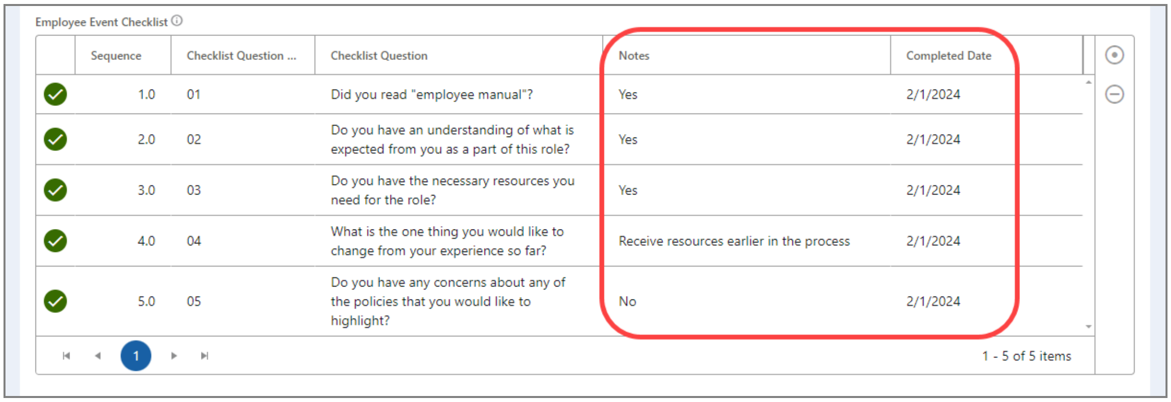
Completing an Employee Event

1. In the Employee Events detail screen, enter values for the Notes and Completed Date fields within the Employee Event checklist grid.

Note: It is best practice to record notes, even if you simply enter a comment that says "Done".

2. Click the Save button to save the record. If the employee event is complete, set the state to Complete.

Fig. 52: Event Checklist



Employee Event Checklist

	Sequence	Checklist Question ...	Checklist Question	Notes	Completed Date
✓	1.0	01	Did you read "employee manual"?	Yes	2/1/2024
✓	2.0	02	Do you have an understanding of what is expected from you as a part of this role?	Yes	2/1/2024
✓	3.0	03	Do you have the necessary resources you need for the role?	Yes	2/1/2024
✓	4.0	04	What is the one thing you would like to change from your experience so far?	Receive resources earlier in the process	2/1/2024
✓	5.0	05	Do you have any concerns about any of the policies that you would like to highlight?	No	2/1/2024

1 - 5 of 5 items

Employee Certifications

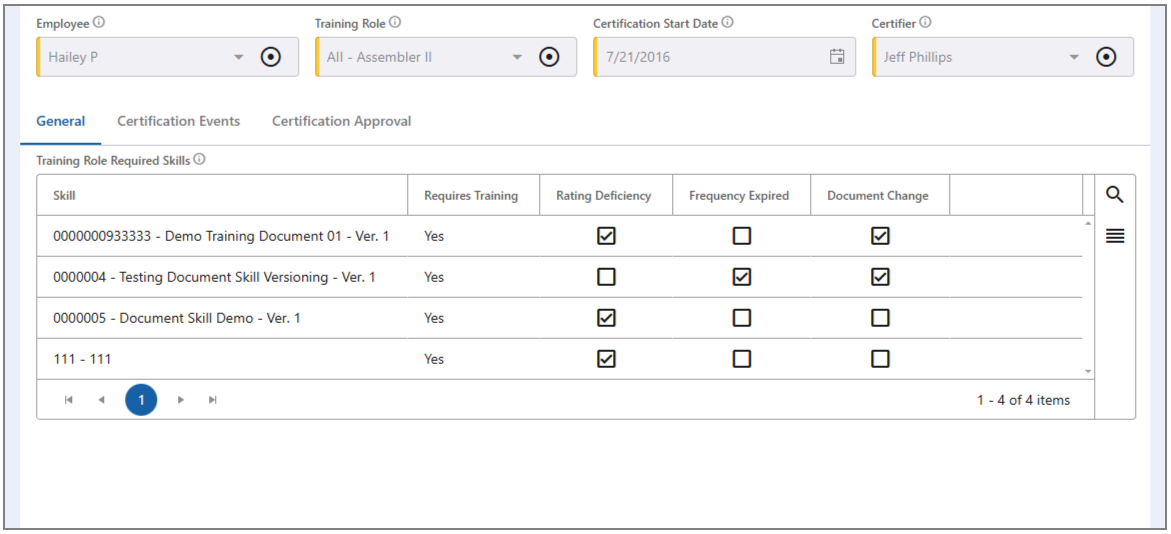
Some organizations require that, in addition to training, employees undergo on-the-job certification to verify that the employees can perform to the required level in their jobs. Use Employee Certifications records to set up and track the certification process for employees being certified in a particular training role.

Employee certifications are typically used to document the certification process for a training role during a probationary period and to manage the employee's progress through that probationary period.

The certification process for an employee is generally not initiated until the employee has received all training required for a particular training role. During the certification process, the employee is reviewed by a training lead or supervisor over the course of several certification events. If the employee performs well at each of the events, the employee is deemed certified.

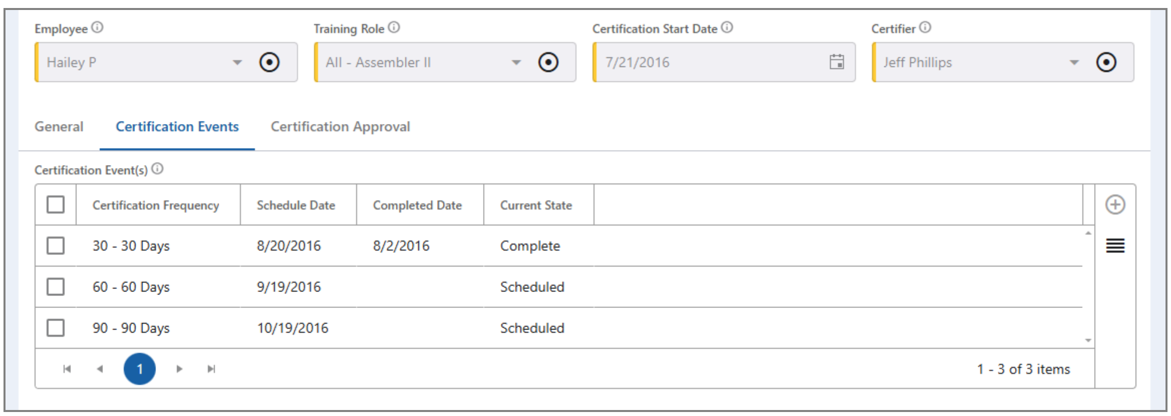
Each employee certification can have one or more employee certification events that document the performance measures set up for the training role. See "Training Roles" on page 39. When all employee certification events are complete, the person conducting the certification can recommend and approve or deny recommendation that the employee be certified. See "Employee Certification Events" on page 75.

Fig. 53: Employee Certifications screen, General tab



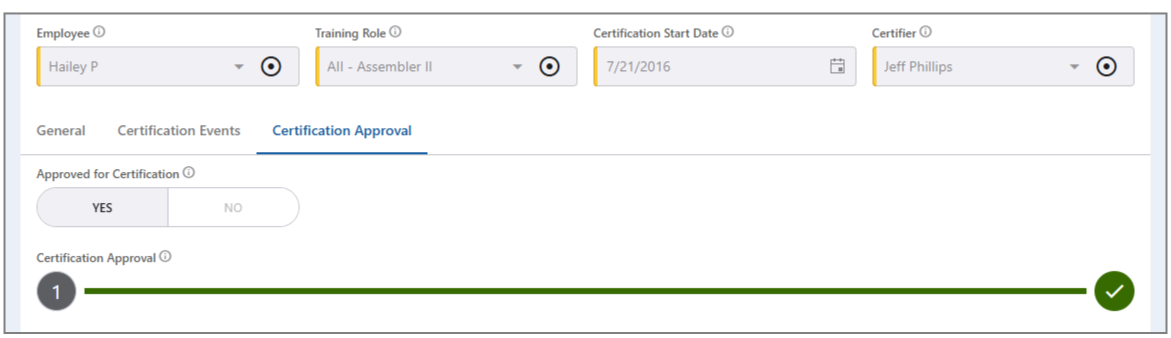
The General tab lists the employee's skills that are required for the selected training role. Typically, an employee should not proceed with the certification process if he or she requires training on any of the skills listed.

Fig. 54: Employee Certifications screen, Certification Events tab



The Certification Events tab lists events that are related to the selected employee certification. See "Employee Certification Events" on page 75 for more information.

Fig. 55: Employee Certifications screen, Certification Approval tab



If approval is required for the selected employee certification, then the approval details and sign off are included in the Certification Approval tab.

Employee Certifications States

This section defines each state available in the workflow for the Employee Certifications process. See "State Change Security" on page 115 to learn more about how these states transition.

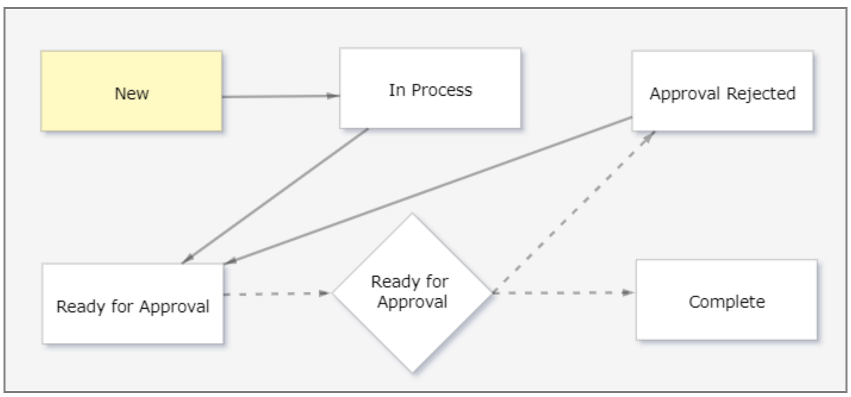
New (Default). A new certification process that is not yet started.

In Process. The employee certification process has started.

Ready for Approval. The employee certification is ready for approval.

Approval Rejected. The employee certification approval was rejected.

Complete. The employee certification process is complete.



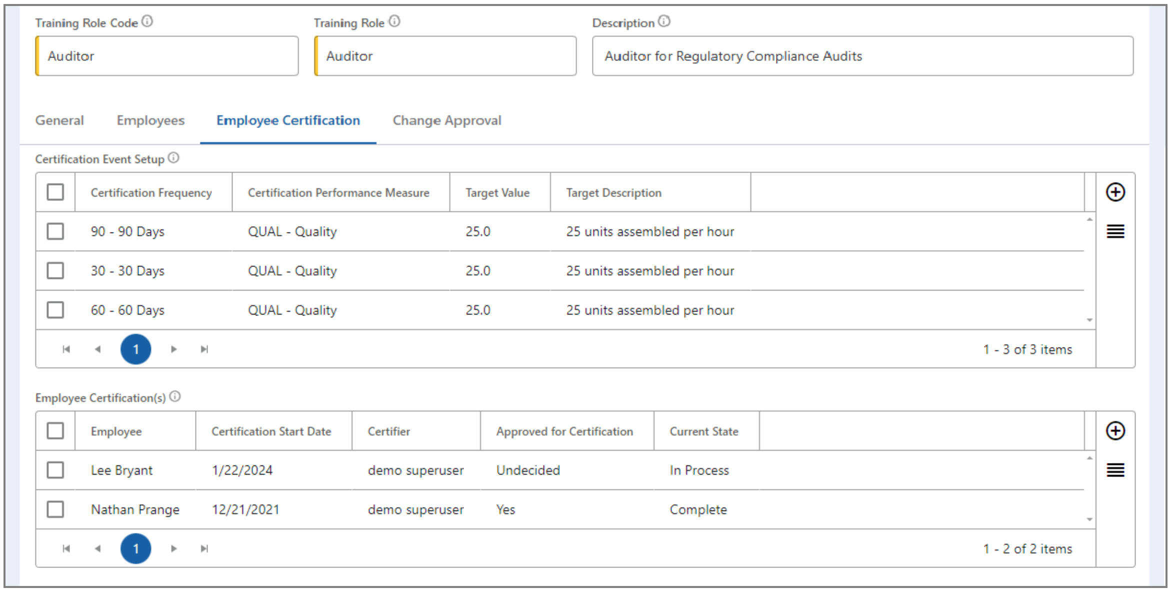
Employee Certifications Tasks

Adding a New Employee Certification

You can create employee certifications from the Employee Certification screen, from the Employee Certification tab in the Training Roles screen, or from the Employee Certification field in the Employees screen.

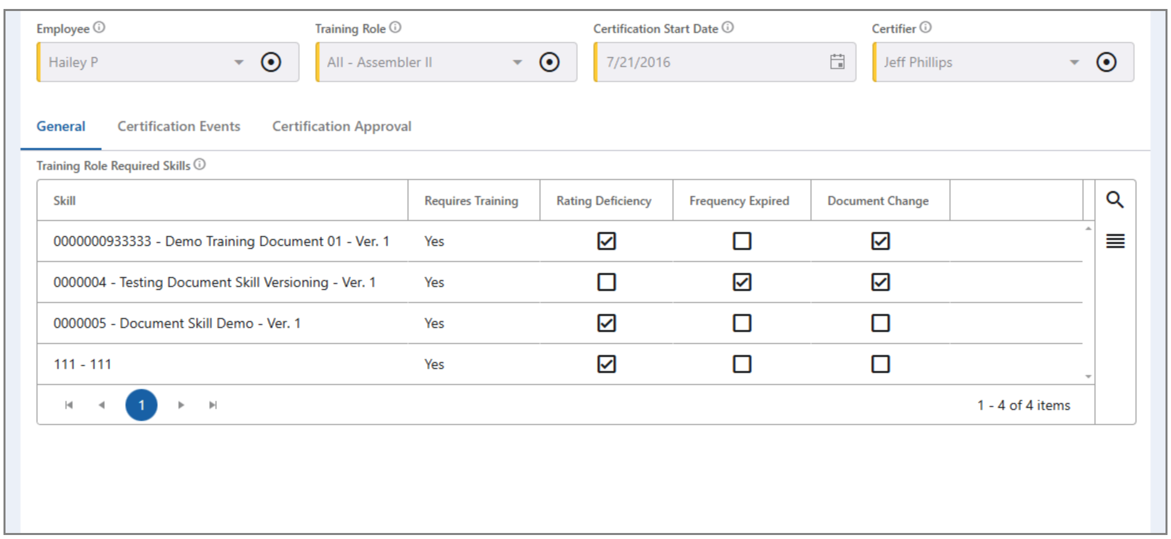
1. In the Employee Certification tab of the Training Roles screen:
    - The Certification Event Setup list displays the schedule of events that were previously set up to help certify the employee in a particular training role.
    - In the example below, three certification events were defined on the path to certification: one at 30 days, one at 60 days, and one at 90 days.
    - During each certification event, two performance measures are reviewed: the number of units produced and the quality of each unit.
    - During each certification event, the employee is expected to demonstrate improvement at each of the metrics.

Fig. 56: Training Roles screen, Employee Certification tab



2. Click the Add New Item button in the Employee Certifications field to add a new certification. The Employee Certifications screen opens.

Fig. 57: Employee Certifications screen, General tab

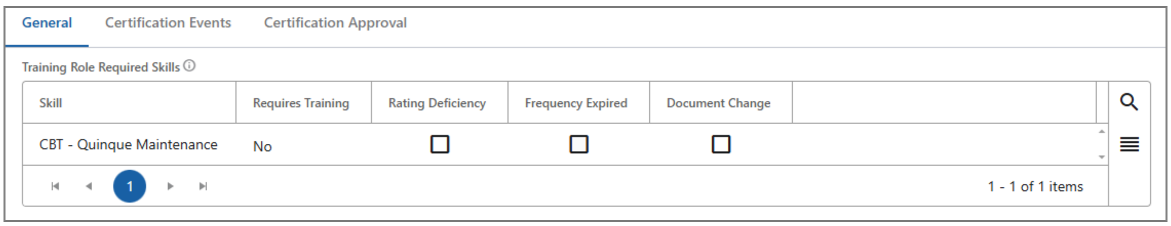


3. Select the employee to be certified and enter the certification start date. The training role defaults because, in this example, the certification was added from the Training Role screen.
4. Click Save to save the new record. When selecting the next state, click New or In Process.

Setting a Certification to In Process

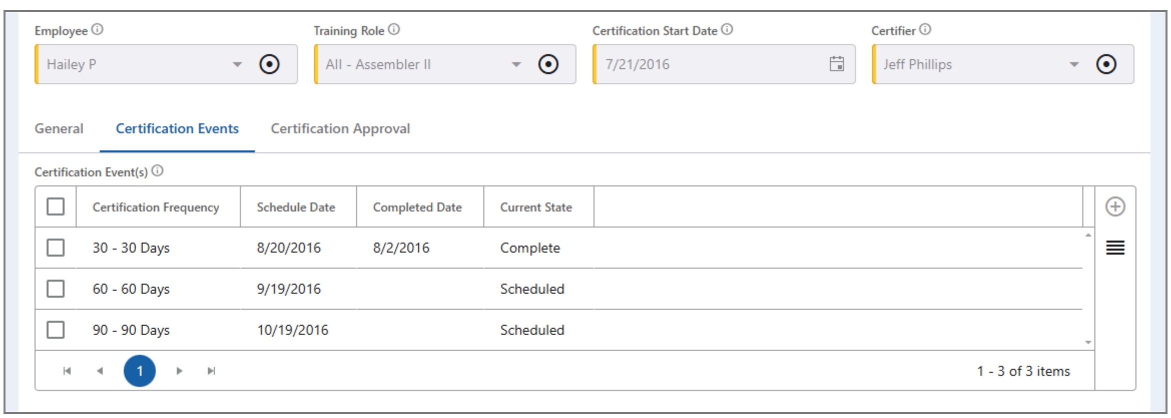
1. In the Training Roles screen, click the Employee Certification tab.
2. In the Employee Certifications field, double-click the record that you want to edit. The Employee Certifications detail screen for the record opens.
3. In the General tab, assess whether the employee is ready to be certified. Typically, a certification is not complete until the employee has trained on all skills required for the training role. In the example shown below, the employee does not require further training for the training role's required skills, so the employee is ready to be certified.

Fig. 58: Employee Certifications screen, General tab



4. Set the state to In Process. The system automatically generates the required employee certification events.
5. Click Save.
6. Navigate to the Certification Events tab. Notice that, in this example, certification events have been automatically created for the required time periods: 30 days, 60 days, and 90 days.

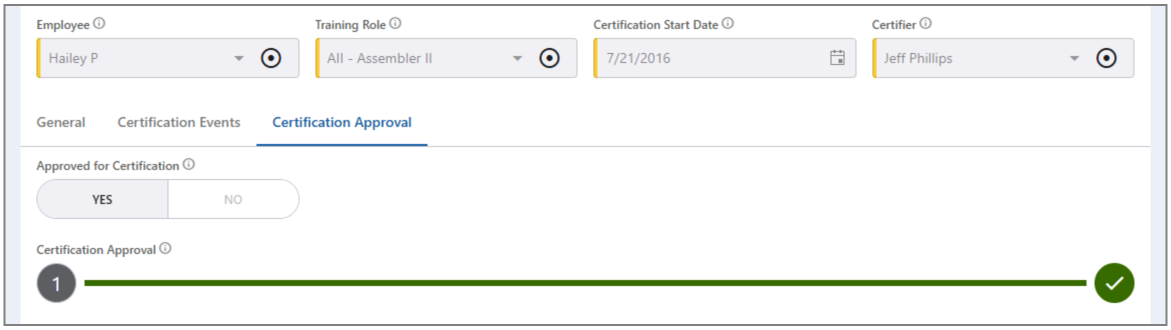
Fig. 59: Employee Certifications screen, Certification Events tab



Approving an Employee Certification

When an employee has completed all certification events associated with a certification, you can recommend the employee for certification.

Fig. 60: Employee Certifications screen, Certification Approval tab



1. In the Employee Certifications search screen, double-click the record that you want to edit.
2. In the Certification Approval tab, update the Approved for Certification field to Yes.
3. Click Save to save the record. Change the state to Ready for Approval.
4. The person responsible for approving the certification is automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the document for approval).
5. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.
6. Upon opening the inbox, click the approval item under the Training Management group to show the action icons. Then click the Open icon. The screen navigates to the certification's detail screen.
7. In the detail screen, navigate to the Certification Approval tab and click the Approve/Reject button. A small window appears.
8. In the Sign Off window, enter your password and either approve or reject the certification. Use the comments field to document any information about your decision. Comments are required for rejection.

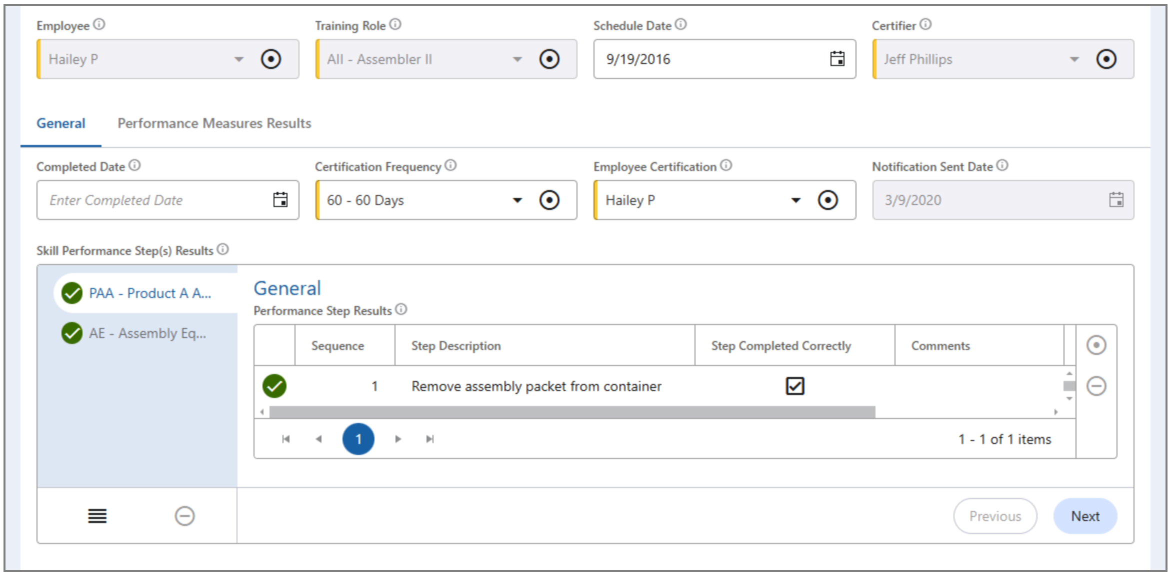
Note: Once the approver has finished, the certification becomes complete.

Employee Certification Events

Employee Certification Event records capture the employee's performance measures for the selected training role at a point in time. The goal of the certification process is to see that the employee can meet the initial performance measures, such as throughput and quality percentage, and also improve on those measures over the course of the certification process.

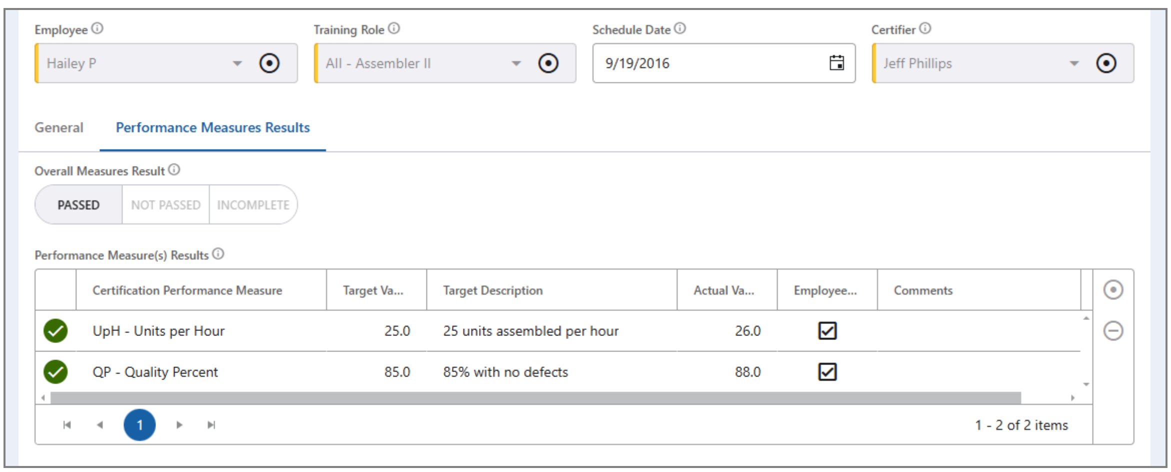
Employee certification events are, typically, used in an employee's initial probationary period for a training role.

Fig. 61: Employee Certification Event screen, General tab



The General tab is used to define the basic details of an employee certification event, including the performance steps. The Training Role field populates the other tabs with the information from the skills linked to the training role. The Performance Step Results lists are populated from the Skill Performance Steps field in the Skills process. See "Skills" on page 47.

Fig. 62: Employee Certification Event screen, Performance Measures Results tab



The Performance Measures Results tab contains the results of the individual performance measures. This information is populated from the Certification Performance Measures process. See "Certification Performance Measures" on page 29.

When all measure results are marked complete, the Overall Measures Results toggle field will transition to Passed. If any results are not marked complete, the field will read Not Passed and fail validation. If there are no performance measure results items, the field will read N/A and pass the required field validation.

Employee Certification Event States

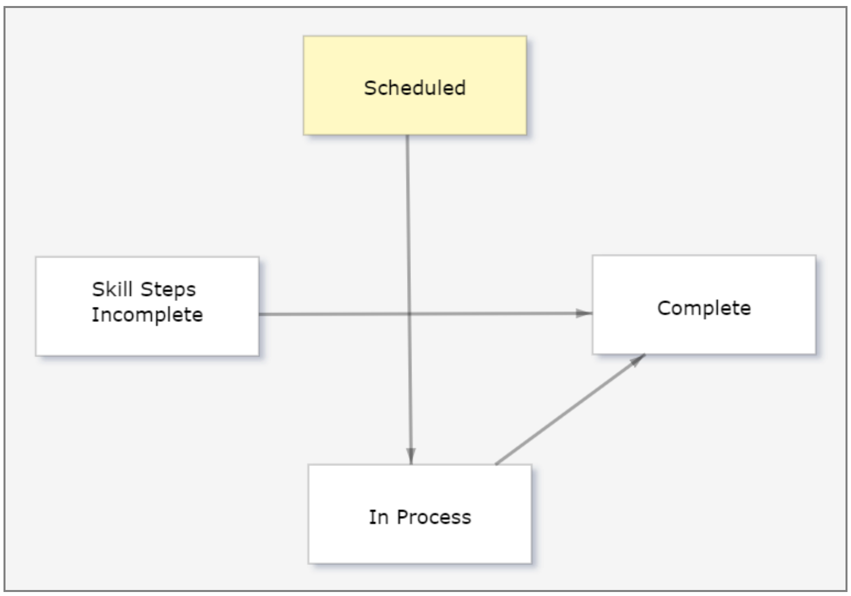
This section defines each state available in the workflow for the Employee Certification Event process. See "State Change Security" on page 115 to learn more about how these states transition.

Scheduled (Default). The certification event is scheduled, but not yet complete.

In Process. The certification event is currently in progress.

Skill Steps Incomplete. One or more skill performance steps are not complete. These must be finished before the certification event can be moved to the Complete state.

Complete. The certification event is completed.



Employee Certification Event Tasks

Adding a New Employee Certification Event

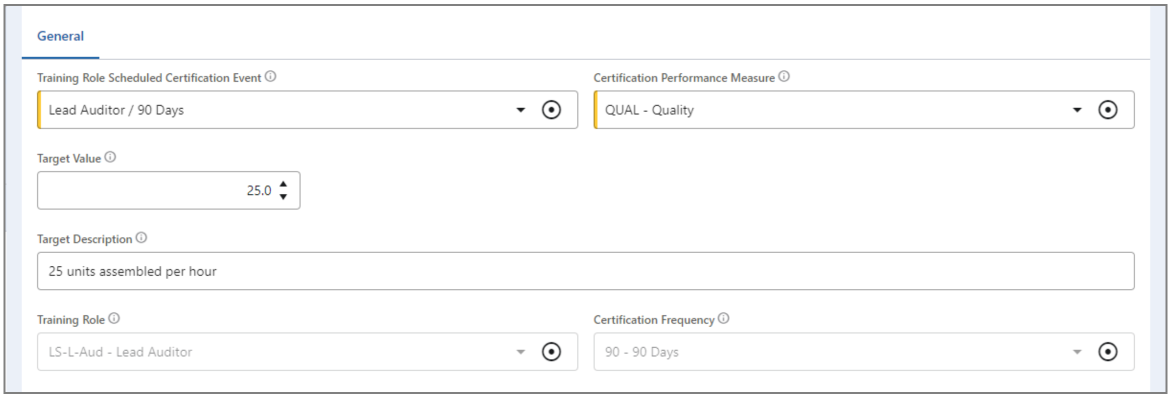
1. Select Training Roles from the left navigation sidebar. Then double-click the record that you want to edit.
2. In the Employee Certification tab, click the Add New Item ⊕ button in the Certification Event Setup field.
3. Select a certification frequency. Click Save.
4. Navigate back to the newly created certification event.

Note: If you are unable to do this step, you may need to click the Refresh button in the toolbar before you open the record.

5. Navigate to the Performance Measures Setup tab. Click the Add New Item button in the Target Performance Measures field.
6. Select a certification performance measure.

7. Select the target value and enter a target description.
8. Click Save to save the new record.

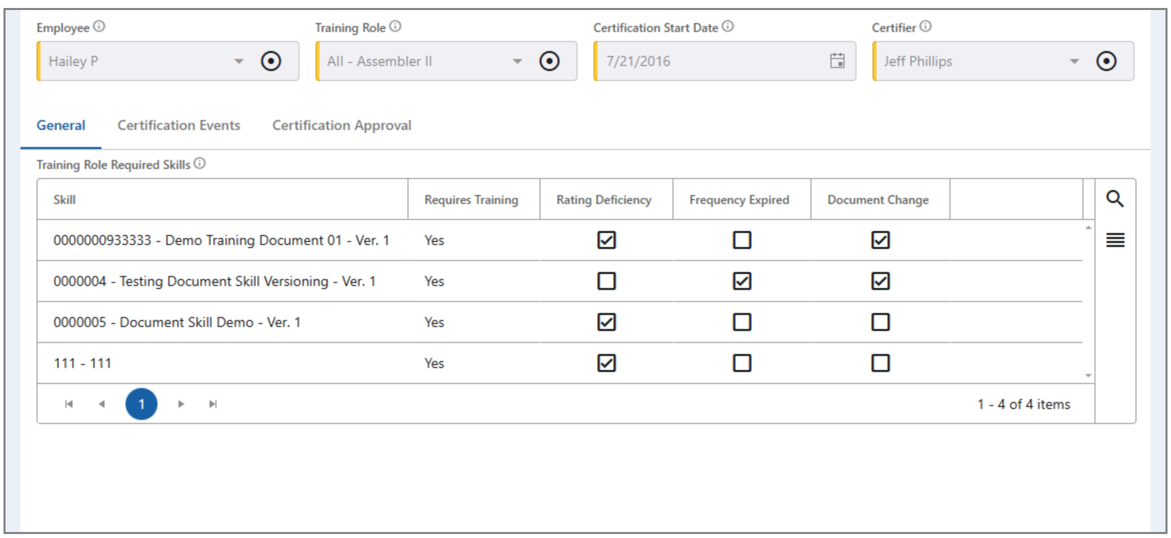
Fig. 63: Performance Measure Setup



Creating a Certification Event

1. In the Training Role record, navigate to the Employee Certification tab.
2. Click the Add New Item button in the Employee Certification field.
3. Select the employee who this certification is for and the date the certification will start. The other fields will default.

Fig. 64: Employee Certification



4. Click Save to save the new record. When selecting the next state, click New.
5. Navigate to the Certification Events tab.
6. In the Certification Events field, click the Add New Item button.
7. Fill in the required fields, which are highlighted.
8. Click Save. When selecting the next state, click In Process.

Completing a Certification Event

1. In the Employee Certification search screen, double-click the record that you want to edit.
2. Navigate to the Certification Events tab. Double-click the line that you want to edit.

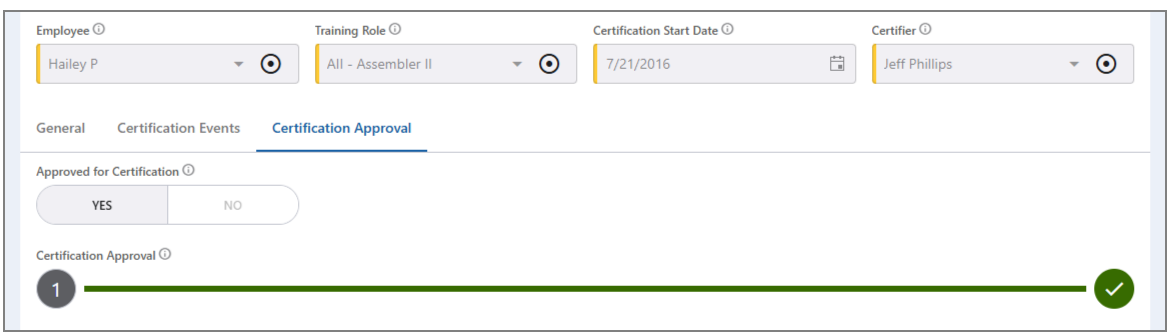
Note: As a certifier, you should have received an inbox action item for the employee certification event. You can also open the relevant record from the inbox action item.

3. Review the Performance Steps tab, then move the state to In Process and click Save.
4. Open the Performance Measure Results tab. Mark the steps as completed for each skill performance step. Fill in the Actual Value field and select each check box under the Employee Passed column.
5. Move the state to Complete. Fill in the Completed Date field. Click Save.

Note: If one or more skill performance steps are not marked Complete, the certification event will move to the Skill Steps Incomplete state. The Skill Performance Steps Results checklist will remain unlocked and editable, but the Performance Measures Results checklist will be locked.

6. Go back to the Employee Certification details screen. On the Certification Approval tab, select the Approved for Certification field.
7. Move the employee certification state to Ready for Approval. Click Save.

Fig. 65: Employee Certification Record, Certification Approval tab



8. Expand the Inbox panel and click the Refresh button. Then expand the Training Management section of the panel and locate the action item for Employee Certification Ready for Approval.
9. Complete the approval process by signing off on the action.

Training Events

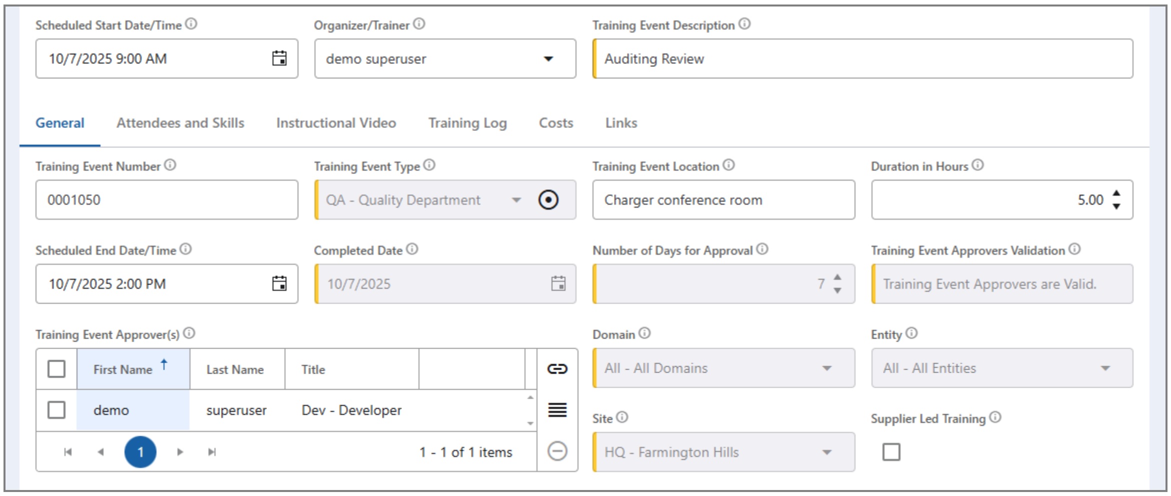
Use Training Event records to define and store training plans, and to record completed training events. Training Event records define the approval process for training and allow you to track scheduled and completed training within your organization. Training employees is a vital part of any management system, and training events allow training to be scheduled and completed. Training Events track what training has occurred and provide proof of training for audit purposes.

Training event types define the approval process for training events. You can designate approvers and define the time period allocated for an approval. See "Training Event Types" on page 24.

You can also indicate whether the training event or training event log must be approved when each record is complete. See "Training Event Logs" on page 88.

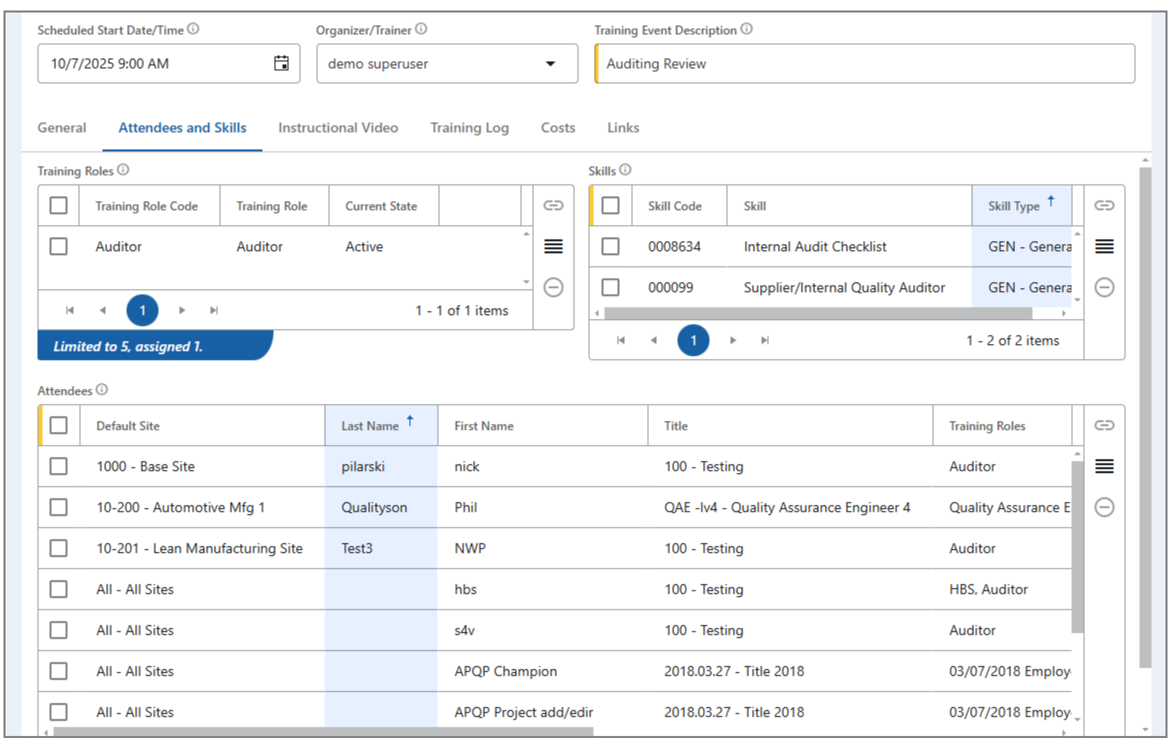
This process contains commands. See "Commands" on page 133 for more information.

Fig. 66: Training Events screen, General tab



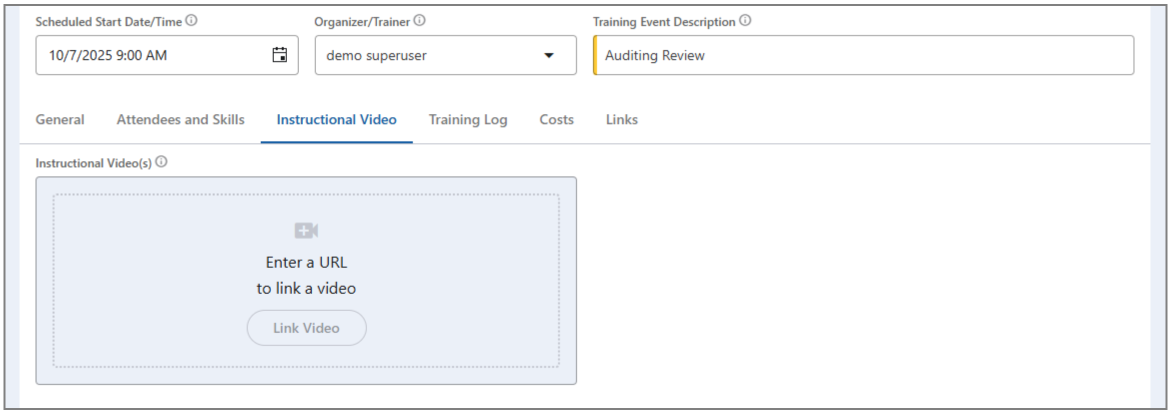
The General tab is used to define the basic details of a training event.

Fig. 67: Training Events screen, Attendees and Skills tab



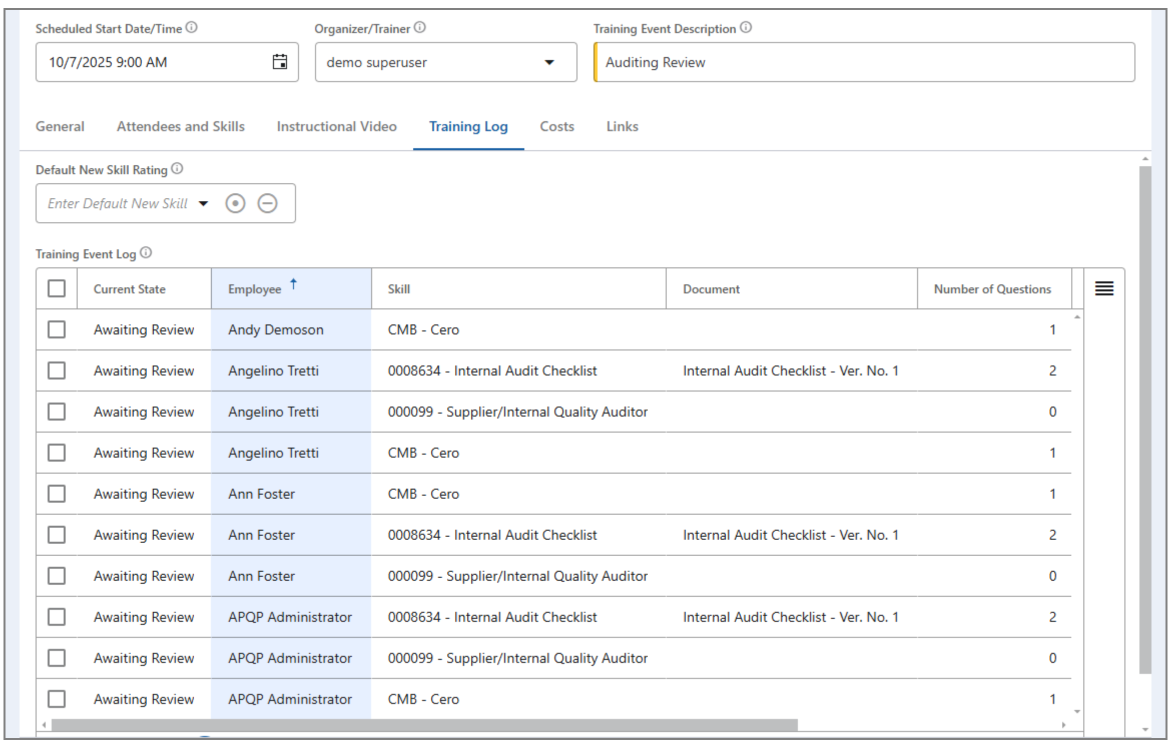
The Attendees and Skills tab identifies and summarizes the skills and attendees involved in the selected training event. You can use the Actions button in the toolbar to populate the Attendees field based on skills, or vice versa.

Fig. 68: Training Events screen, Instructional Video tab



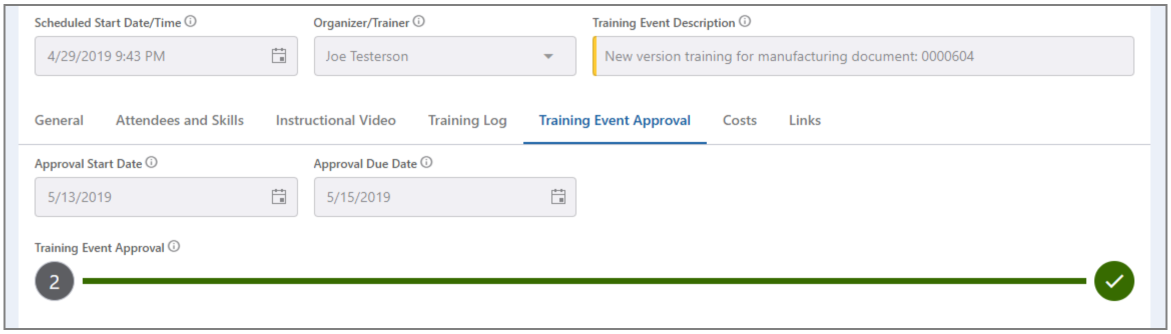
The Instructional Video tab allows you to upload a video that supports the training event. Videos must be .mp4-based URLs or a YouTube link.

Fig. 69: Training Events screen, Training Log tab



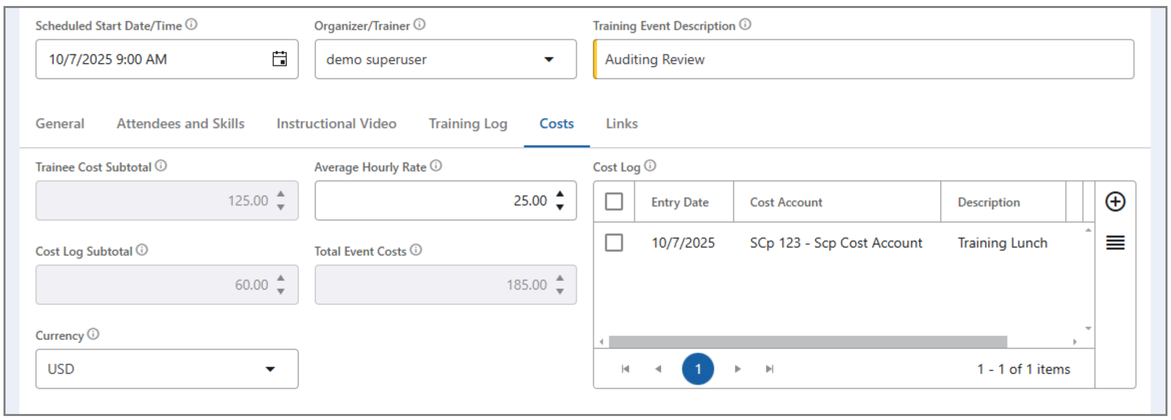
The Training Log tab shows a combination of each skill and attendee involved in the selected training event. This list, which is generated once the training event moves to the Session Complete state, is used to document the new rating of the skill/attendee combination that was achieved based on attending the training event.

Fig. 70: Training Events screen, Training Event Approval tab



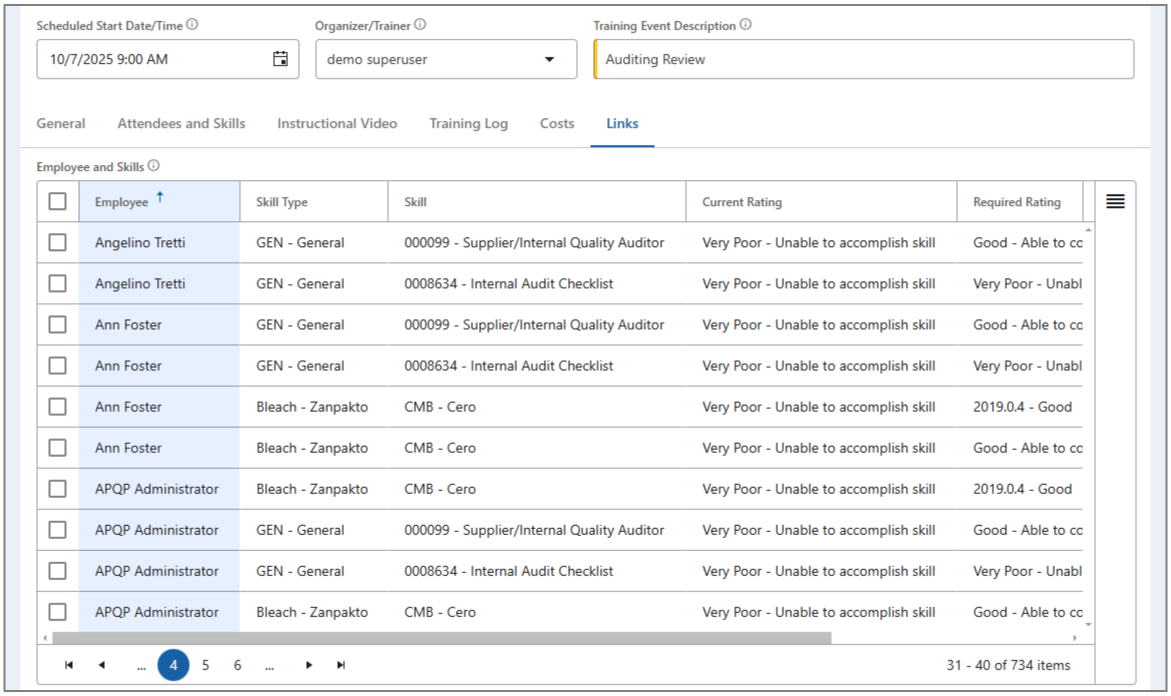
If the training event requires approval, then two levels of approvers will use the Training Event Approval tab to sign off on the training event. Level 1 approvers are employees selected as approvers for the training event type. Level 2 approvers are employees selected as an approver on the training event.

Fig. 71: Training Events screen, Costs tab



If the selected training event costs money, then the hourly rate, duration in hours, and total cost is defined in the Costs tab. You can also use the Cost Log field to create cost log items related to the training event. See "Cost Logs" in the Gauge Management user guide.

Fig. 72: Training Events screen, Links tab



The Links tab displays if a training event was created from a document, process, manufacturing document, or quality alert.

- See Documents in the Document Control user guide
- See Quality Alerts in the NCR & CAPA user guide
- See Processes and Manufacturing Documents in the APQP Libraries user guide

Training Events States

This section defines each state available in the workflow for the Training Events process. See "State Change Security" on page 115 to learn more about how these states transition.

Draft (Default). The training event is still being drafted and is not ready to be scheduled.

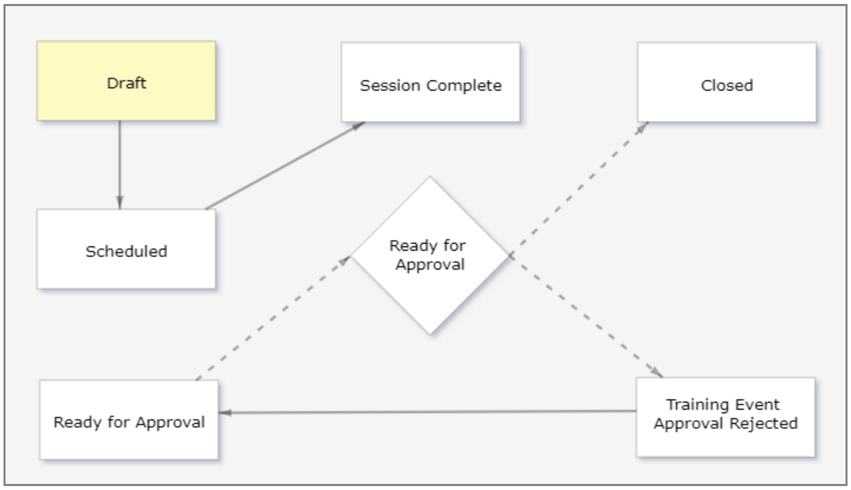
Scheduled. The training event is scheduled and attendees notified.

Session Complete. The training event session has been completed. Select this state once the training event has been given, which then updates the training event log information. For self-directed training, move to this state when the individuals are ready to take a competency test to complete their training.

Ready for Approval. The training event is ready for approval. The training event will be automatically set to this state once the event is moved to Session Complete if the training event requires approval.

Training Event Approval Rejected. The training event approval was rejected.

Closed. The training event is closed.



Training Events Tasks

Adding a New Training Event (Training Plan)

1. Select Training Events from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Select a training event type.
3. Enter scheduled start and end date and times for the training event.
4. The Organizer field defaults to the current user, but you can update the field to indicate the person organizing the training.
5. Enter a description for the training event.
6. Select the "Supplier Led Training" check box if the training event was led by a supplier. A Supplier drop-down field appears; select the supplier that led the training.
7. Click Save to save the new record, which automatically generates the training event number. When selecting the next state, click Draft or Scheduled. A draft training event is one that is not yet ready to be scheduled.

Adding Attendees and Skills to a Training Event

1. In the Training Events screen, navigate to the Attendees and Skills tab.
2. Click the Link button in the Skills field. A small window opens.
3. Select the check box beside every skill you want to add to the event, then click OK.

Note: If your training event was created from another process, then the Skills field is automatically populated.

4. Repeat Steps 2-3 in the Attendees field to add employees who are invited to this training event.
5. Alternatively, you can use the Command button:
    - **Populate Attendees Based On Skills.** Once the Skills field is populated, click this command to add attendees to the Attendee field based on the employees linked to each skill.

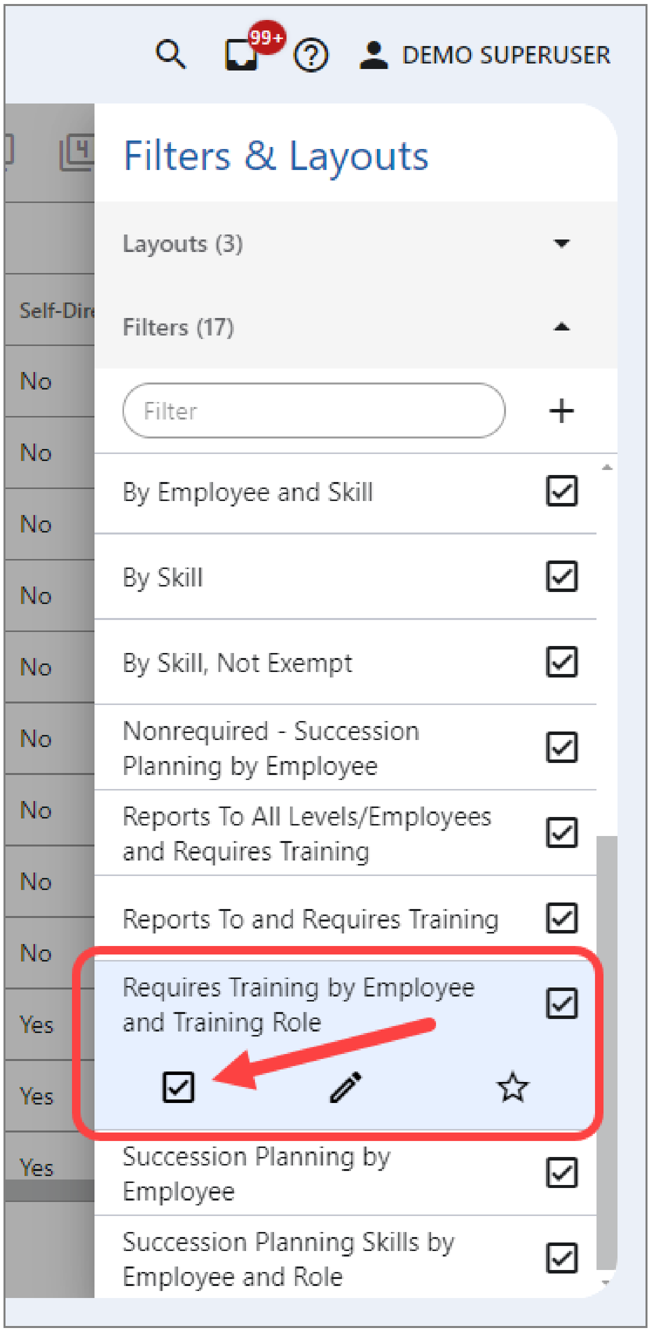
    - **Populate Skills Based On Attendees.** Once the Attendees field is populated, click this command to add skills to the Skills field based on the training roles linked to each employee.

6. You can select one or more training roles to include on the training event. The training roles will be assigned to each attendee on the event, and all skills from the training roles will be linked to the training event.
7. Click Save.
8. Select the status of the training event: Draft or Scheduled. If you have completed all of the setup you need, mark the training event status as Scheduled.
    - The training event coordinator is sent a notification.
    - The attendees receive notifications.
    - The Employee and Skills list is automatically populated. The list displays a record for each skill/attendee combination. These records are Employee Skill records and display ratings and related information.
    - If an Employee Skill record already exists for an attendee/skill combination, no new record is created.
    - If an Employee Skill record does not exist for an attendee/skill combination, a new record is created, indicating that the employee gained the skill from attending the training event. The Required Rating field for the skill is set to the lowest value because the employee does not require the skill based on the employee's Employee Title record.

Viewing the Effect of a New Training Plan on Employee Skills

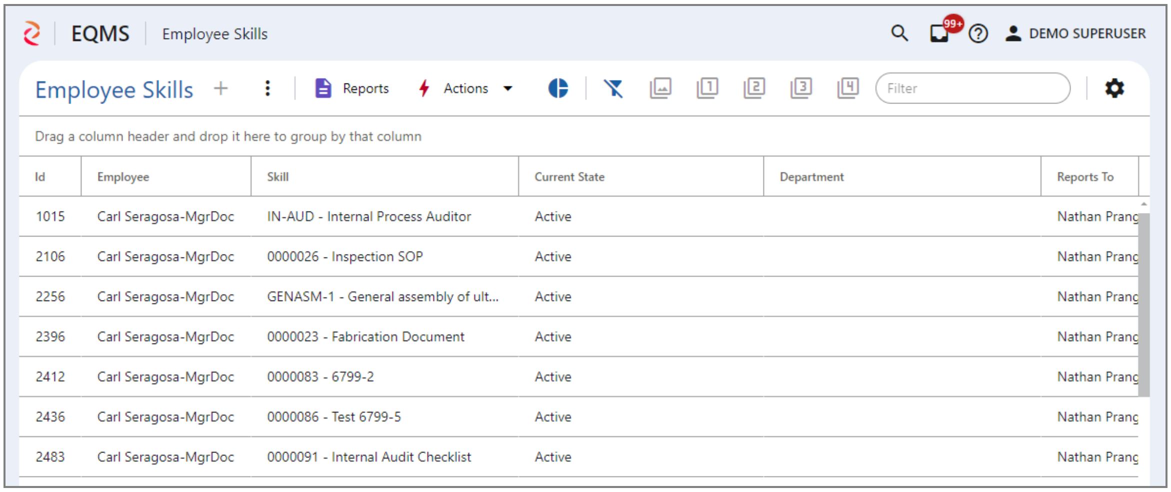
1. In the Employee Skills search screen, click the Filter button in the toolbar to open the Layout and Filters panel.
2. In the Filters panel, click the Apply button next to Required Training by Employee and Training Role. The Filter Parameters dialog opens.

Fig. 73: Required Training by Employee and Training Role filter



3. Specify the employee whose record you want to view, select the training roles All check box, and click OK. The Employee Skills search screen is filtered to show records for only the employee you specified.

Fig. 74: Employee Skills, Filtered Results



Id	Employee	Skill	Current State	Department	Reports To
1015	Carl Seragosa-MgrDoc	IN-AUD - Internal Process Auditor	Active		Nathan Prang
2106	Carl Seragosa-MgrDoc	0000026 - Inspection SOP	Active		Nathan Prang
2256	Carl Seragosa-MgrDoc	GENASM-1 - General assembly of ult...	Active		Nathan Prang
2396	Carl Seragosa-MgrDoc	0000023 - Fabrication Document	Active		Nathan Prang
2412	Carl Seragosa-MgrDoc	0000083 - 6799-2	Active		Nathan Prang
2436	Carl Seragosa-MgrDoc	0000086 - Test 6799-5	Active		Nathan Prang
2483	Carl Seragosa-MgrDoc	0000091 - Internal Audit Checklist	Active		Nathan Prang

Marking a Training Event as Completed

1. In the Training Events search screen, double-click the relevant training event.
2. In the General tab, enter a value in the Completed Date field. You must specify a value in this field to mark the training event as completed.
3. Navigate to the Costs tab. Select an average hourly rate and the event duration in hours. Note that the Trainee Cost Subtotal field automatically calculates these two values together.
4. If applicable, add a cost log. Note that the Total Event Costs field automatically calculates all costs together. See "Cost Logs" in the Gauge Management user guide to learn more.
5. Click Save to save the record. When selecting the next state, click Session Complete.
   - The training log is updated.
   - If no approval is required, the system automatically sets the training event to Closed.
   - If approval is required, the system sets the training event to Closed when all approvers have recorded their approval.
   - If training event log approval is required, the system automatically sets the training event to Closed when all Training Event Log records are approved.

Updating Skills After a Training Event

When a training event is set to Session Complete, you can update the new skill rating that each attendee achieved from attending the training event.

1. In the Training Events search screen, double-click the relevant training event.
2. Navigate to the Training Log tab.
3. Double-click each employee listed to update the employee's rating.

Note: If a skill has associated training questions or if a document version linked to a skill has associated training questions, the system automatically uses the score that the employee received for the questions to determine the employee's new skill rating. You can use the Update All New Skill Rating field to apply the same new skill rating to all attendees.

4. Click Save to save the record. The system updates the employee's Skill record.

Signing Off on a Training Event

Depending on configuration settings, employees who attend a training event may be required to complete a test or sign off that they attended the training event.

If sign-off is required, you receive an inbox notice to sign off on a training event that you attended.

1. Select the Inbox manager in the toolbar and navigate to the Assignments tab.
2. Expand the Training Management group of inbox actions to reveal the training event inbox action item.

   Note: If you have attended multiple training events or if your training event included training on multiple skills, you may see more than one item on the list.

3. Click the training event item to reveal the inbox action options. Select Open to access the training event log.
4. If you need to complete a training evaluation, the questions are located in the Training Evaluation section of the Training Event Log record. You must answer these questions before you can sign off on the training event. The score you achieve in the training evaluation questions determines your new skill rating.
5. Select an answer for each training evaluation question and then click Save. When you have answered all questions, you can sign off on the training event log.
6. To sign off, navigate to the Training Event Log Approval tab and click the Approve/Reject button. A small window appears.
7. In the Sign Off window, enter your password and select either Approve or Reject. Use the comments field to document any information about your decision. Comments are required for rejection.

   Note: Once approval is finished, the training event log becomes Complete.

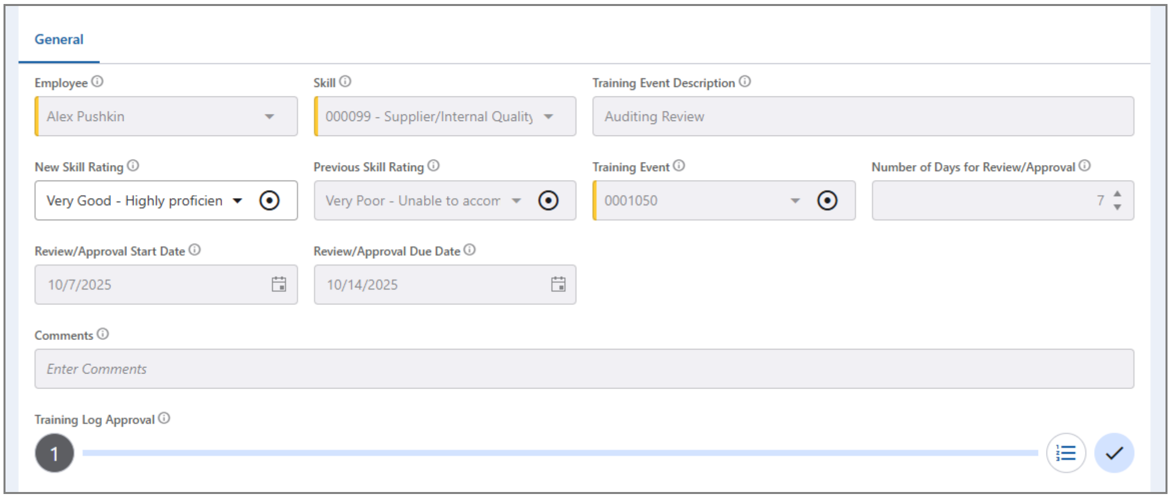
Training Event Logs

The Training Event Logs process coincides with the Training Event process. Use Training Event Log records to track a training event against the employee's record, or to evaluate an employee's proficiency on the relevant skills. The training event log may contain a series of questions related to the skill to test the knowledge of an employee. If the employee answers a question incorrectly, the correct answer is shown in the Comments column of the Training Evaluation Questions field.

When the employee completes the training event, the system assigns a new skill rating to the employee, based on the employee's test results. If the training event log requires approval, then the employee may sign off on the log's process screen or through the Inbox. After the employee has signed off, the training evaluation questions are hidden from view. See "Signing Off on a Training Event" above for more information.

Training logs are created for each employee that was trained on each event skill, regardless of role requirement.

Fig. 75: Training Event Logs process screen



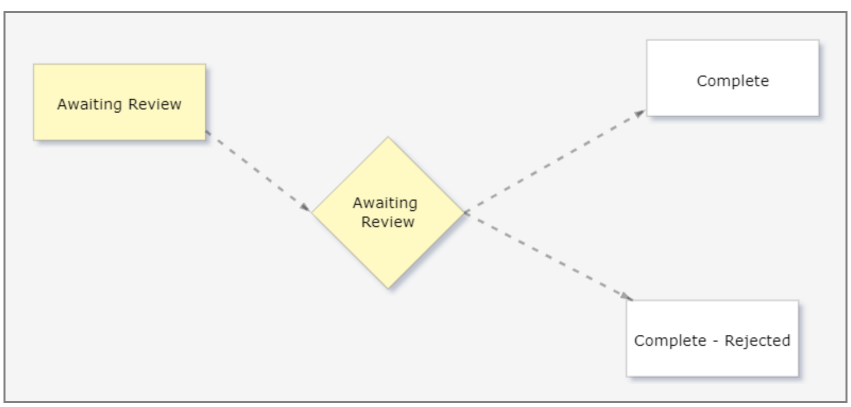
Training Event Log States

This section defines each state available in the workflow for the Training Event Log process. See "State Change Security" on page 115 to learn more about how these states transition.

Awaiting Review (Default). The training event log is awaiting review by an employee who must also answer the evaluation questions.

Complete. The training event log evaluation is complete and the new skill rating has been set. This state updates the employee's current skill information for the selected skill.

Complete – Rejected. The training event log was rejected by the attendee. This state does not update the employee's current skill information for the relevant skill.



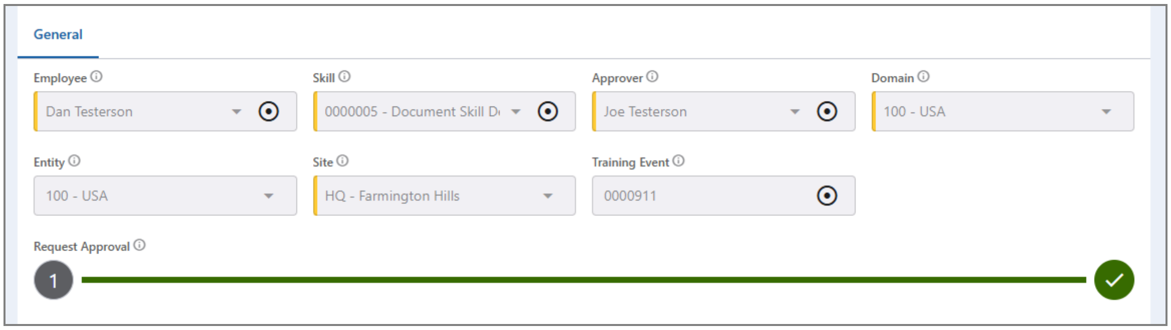
Training Event Log Tasks

There are no tasks identified for this process.

Request for Training

The Request for Training process allows individuals to request enrollment in training for a specific skill. If the approver (which defaults to the employee's Reports To) approves the request, then a training event is automatically created for the employee/skill combination. See "Training Events" on page 79.

Fig. 76: Request for Training screen



Request for Training States

This section defines each state available in the workflow for the Request for Training process. See "State Change Security" on page 115 to learn more about how these states transition.

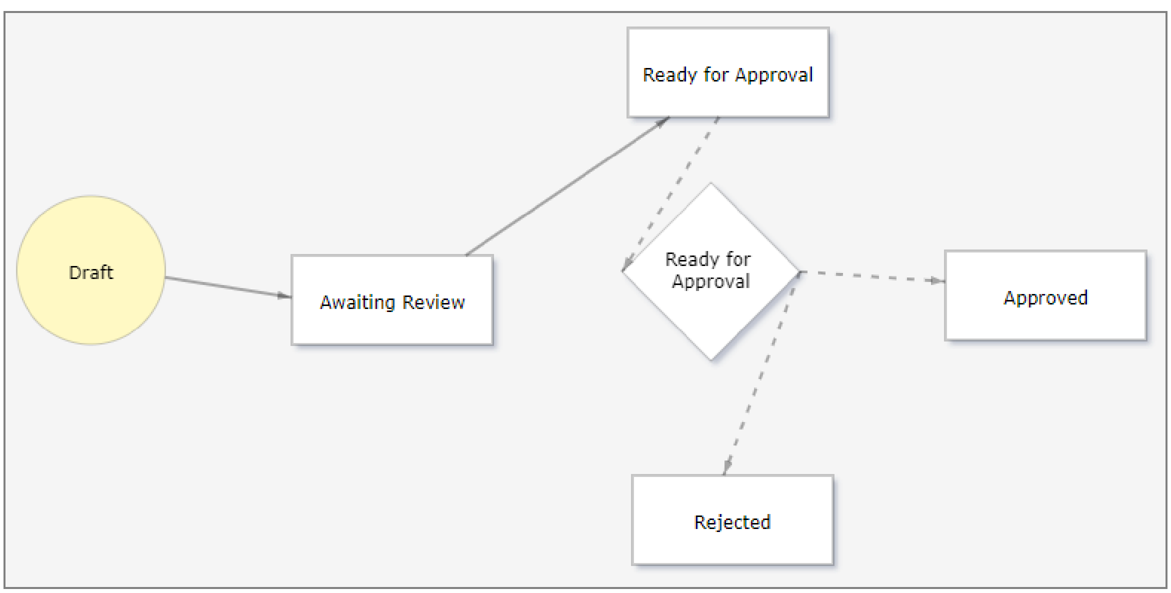
Draft. The request for training is being drafted and is not yet ready for submission.

Awaiting Review. The request for training is waiting to be reviewed by the approver.

Ready for Approval. The request for training is ready to be approved or rejected.

Approved. The request for training has been approved. A training event is created.

Rejected. Approval of the request for training has been rejected.



Request for Training Tasks

Adding a New Request for Training

1. Select Request for Training from the left navigation panel. Then, click the Add Item button in the toolbar.
2. Select the skill for which you are requesting training.
3. Select the approver for this training request. The field defaults to the person you report to.
4. Click Save to save the new record. When selecting the next state, click Awaiting Review.

Approving a Request for Training

1. The person responsible for approving the request for training is automatically notified when it is time for approval through the inbox or optionally from an e-mail notification (clicking the link in that message takes you to the record for approval).
2. Open the inbox, either through the Home Page dashboard or by clicking the Inbox icon in the toolbar.
3. Upon opening the inbox, click the approval item under the Training Management group to show the action icons. Then click the Open icon. The screen navigates to the record's detail screen.
4. Change the state to Ready for Approval, then click Save. A new field appears titled Request Approval.
5. In the Request Approval field, click the Approve/Reject button. A small window appears.
6. In the Sign Off window, enter your password and either approve or reject the request for training. Use the comments field to document any information about your decision. Comments are required for rejection.

Note: If the request is approved, then a new field appears titled Training Event. This field is linked to the new Training Event record that was created by this request.

Chapter 4

Inbox Messages

Introduction to Inbox Messages

Most processes in the system require multiple people, departments, or groups to coordinate on completing a process. The inbox automates notifications sent to the appropriate users at specific times in the process.

An individual inbox action item represents a single task, approval, or notification that has been sent to you. This task will remain in your inbox until the necessary steps have been taken for completion.

Inbox messages can be separated into three different action types:

- **Assignment.** You are required to take some action in the system to move it beyond your workflow.
- **Approval.** Your approval is requested. You must approve or reject the process item.
- **Acknowledgment.** This is only for your information. You can acknowledge the notification to remove it from your inbox.

See the User Interface user guide to learn how to access inbox messages.

Inbox Messages

The table below describes each inbox action item involved in the Training Management module. In addition to title and description, the table indicates which process each item comes from, who receives the message, and when it is sent. See the User Interface user guide to learn more about inbox messages.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Training Role Has Pending Change	{ChangeInitiator_f} has an open change on Training Role {DisplayExpression_f}	Assignment	Sent to the Initiator when the current state changes to Pending Change.
Training Roles	Pending Change – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when the training role record is approved.
Training Roles	Status Change Active – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when approval for moving the current state to Active is approved.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Status Change Inactive – Approval Approved	The following training role's approval has been approved. This is just a notification of the approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrators when approval for moving the current state to Inactive is approved.
Training Roles	Pending Change – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Inactive is rejected.
Training Roles	Status Change Active – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Active is rejected.
Training Roles	Status Change Inactive – Approval Rejected	The following training role's approval has been rejected. Please review the comments from the approvers, make the necessary changes and then re-submit the training role for approval. Training Role: {EmployeeRole_f}	Assignment	Sent to the Training Administrator when approval for moving the current state to Inactive is rejected.

Process	Title	Message	Action Type	Sent To / Sent When
Training Roles	Pending Change – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f} Skills to Add: {SkillstoAdd_f} Skills to Remove: {SkillstoRemove_f}	Approval	Sent to approvers when a training role is pending change.
Training Roles	Status Change Active – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f}	Approval	Sent to approvers when a training role status is being changed to Active.
Training Roles	Status Change Inactive – Awaiting Approval	The following training role is ready for approval, please approve or reject the change. Training Role: {EmployeeRole_f}	Approval	Sent to approvers when a training role status is being changed to Inactive.
Employee Skills	Notification of Frequency-Based Skill is About to Expire	Your {Skill_f} skill is about to expire.	Assignment	Sent to the employee when the skill has a frequency and is about to expire.
Employee Events	Coordinator – New or In Progress	This message is to notify you that you are the Coordinator for the following Employee Event. This action will remain on your list until the Employee Event is Complete. Employee: {Employee_f} Scheduled Start: {EventInitiatedDate_f} Scheduled End: {TargetCompletionDate_f}	Assignment	Sent to the Event Coordinator when the current state changes to New or In Process.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Employee Certifications	Employee – Certification Complete	Congratulations your certification to the Training Role {TrainingRole_f} is complete and you have been approved for certification.	Assignment	Sent to the employee when the current state changes to Complete and the Approved for Certification field is set to Yes.
Employee Certifications	Certifier – Approval Rejected	This message is to inform you that the following employee certification was rejected. Please review the approval comments and then make the necessary change and submit the certification for approval. Employee: {Employee_f} Training Role: {TrainingRole_f}	Assignment	Sent to the certifier when the current state changes to Approval Rejected.
Employee Certifications	Approvers – Ready for Approval	This message is to inform you that the following employee certification is awaiting your approval. Please either approve or reject the certification. Employee: {Employee_f} Training Role: {TrainingRole_f}	Approval	Sent to the approvers when the current state is Ready for Approval.
Employee Certification Events	Employee – Certification Scheduled	This message is to notify you that the following certification event has been scheduled for you to participate in. This is a notification message only and can be removed from your list by acknowledging the action. Training Role: {TrainingRole_f} Certification Frequency: {CertificationFrequency_f} Certifier: {Certifier_f}	Assignment	Sent to the employee when the current state is Scheduled and the schedule date is within 5 days of the current date.

Process	Title	Message	Action Type	Sent To / Sent When
Employee Certification Events	Certifier – Certification Scheduled	This message is to notify you that the following employee certification event has been scheduled for you to conduct. Please complete the certification event and then move the state of the event to complete when you're done. Employee: {Employee_f} Training Role: {TrainingRole_f} Certification Frequency: {CertificationFrequency_f}	Assignment	Sent to the certifier when the current state is Scheduled and the schedule date is within 5 days of the current date.
Training Events	Organizer – Scheduled	This message is to notify you that you are the Organizer and/or Trainer for the following scheduled training event. Please complete the training and then move the state of this training event to session complete: Training Event Description: {TrainingEventDescription_f} Scheduled Start: {ScheduledStartDateTime_f} Scheduled End: {ScheduledEndDateTime_f}	Assignment	Sent to the Organizer when the current state changes to Scheduled.
Training Events	Organizer – Approval Rejected	This message is to inform you that the approval for the following training event was rejected. Please review the rejection comments, make the necessary changes and re-submit for approval. Training Event Description: {TrainingEventDescription_f} Completed Date: {CompletedDate_f}	Assignment	Sent to the Training Event Organizer when the current state changes to Training Event Approval Rejected.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Training Events	Organizer – Approver Escalation	The following training event's approval is past due. Please notify the approver(s) that they must approve this training event. This message can be removed from your action list by acknowledging the action. Training Event Description: {TrainingEventDescription_f} Completed Date: {CompletedDate_f} Organizer: {Organizer_f}	Assignment	Sent to the Training Event Coordinator when the training event requires approval and the approval due date has passed.
Training Events	Organizer / Trainer – Draft	This message is to notify you that you're the Organizer / Trainer for the following Training Event that is still in Draft. Please complete the necessary information and then set state of the Training Event to Scheduled: Training Event Description {TrainingEventDescription_f}	Assignment	Sent to the Organizer when the current state is Draft and the training event is not scheduled.
Training Events	Approvers – Ready for Approval	The following training event is ready for approval. Please either approve or reject the training event by {ApprovalDueDate_f}. Training Event Description: {TrainingEventDescription_f} Completed Date: {CompletedDate_f} Organizer: {Organizer_f}	Approval	Sent to the approvers when the current state changes to Ready for Approval.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Training Events	Organizer – New Skill Rating Required	Training Event No. {TrainingEventNumber_f} has one or more Training Event Logs awaiting review, but no New Skill Rating has been assigned. Please review the Training Event and assign a New Skill Rating value to the affected training logs to allow the event workflow to continue toward closure. * Organizer \ Trainer: {Organizer_f} * Completed Date: {CompletedDate_f} * Event Description: {TrainingEventDescription_f}	Assignment	Sent to the Organizer/Trainer when the current state is Session Complete and at least one training event log on the event lacks a new skill rating, and its current date is between one and five days past the Review/Approval Start Date.
Training Event Attendees	Attendees – Removed from Training Event	You have been removed from the attendees list on the following training event: * Description: {TrainingEventDescription_f} * Organizer: {Organizer_f} * Scheduled Start: {ScheduledStartDateTime_f} * Scheduled End: {ScheduledEndDateTime_f}	Assignment	Sent to the attendee when the current state is Scheduled and the attendee is removed from the training event.
Training Event Attendees	Attendees – Scheduled	You are scheduled as an attendee on the following training event: * Description: {TrainingEventDescription_f} * Organizer: {Organizer_f} * Scheduled Start: {ScheduledStartDateTime_f} * Scheduled End: {ScheduledEndDateTime_f}	Assignment	Sent to the attendee when the current state is Scheduled and the attendee is added to the training event.

Process	**Title**	**Message**	**Action Type**	**Sent To / Sent When**
Training Event Logs	Employee – Awaiting Review	This message is to notify you that you were an attendee at the training event listed below. Please review the training event log by {ReviewApprovalDueDate_f}, answer any training evaluation questions. If you have already completed this you may ignore this message. Training Event Description: {TrainingEventDescription_f} Skill: {Skill_f} Document: {Document_f}	Assignment	Sent to the employee when the current state changes to Awaiting Review.
Training Event Logs	Employee - Awaiting Review (No Document)	This message is to notify you that you were an attendee at the training event listed below. Please review the training event log by {ReviewApprovalDueDate_f}, answer any training evaluation questions. If you have already completed this you may ignore this message. Training Event Description: {TrainingEventDescription_f} Skill: {Skill_f} Document(s) Associated with Skill: {SkillDocuments_f}	Assignment	Sent to the employee when the current state changes to Awaiting Review and the Document field is null.

Process	Title	Message	Action Type	Sent To / Sent When
Training Event Logs	Employee – Complete	This message is simply a notification that the following training evaluation was completed. Acknowledging this message will remove it from your list. Skill: {Skill_f} Document: {Document_f} Maximum Score: {MaximumScore_f} Your Score: {YourScore_f} New Skill Rating: {NewSkillRating_f}	Assignment	Sent to the employee when the current state changes to Complete.
Training Event Logs	Organizer – Escalation	The following training event log is past due. Please notify the employee that they must complete this training event log record. This message can be removed from your action list by acknowledging the action. Training Event Description: {TrainingEventDescription_f} Completed Date: {ReviewApprovalDueDate_f} Employee: {Employee_f}	Assignment	Sent to the Training Event Organizer when the current state is Awaiting Review or Ready for Approval and the current date is past the Review/Approval Due Date.

Process	Title	Message	Action Type	Sent To / Sent When
Training Event Logs	Reports To – Escalation	A member of your team recently attended a training event and the training event log is past due. Please notify the employee that they must complete this training event log record. This message can be removed from your action list by acknowledging the action. Training Event Description: {TrainingEventDescription_f} Completed Date: {ReviewApprovalDueDate_f} Employee: {Employee_f}	Assignment	Sent to the employee's supervisor when the current state is Awaiting Review or Ready for Approval and the current date is past the Review/Approval Due Date.
Request for Training	Request for Training Approved	{SubmittedBy_f} has submitted the following request for training, which has been approved: Employee to be trained: {Employee_f} Skill for training: {Skill_f} Approved by: {Approver_f}	Assignment	Sent to the employee when the current state changes to Approved.
Request for Training	Request for Training is Awaiting Review	{SubmittedBy_f} has submitted the following request for training: Employee to be trained: {Employee_f} Skill for training: {Skill_f} Please review this request, then move it to the Ready for Approval state to approve or reject it. Your approval will automatically open a new training event for this employee and skill. The employee to be trained will be notified of your approval or rejection.	Assignment	Sent to the Approver when the current state changes to Awaiting Review **OR** the current state is Awaiting Review and the approver is updated.

Process	Title	Message	Action Type	Sent To / Sent When
Request for Training	Request for Training is Ready for Approval	The following request for training is ready for approval: * Employee to be trained: {Employee_f} * Skill for training: {Skill_f} * Submitted by: {SubmittedBy_f} Please approve or reject this request. Your approval will automatically open a new training event for this employee and skill. The employee to be trained will be notified of your approval or rejection.	Assignment	Sent to the Approver when the current state is Ready for Approval and the current date is greater than the date when the state was modified OR when the current state becomes Ready for Approval and the approver was updated as the record was saved.
Request for Training	Request for Training Rejected	The request to receive training for skill {Skill_f} has been rejected by {Approver_f}.	Assignment	Sent to the employee when the current state changes to Rejected.

Chapter 5

Metrics and Reports

Introduction to Metrics and Reports

The QMS system includes reporting and metric features that let you analyze the data in each process, measuring efficiency and effectiveness. The metrics and reports available differ between each process.

Report are generated within each process, either from the search screen or the detail screen. Metrics and key process indicators (KPIs) are gadgets that can be placed on one of your dashboards.

See the User Interface user guide to learn how to generate reports, metrics, and KPIs.

Reports

Pre-set reports have been set up to be pulled on a process by process basis, though not every process has a pre-set report. Certain reports require additional parameters in order to be previewed. The parameters are listed on the right side of the preview window. If a report requires parameters, then this pane will automatically appear. Once you have selected the desired parameters, click the Preview button to see the report preview.

Below is a table that describes each report available in the Training Management module. In addition to title and description, the table indicates which process each report comes from and whether it is pulled from the search screen or detail screen. Lastly, if the report requires specific parameters in order to be generated properly, a description of those parameters is included below that report. See the User Interface user guide to learn how to access reports.

Process	**Pulls From**	**Title**	**Description**
Review Frequencies	Detail Screen	Audit Trail – Review Frequencies	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skill Types	Detail Screen	Audit Trail – Skill Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skill Ratings	Detail Screen	Audit Trail – Skill Ratings	Provides a path of how the record has progressed over time with changes (who, what, and when).
Training Event Types	Detail Screen	Audit Trail – Training Event Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Event Types	Detail Screen	Audit Trail – Employee Event Types	Provides a path of how the record has progressed over time with changes (who, what, and when).
Certification Performance Measures	Detail Screen	Audit Trail – Certification Performance Measures	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	**Pulls From**	**Title**	**Description**
Certification Event Frequencies	Detail Screen	Audit Trail – Certification Event Frequencies	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Titles	Detail Screen	Audit Trail – Employee Titles	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Titles	Search Screen	Employee Title Organization	Provides a report based on Site to output all Employee Titles together with their reporting titles and job description.
Training Roles	Detail Screen	Audit Trail – Training Roles	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skills	Detail Screen	Audit Trail – Skills	Provides a path of how the record has progressed over time with changes (who, what, and when).
Skills	Detail Screen	Skill Audit Comparison	Provides a path of the number of skill audits completed for each employee within a date range.
Employees	Detail Screen	Audit Trail – Employees	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employees	Detail Screen	Employee Detail Report	Provides a report of an individual employee that details their basic information, title information, employee skills, and training information.
Employees	Search Screen	Employee Matrix filtered by Department	Provides a report filtered by site and department to show all relevant skills for that area and listing documents for each skill.
Employees	Detail Screen	Employee Matrix filtered by Reports To	Provides a report filtered by site and the user that the employee reports to in order to show all relevant skills for that area and listing documents for each skill.
Employees	Search Screen	Position Backup Review	Provides a path to view (based on Employee Title) those within the organization that have the necessary skills to back up a selected title.
Employee Skills	Detail Screen	Audit Trail – Employee Skills	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Skills	Search Screen	Position Backup Review	Provides a path to see (based on Employee Title) which employees have the necessary skills identified in the Employee Title record based on a percentage complete.
Employee Events	Detail Screen	Audit Trail – Employee Events	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Certifications	Detail Screen	Audit Trail – Employee Certifications	Provides a path of how the record has progressed over time with changes (who, what, and when).
Employee Certification Events	Detail Screen	Audit Trail – Employee Certification Events	Provides a path of how the record has progressed over time with changes (who, what, and when).

Process	Pulls From	Title	Description
Training Events	Detail Screen	Audit Trail – Training Events	Provides a path of how the record has progressed over time with changes (who, what, and when).
Training Events	Detail Screen	Training Acknowledgment	Provides a document of a specific employee giving written acknowledgment that they attended the training event.
Training Events	Detail Screen	Training Attendance	Provides a sign-in sheet for training event attendees.
Training Events	Search Screen	Training Hours by Department	Provides a path to view training hours by department over a selected date range.
Training Events	Search Screen	Training Hours by Site	Provides a path to view the sum of hours consumed in training by site and over a selected date range.
Training Event Logs	Detail Screen	Audit Trail – Training Event Logs	Provides a path of how the record has progressed over time with changes (who, what, and when).
Request for Training	Detail Screen	Audit Trail – Request for Training	Provides a path of how the record has progressed over time with changes (who, what, and when).

Metrics

Below is a table that describes each metric available in the Training Management module. In addition to title and description, the table indicates which process each metric comes from. Lastly, if the metric requires specific parameters in order to be generated properly, a description of those parameters is included below that metric. See the User Interface user guide to learn how to access reports.

Process	Pulls From	Title	Description
Employee Skills	Gadgets	Manager's Employees that Require Training	A count of employees who require training on one or more skills.
Employee Skills	Gadgets	Current User's Training Needs by Role	A count of Employee Skill records in the Active state that require training, segmented by training role.
Employee Certifications	Gadgets	Current User's Completed Employee Certifications	A count of completed employee certifications for an employee.
Training Events	Gadgets	Current User's Completed Training Events	A count of employee training events that are closed.
Training Event Logs	Gadgets	Current User's Points Earned	A count of the employee's score from all training event logs.

KPIs

See the User Interface user guide to learn more about KPIs.

There are no KPIs available for this module.

Chapter 6

Security Settings

Security Roles

Security roles define how various users access and control different types of processes and data. These roles are then assigned to each user. Some roles are used by many users, while others may only be applied to one or two individuals.

The following security roles apply in the Training Management module.

All Roles

Any security applied to this special system role applies to all users of the system.

APQP Administrator

Allows you to add, edit, and remove records in any process in the APQP module.

Cost Log Add/Edit

Allows you to add new and edit Cost Log items. Upon adding a Cost Log record, you become the person who logged the record by default. Only the person who logged the record or the Cost Log Administrator security role are able to edit the Cost Log record.

Cost Log Administrator

Allows you to add new Cost Log Accounts and Cost Logs. The Cost Log Administrator also has the ability to edit any Cost Log as if they were the employee who entered the Cost Log record.

Device Administrator

Allows you to add new Device History Records information. The Device Administrator also has the ability to edit any device history record as if they were the owner of the device history record.

Document Maintenance

Allows you to add and remove document types, drawing types, document templates, and record types, as well as add review frequencies. Additionally, you can view and edit all fields within those processes. Typically, this maintenance account is only given to one or two individuals responsible for setting up this data for others to use.

Document/Manual Add/Edit

Allows you to add and edit new documents, manuals, and document hard copies. Upon adding a document or manual, you become the document or manual owner by default. The document or manual owner, document editors, and the Document Administrator security role are the only users who can edit the document or manual.

Documents Administrator

Allows you to add, edit, and remove records in any process in the Document Control module.

Documents Champion

Allows you to add records in any process in the Document Control module.

Employee Role Add

Allows you to add new employee role records and to edit existing records.

Employee Certification Add

Allows you to add and edit employee certification and employee certification event records.

Employee Events Add

Allows you to add and edit employee event records.

Employee Role Add

Allows you to add and edit employee roles.

Employee Title Add

Allows you to add and edit employee title records.

System Administrator

Allows you to add and remove security roles, domains, entities, sites, locations, generalized code types and generalized codes, product lines, item groups, item types, review frequencies, company types, cost accounts, and units of measure. In addition to the ability to add and remove items, you can also view and edit all fields for the processes listed. Typically, the System Administrator role is only given to one or two individuals who are responsible for setting up data for others to use.

System View

System View is a generic role that most users and modules use. This role allows you to view (but, in most cases, not to edit) much of the non-sensitive data in the system. The ability to view data is still subject to your access to navigate to and open a process.

Training Administrator

Allows you to add and edit skill training questions, as well as employee, employee title, employee role, skill, and training event records.

Training Champion

Allows you to add and modify records in any process in the Training Management module.

Training Event Add

Allows you to add a training event record in the Training Management module.

Training Event Add/Edit

Allows you to add and edit training event records.

Training Event Maintenance

Allows you to add, edit, and delete training event records and training event type records in the Training Management module.

Training Maintenance

Allows you to add, edit, and delete records in the following processes: skill types, skill ratings, training event types, employee event types, certification event frequencies, certification performance measures, and review frequencies.

Training Module Maintenance

Allows you to add and delete records in the following processes: skill types, skill ratings, employee event types, and review frequencies. You can also view and edit data for these processes. Typically, this role is only assigned to one or two individuals responsible for setting up data for others to use.

Training Navigation

Allows you to have a read-only view of the following processes: training events, employee skills, employee events, employee certifications, employees, and employee titles.

Training Roles Add/Edit

Allows you to add and edit a training role record in the Training Management module.

Process Security Roles

Each list below displays the security roles that provide you with permissions to add items for the indicated individual process.

Global Choice

- Auditing Administrator
- Auditing Champion
- Auditing Maintenance
- Training Administrator
- Training Champion
- Training Maintenance

Review Frequencies

- Document Administrator
- Document Champion
- Document Maintenance
- Supplier Quality Administrator

- Supplier Quality Champion
- Supplier Quality Maintenance
- System Administrator
- Training Administrator
- Training Champion
- Training Maintenance

Skill Types

- Training Administrator
- Training Champion
- Training Maintenance

Skill Ratings

- Training Administrator
- Training Champion
- Training Maintenance

Training Event Types

- Training Administrator
- Training Champion
- Training Event Maintenance
- Training Maintenance

Employee Event Types

- Training Administrator
- Training Champion
- Training Maintenance

Certification Performance Measures

- Employee Certifications Add/Edit
- Training Administrator
- Training Champion
- Training Maintenance

Certification Event Frequency

- Employee Certifications Add/Edit
- Training Administrator
- Training Champion
- Training Maintenance

Employee Titles

- Employee Maintenance
- Employee Title Add/Edit
- Training Administrator
- Training Champion

Training Roles

- Employee Maintenance
- Employee Role Add
- Training Administrator
- Training Champion
- Training Roles Add/Edit

Skills

- Skill Add/Edit
- Skill Maintenance
- Training Administrator
- Training Champion

Employees

- Employee Add/Edit
- Employee Maintenance
- Training Administrator
- Training Champion

Employee Events

- Employee Events Add/Edit
- Employee Maintenance
- Training Administrator
- Training Champion

Employee Certification

- Employee Certifications Add/Edit
- Training Administrator
- Training Champion

Employee Certification Event

- Employee Certification Add/Edit
- Training Administrator
- Training Champion
- Training Maintenance

Training Events

- Training Administrator
- Training Champion
- Training Event Add/Edit
- Training Event Maintenance

Request for Training

- All Roles
- Training Administrator

State Change Security

As you complete tasks in the system, changes occur based on your activities (such as changing a record's state) and when other events occur (such as a specific amount of time passing). The changes based on your activities are called **actions**, while the event-based changes are called **transactions**. The main difference between the two is the initiator: actions are performed by users, and transactions are managed by the system.

Each system change may depend on a number of factors, including where you are in the system, who is involved, which fields are populated, and more. It is important to know the actions and transactions for each process because these affect your ability to complete a task.

The state change security for each process is separated into two sections:

1. **Security.** Which users (by security role or field role) can change the state of a record. Field roles are indicated with an asterisk*.
2. **Transactions.** The conditions that must be met to initiate a transaction.

Security

Review Frequencies

Transitions	Document Administrator	Document Maintenance	System Administrator
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓

Skill Types

Transitions	Training Administrator	Training Champion	Training Maintenance
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	X	✓

Training Event Types

Transitions	Training Administrator	Training Champion	Training Event Maintenance	Training Maintenance
Active >> Inactive	✓	✓	✓	✓
Inactive >> Active	✓	✓	✓	✓

Employee Event Types

Transitions	Training Administrator	Training Champion	Training Maintenance
Active >> Inactive	✓	✓	✓
Inactive >> Active	✓	✓	✓

Certification Performance Measures

Transitions	Training Administrator
Active >> Inactive	✓
Inactive >> Active	✓

Certification Event Frequencies

Transitions	Training Administrator
Active >> Inactive	✓
Inactive >> Active	✓

Employee Titles

Transitions	Training Administrator
Active >> Inactive	✓

Training Roles

Transitions	Training Administrator	Training Roles Add/Edit
Active >> Pending Change	✓	✓
Active >> Pending Status Change to Inactive	✓	X
Inactive >> Pending Status Change to Active	✓	✓
Initial Setup >> Pending Change	✓	✓

Skills

Transitions	Skill Add/Edit	Skill Maintenance	Training Administrator	Training Champion
Active >> Inactive	✓	✓	✓	✓
Inactive >> Active	✓	✓	✓	X

Employee

Transitions	Training Administrator	Training Maintenance
Active >> Inactive	✓	✓
Inactive >> Active	✓	✓

Employee Skills

Transitions	Training Administrator	Training Champion	Training Maintenance
Active >> Exempt	✓	✓	✓
Exempt >> Active	✓	✓	✓

Employee Events

Transitions	Employee Events Add/Edit	Employee Maintenance	Training Administrator	Training Champion	Training Maintenance
Complete >> In Process	✓	✓	✓	X	✓
In Process >> Complete	✓	✓	✓	X	✓
New >> Complete	✓	✓	✓	✓	✓
New >> In Process	✓	✓	✓	✓	✓

Employee Certifications

Transitions	Employee Certifications	Training Administrator	Training Champion
Approval Rejected >> Ready for Approval	✓	✓	✓
In Process >> Ready for Approval	✓	✓	✓
New >> In Process	✓	✓	✓

Employee Certification Event

Transitions	Employee Certifications Add/Edit	Training Administrator	Training Champion	Training Maintenance
Scheduled >> In Process	✓	✓	✓	✓
Skill Steps Incomplete>> Complete	✓	✓	✓	✓
In Process >> Complete	✓	✓	X	✓

Training Events

Transitions	Organizer/Trainer*	Training Administrator	Training Champion	Training Event Add/Edit
Draft >> Scheduled	✓	✓	✓	✓
Scheduled >> Session Complete	✓	✓	✓	X
Training Event Approval Rejected >> Ready for Approval	✓	✓	✓	X

Request for Training

Transitions	All Roles	Approver	Training Administrator	Training Champion	Training Event Add/Edit
Draft >> Awaiting Review	✓	✓	✓	✓	✓
Awaiting Review >> Ready for Approval	X	✓	✓	✓	✓

Transactions

Training Event Types

Document Type is Null

The Document Types field is hidden when empty.

Requires Training Event Approval is Not Checked

When the "Requires Training Event Approval" check box is **not** selected, the Training Event Type Approvers field is hidden.

Employee Titles

Active and Create Training Role True

The system creates a training role using the employee title name when the following conditions apply:

- The current state is Active
- The "Automatically Create Training Role" field is selected
    - The field was previously unselected

The system then links the newly created training role to the employee title and clears the "Automatically Create Training Role" field.

Active With Employees

When the current state is Active and the Employee Title record has employees associated with it, the system automatically hides the "Make Inactive" check box for the Employee Title record.

Active With No Employees

When the current state is Active and the Employee Title record does **not** have employees associated with it, the system automatically hides the "Set State Inactive" field for the Employee Title record.

Make Inactive Checked

When you select the "Make Inactive" field for the Employee Title record, the system automatically sets the current state to Inactive.

New or Removed Training Roles

When you add or remove training roles, the system automatically updates the relevant Employee records.

Required Training Roles List is Not Empty

When the Required Training Roles list contains records, the system automatically hides the "Automatically Create Training Role" field.

Training Roles

Initial Approval or Approved to Active

When the current state is Active and the previous state was either Approved or Initial, the system updates employees with the current role.

Initial Approval to Active (Approved)

When the current state transitions from Initial Approval to Active (indicating the initial approval was approved), the following changes occur:

- The state of training role skills is updated to Active
- The system assigns the role to employees who have the title recorded in the Created by Title field
- The system assigns the role to employees who have the title recorded in the Created by Title field as the succession planning title
- A notification is sent to the training administrators to inform them that the initial approval for the training role is approved

Initial Approval to Initial Setup (Rejected)

When the current state transitions from Initial Approval to Initial Setup (indicating the initial approval was rejected), a notification is sent to the training administrators to inform them that the initial approval for the training role is rejected.

Initial Save and Created by Title

When the record is saved for the first time and the Created by Employee Title field is populated, a notification is sent to the training administrators to inform them that a new training role is created from an employee title and requires further setup.

Pending Change State Active Approved

When the current state changes from Pending to Active, the employees are updated with the current role. Additionally, a notification is sent to the training administrators to inform them that the approval has been approved.

Pending Change State Active Rejected

When the current state changes from Pending State Change to Active to Inactive, a notification is sent to the training administrator to notify them that the approval for the training role has been rejected.

Pending Change State Inactive Approved

When the current state changes from Pending State Change to Inactive to Inactive, a notification is sent to the training administrator to inform them that approval for the training role has been approved.

Pending Change State Inactive Rejected

When the current state changes from Pending State Change to Inactive to Active, a notification is sent to the training administrator to notify them that the approval for the training role has been rejected.

Pending Change to Approved

When the current state is Approved, the following changes occur:

- The Required Skills field is updated with the skills listed in the Skills to Add and Skills to Remove fields
- The Skills to Add and Skills to Remove fields are cleared

- The state is moved to Active
- The employee skill matrix is updated
- A notification is sent to the training administrators to inform them that the approval for the training role has been approved

Pending Change to Rejected

When the current state is Rejected, the following changes occur:

- The Skills to Add and Skills to Remove fields are cleared
- The state is moved to Active
- A notification is sent to the training administrator to inform them that the approval for the training role has been rejected

Sites Updated

When sites are linked or unlinked to a training role after the first save, the sites on the training role skills are updated.

Skill(s) to Add is Null or State Pending Change

When the Skill(s) to Add to Training Role field is null **OR** if the field is populated and the current state is Pending Change, the Skill(s) to Add Notice field is hidden.

State is Not Initial Setup or Initial Approval

When the current state is **NOT** Initial Setup or Initial Approval, the Approve Initial Setup field is hidden.

State is Not Pending Change to Active

When the current state is NOT Pending Change to Active, the "Approve Status Change to Active" field is hidden.

State is Not Pending Change to Inactive

When the current state is NOT Pending Change to Inactive, the "Approve Status Change to Active" field is hidden.

State Moves to Inactive

When the current state changes from Pending Change to Inactive, the system automatically updates the records of employees with the current role.

State Moves to Pending Change

When the training role state is Pending Change, the system automatically notifies the change initiator that a change is open. Additionally, the Initiator field is populated with the currently logged-in employee.

Skills

Active and Not Skills Defaulted

When the current state is Active and the Roles Defaulted field is not selected, the system updates the state to Active for each Training Role Skill record associated to this skill. This ensures that other transactions on the Employee Training Role Skills process will execute.

Created from Document

When the ID value is new and the Document That Created Skill field is populated, the system links the skill to all of the default training roles from the skill type and sets the Roles Defaulted field to true. This rule is used when a skill is created from a document.

Expiration Frequency Updated

When a skill's expiration frequency is updated, the linked Employee Skills records are updated to reflect the expiration changes.

Inactive

When a skill is set to Inactive, the system automatically executes the following actions:

- The Training Role Skills record is removed.
- The current skill is unlinked from Training Events records in the Draft state.
- The linked employee skills are updated to the Historical Requirement state.

Inactive to Active

When the current state is changed from Inactive to Active, the system updates the linked inactive training role skills to Active.

Skill Type Changed

When the skill type changes, the following changes occur:

- The system inserts all of the training roles based on the skill type, then sets the Roles Defaulted field to true
- The system updates employee skills with the skill type
- After a skill is added to the Skill(s) to Add field, the current state of default training roles is updated from Active to Pending Change

Employees

Business Unit is NULL

When the Business Unit field is null, the system populates the field with the value from the Default Site field.

Delegate Approver Changes

When the Delegate Approvers state is changed, the delegate approver is set on the Employee record.

First Save

When the record is saved for the first time, the system links the System View role to the Roles field.

Hide the Previous Title Field

When the employee's title and previous title are the same or if the Previous Title field is blank, the system hides the Previous Title field.

ITAR for Logged in User Account is Not True

If the logged in user account is not ITAR compliant, the "ITAR Compliant?" field is hidden.

Not Out of Office

When the Out of Office check box is NOT selected, the Out of Office Delegate field is hidden.

Site ITAR Requirement is Not True

When the Default Site and all selected Additional Sites do not have ITAR Requirement selected, the ITAR Requirement? field is set to False, then hidden.

State is Active

When the current state changes to Active, the employee's account is enabled.

State is Inactive

When the current state changes to Inactive, the employee's account is disabled.

Succession Development Title and Current Title are Different

When the Succession Development Title field and the Employee Title fields are different and the Succession Development Title is not blank, the system automatically sets the employee's previous title to be the employee's current title.

Employee Skills

Action for Skill Frequency Expiration

When the Expired On field is within 30 days of the current date, and the expired frequency value has a length greater than zero, a notification is sent to the employee to inform them that a required skill is about to expire and will require re-training.

Ad Hoc Skill

When an employee skill does not have an associated training role, the system automatically selects the Ad-Hoc field.

Always

The system routinely performs the following actions:

- Sets the check boxes that qualify a record for training to false if they are null
- Calculates the Rating Deficiency field and Requires Training field values

Current Rating Changes, Not Last Trained Date

When the current rating changes but the last trained date does not, the Last Trained Date field's value is set to the current date.

Current Rating or Last Trained Changes

When either the current rating or the last trained date changes, the record is updated with the same employee and skill values as the originating record.

Current State, Requires Training, or Current Rating Updated

The employee's trained skill list is updated when one of the three following rules are true:

- The current state has changed.
- The Requires Training field has changed.
- The Current Rating field has changed.

Expires On Is Null

When the Expires On field is empty, the system automatically hides the Expires On and Frequency Expired fields for a skill.

Frequency Skill, Updated or Expired

The Frequency Expired check box is calculated when one of the following rules is true:

- The skill has a frequency expiration rating greater than zero.
- The Last Trained date is updated.
- The current state is updated.
- The frequency is expired.

From Exempt to Active

The current state is reassigned when it is updated from Exempt to Active.

Historical and Untrained

The record is removed from the search screen when the following rules are true:

- The current state is Historical Requirement.
- The record is not linked to any training events.
- The current rating is the lowest ranking.

Self-Directed Changed

When the Self-Directed field has changed, the system updates the field to match the skill.

Update Requires Training False

The system automatically clears the Requires Training field for the specified employee skill when the following conditions apply:

- The employee skill state is Active.
- The Rating Deficiency field, Frequency Expired field, or Document Change field is blank/cleared.

  AND

- The Training Event field is blank/cleared.

Similarly, if the employee skill state is Historical Requirement, the system also clears the Training Required field for the employee skill.

Update Requires Training True

The system updates the Required field to True for the specified employee skill when the following conditions apply:

- The employee skill state is Active
- The Rating Deficiency field, Frequency Expired field, or Document Change field is true

  OR

- The Training Event field is true

Employee Events

Completed

When the current state is Complete, the system automatically sets the Completed Date field to the current date.

New or In Process

When the current state transitions to New or In Process, the system notifies event coordinators that they have an employee event that is New or In Progress.

Employee Certifications

Approval Rejected

When the current state transitions to Approval Rejected, the system notifies certifiers that approval for the certification was rejected.

Complete and Approved

When the current state transitions to Complete and the Approved for Certification field is selected, then the system notifies employees that they have been certified in a training role.

In Process, First Event

When the current state is In Process and there are no previous events, the system automatically creates the first scheduled certification events.

In Process, Not First Event

When the current state is In Process and there are previous certification events, the system automatically inserts a new Employee Certification Event record for each scheduled certification event for the selected training role.

Employee Certification Events

Complete

When the current state moves to Complete, the following changes occur:

- Skill Performance Results are locked
- Performance Measures Results are locked
- The current state is set to Skill Steps Incomplete, if they are not all complete

New Record

When a new record is created in the Scheduled state while the Scheduled Date field is empty, the following fields are automatically updated:

- Schedule Date
- Employee
- Certifier

Notification Sent Date field is NULL

The Notification Sent Date field is hidden when empty.

Scheduled and Schedule Date in 5 Days

When a record's current state is Scheduled, the Schedule Date is within or beyond five days of the current date, and the Notification Sent Date field is empty, then the Notification Sent Date is updated to the current date.

In addition, the following notifications are sent:

- The employee is alerted that a certification event has been scheduled that they must participate in.
- The certifier is alerted that they have an employee certification event to complete.

Training Events

Approval Past Due

When the current state is Ready for Approval and the Approval Due Date field is past the current date, a notification is sent to the Organizer/Trainer informing them that the training event's approval is past due.

Attendees Unlinked

When one or more attendees are unlinked from the training event, the system flags those attendees to remove the associated training role(s).

Created from a Document

When the Training Event record was created from a document, the system performs the following actions:

- Links all attendees linked to the selected skill that require skill training and are active employees
- Inserts a skill for the training event based on the selected document

Current State is Scheduled

When the current state moves to Scheduled, a notification is sent to the Organizer/Trainer to inform them that they are the organizer and/or trainer for a scheduled training event.

Default Skill Rating Changes or Logs are Added

A new skill rating is set in the training event logs when the following conditions are met:

- The default new skill rating changes.
- New training event logs are added.
- The current state is Session Complete.

Draft and Greater than State Modified Date

When the current state is Draft and the current date is greater than the State Modified date, a notification is sent to the Organizer/Trainer to notify them that the training event is still in the Draft state and is not yet scheduled.

Draft and Scheduled

When the current state is Draft or Scheduled, the following transactions occur:

- The system automatically inserts a skill for the training event, based on the selected document.

- The system analyzes the Attendees and Skills fields, and links all available Employee Skill records that match.
- The system unlinks all Active records from the Employee and Skills processes.

Hide Default New Skill Rating

When the state is not Session Complete, the Default New Skill Rating field is hidden.

Hide Document Field When Null

The Document field is hidden when empty.

Hide Mfg Document Field When Null

The Manufacturing Document field is hidden when empty.

Hide Process Field When Null

The Process field is hidden when empty.

Hide Quality Alert Field When Null

The Quality Alert field is hidden when empty.

Hide Request for Training When Null

The Request for Training field is hidden when empty.

Initial Save

When the record is saved for the first time, the Organizer/Trainer is added to the Training Event Approver(s) field.

No Event or Log Approval Required

When the training event type's Requires Training Event Approval field and Requires Training Event Log Approval field are empty, the training event's Number of Days for Approval field is hidden.

No New Skill Rating, No Questions

When the following statements are true, a notification is sent to the Organizer/Trainer to inform them that the record requires further attention:

- The current state is Session Complete
- At least one training event log on the event lacks a new skill rating
  - The current date of this training event log is between one and five days past the Review/Approval Start Date

Old State = Session Complete, New State = Scheduled

When the current state changes from Session Complete to Scheduled, the system moves the record from Scheduled to Session Complete. Additionally, the Completed Date field is populated with the current date.

Ready for Approval

When the current state changes to Ready for Approval, the Approval Start Date field is updated to the current date and time.

Scheduled and Attendees Updated

When the current state is Scheduled and the Attendees field is updated, the new or removed attendees are notified of the change.

Session Complete (New)

When the current state moves to Session Complete from a different previous state, the system automatically inserts an item into the Training Event Log field for each combination of skill and employee. For example, if a training event trains attendees on two skills and two employees sign up for the event, then four items are added to the training event log – one for each skill/employee combination.

Session Complete (New) and Training Roles, Skills, or Attendees Updated

When the current state moves to Session Complete and the Training Roles, Skills, or Attendees fields were updated before saving while still in the Scheduled state, the system sets the current state back to Scheduled.

Session Complete and Training Logs Complete

When the current state is Session Complete, all training logs are complete and no approval is required, then the training event is set to Closed.

Session Complete Approval Required and Training Logs are Completed

When the current state moves to Session Complete from a different previous state, training event approval is required, and all training logs are completed, then the system automatically updates the state to Ready for Approval.

Supplier Led Training is False

When the "Supplier Led Training" check box is not selected, the Supplier field is hidden.

Training Event Approval Rejected

When the current state changes to Training Event Approval Rejected, a notification is sent to the Organizer/Trainer to inform them that the training event was rejected.

Training Event Details Updated

The Training Event Attendees process is updated when one of the following fields is updated:

- Organizer
- Scheduled Start

- Scheduled End
- Description

Training Event Does Not Require Approval

When a training event type does not require approval, the following fields are hidden:

- Approval Due Date
- Approval Start Date
- Training Event Approval
- Training Event Approver(s)
- Training Event Approvers Validation

Training Event Type Updated

When the Training Event Type field is updated, the system updates the number of days for approval.

Training Role or Attendee Added

When a new link is added to the Training Roles field, or when a new link is added to the Attendees field and at least one training role is linked, the following events occur:

- The system inserts new Training Event Attendees records for each attendee that receives a new training role assignment from the event
- The system links qualifying training roles to new and existing records when a Training Role record is linked to the event
- The system links the training roles from the event to each attendee's Employee record.

Training Role Unlinked

When the current state is Draft or Scheduled and one or more items have been unlinked from the Training Roles field, the following events occur:

- The system un-assigns training roles from Employee records if they were assigned from the training event and have been unlinked from the same event
- The system unlinks skills from the training roles
- The system force updates the affected Employee records to calculate training changes

Training Roles is Not Null

When at least one training role is linked to the training event, the system links the skills from the selected training roles on the training event.

Training Event Logs

Awaiting Review, There are Questions, and All Questions are Answered

When a training log needs review, contains questions, and all questions are answered, the system updates the new skill rating (based on the rules set up for the skill type) using the Score Percentage field.

Awaiting Review and Document is Not Null

When the current state is Awaiting Review, the Document field is populated, and the record contains skill training questions, a notification is sent to the employee to inform them that the training event session has been completed, and the training event log requires review.

Awaiting Review and Document is Null

When the current state is Awaiting Review, the Document field is null, and the record contains skill training questions, a notification is sent to the employee to inform them that the training event session has been completed, and the training event log requires review.

Complete

When the current state is Complete or Complete – Rejected, the following events occur:

- The linked Training Event record is updated
- The correct answer is shown in the Comments column

Complete – Rejected

When the current state changes to Complete – Rejected, the system removes Employee Skill records, if the employee skill was created from the training event.

Complete (New)

When the current state changes to Complete, the system changes the following fields on the associated Employee Skills process:

- Current Rating (updated to the new skill rating)
- Frequency Expired (changed to False)
- Document Change (changed to False)
- Last Trained (updated to the training event's completed date)

Additionally, a notification is sent to the employee to inform them that the training event log is complete. This notification also lets the employee know their score of the training evaluation.

No Approval

If the selected Training Event Type does not requires approval for training event log records, then the Training Log Approval field is hidden.

No Document

The Document field is hidden when empty.

No Evaluation Questions

When the training log has no questions, the following fields are hidden:

- Maximum Score
- Number of Questions

- Score Percentage
- Training Evaluation Questions
- Your Score

Not All Questions are Answered

If the record contains questions that are left unanswered, the Training Log Approval field is hidden.

Previous Skill Rating is Null

The Previous Skill Rating field is hidden when empty.

Review/Approval Past Due

When the current state is Awaiting Review or Ready for Approval and the field labeled Review/Approval Due Date is past the current date, notifications are sent to the organizer and the person the employee reports to, informing them that the employee's training event log is past due.

Request for Training

Not Self-Directed Skill and No Questions

When the skill is **NOT** self-directed and it has no skill training questions, the Training Event Type field is hidden.

Ready for Approval and Greater than StateModifiedOn Date

When the current state is Ready for Approval and the current date is greater than the date when the state was modified, a notification is sent to the Approver to inform them that the record is ready for approval.

Ready for Approval when Approver Updated

When the current state becomes Ready for Approval and the approver was updated as the record was saved, a notification is sent to the Approver to inform them that the record is ready for approval.

Request is Approved

When the current state changes to Approved, a Training Event record is created and linked to the request for training. Additionally, a notification is sent to the employee to inform them that their request for training has been approved.

Request is Awaiting Review

When the current state changes to Awaiting Review **OR** the current state is Awaiting Review and the approver is updated, a notification is sent to the Approver to inform them that a request for training requires their review and approval.

Request is Rejected

When the current state changes to Rejected, a notification is sent to the Employee to inform them that their request for training has been rejected.

Self-Directed Skill with Questions and Approved

When the linked skill's Self-Directed check box is selected, it has at least one training question, and the current state becomes Approved, the Training Event's state is set first to Scheduled (to populate the Employee Skills field), then to Session Complete (to generate the training event logs from the employee skills).

Training Event is NULL

The Training Event field is hidden when empty.

Commands

Some processes utilize command buttons to perform pre-defined actions. Commands can be found under the Actions icon in the top toolbar of the appropriate process.

Below is a table that describes each command available in the Training Management module. In addition to title and description, the table indicates which process each command comes from, the roles that can execute the command, and the states when the command can be executed.

Process	Title	Description	Used By	State When Used
Training Events	Populate Attendees Based on Skills	Populates the Attendees field with all attendees linked to the selected skill that require training and are active employees.	Training Administrator; Organizer; Training Champion; Training Event Add/Edit	Session Complete
Training Events	Populate Skills Based on Attendees	Populates the Skills field with all active skills linked to the selected attendees list.	Training Administrator; Organizer; Training Champion; Training Event Add/Edit	Draft; Scheduled

Chapter 7

Module Frequently Asked Questions

Frequently Asked Questions

Why shouldn't I delete items?

Records should only be deleted when you are sure that they are no longer needed. Even though records use a soft delete mechanism, there is still work that must be done to restore an item once it has been deleted.

The best thing to do with an item that is no longer needed is to set it to Inactive, Retired, or Obsolete, whichever state is applicable. This way, the item historically remains in the system but cannot be used.

If you do need to delete an item for good, then use the Trash button in the toolbar. Typically, only the system administrator can delete items.

I just changed the state of a process. What happens now?

When a process' state makes a transition, the system typically takes some automated steps. Details about these steps are listed in the State Transitions section of each process in this user guide.

Typically, state transition steps perform one of three functions:

1. **Notifications.** Notifications are sent to the users that are responsible for the next state of a process.
2. **Field Update.** Fields that depend on a state, date, or action are updated.
3. **Another State Transition**. A process' state may be transitioned automatically by the system, depending on a state, date, or action update.

Some processes may not have any automatic state transitions. In that case, it is useful to check the States section to view the process' state map and read the definitions of each state.

You can also review the Task list for that process. Each list typically describes which state to select when saving a process record.