

BHR Administrative Procedure
Training and Workforce Development

Coordination of Training for HRBPs and Bureaus

This procedure provides guidance for coordination between BHR Training and Workforce Development (TWD) and Human Resources Business Partners (HRBPs) for training for City employees. This procedure addresses HR-sponsored training topics that are intended for citywide audiences.

Training Scheduling

TWD schedules training sessions on various topics available to all City employees and/or managers/supervisors. HRBPs serve as trainers for employee versions of HR 2.02 training and the manager/supervisors series, among other topics. For citywide training, TWD sends requests to HRBPs to sign up for dates they are available to train.

Training is listed in the CityLearner Learning Management System (LMS). Employees with access to the CityLearner portal are expected to use CityLearner to register for training and to view their training transcripts.

Bureau-Requested Training

City bureaus and offices wishing to schedule training offered only to their bureau employees should work with their assigned HRBP. The HRBPs should contact TWD to discuss scheduling the training and listing it in CityLearner as far in advance of the training as possible. This will ensure participants can book the course via CityLearner and establish a training roster to allow for consistent tracking of training events. Trainings should not take place without prior notification to TWD and all training requests should be received by TWD well in advance of the proposed course date.

For bureau-requested training, the bureau is responsible for:

- Arranging training dates and times
- Reserving and scheduling training rooms
- Identifying and scheduling HRBP trainers
- Creating and distributing marketing information or notifying TWD to create and distribute (see next section)
- Communicating the information to TWD via the Course Request Form (HRBPs may also submit this form to TWD on behalf of the bureau in order to set up training in the LMS)
- Arranging for a supply of training materials

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Some City bureaus have the [LMS Bureau Support Role \(BSR\)](#) assigned to one or more bureau employees. This role provides access to the LMS for administrative and reporting purposes, and allows the BSR to book employees into courses. HRBPs should notify the BSR to ensure they are aware of scheduling and setup for all bureau trainings.

Training Marketing

TWD markets training to all City employees in CityLearner and via email. TWD will create marketing material and distribute internally to bureau employees for bureau-scheduled training via email, if requested by the bureau. Marketing information is distributed citywide via email to employees with access to [CityLearner](#). In some cases, a bureau may prefer not to market or advertise training intended for a specific audience of employees who do not have access to the CityLearner portal.

Training Booking

1. Employees

- a. City employees with access to CityLearner are expected to self-book to ensure rosters are accurate and training is tracked.¹ On occasion, an employee may need technical support in order to book a class. TWD provides user support in these cases.
- b. Some City employees do not have access to self-book through CityLearner. The bureau is responsible to provide a list with employee names and PERNRs, at a minimum, so that TWD can create a roster. Bureaus with a designated BSR are responsible to book their employees into courses.

2. Interns and Volunteers

- a. Unpaid interns and volunteers cannot book courses in CityLearner. Contact TWD to discuss booking of courses and training tracking for unpaid interns and volunteers.

Training Room Logistics

TWD schedules training rooms for citywide training. For bureau-specific training, the bureau is responsible for scheduling and requesting set-up for training rooms through the City's Facilities department, if needed.

¹ As of the date of this SOP, all City employees have a "seat" in CityLearner, with the exception of 1) sworn non-management/supervisory police; 2) sworn non-management/supervisory firefighters; 3) temporary and seasonal/casual employees.

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Training Materials, Equipment and Setup

1. HRBP trainers are responsible to:
 - a. Ensure they have the current correct copies of training materials. Training materials are available for HRBPs on the TWD website under the [Instructor Training Materials](#) link.
 - b. Reserve needed audio-visual equipment and be prepared to set it up and ensure it is in proper working order. TWD will assist with setup and troubleshooting equipment, when possible. Some City training rooms are equipped with audio-visual equipment, so it may not be necessary to check out a projector, but remote controls for projectors must be checked out from Facilities. The trainer may request checkout of equipment from TWD. TWD will try to accommodate equipment requests but may not be able to do so in all situations. The HRBP is responsible to advise TWD in advance of the training date if a computer, projector, flip chart easel, or other equipment needs to be supplied for the training. TWD cannot provide screens for projection; these may be requested through Facilities.
 - c. Arrive 30 minutes prior to the start of training with adequate time to prepare room setup, training materials, and equipment.
 - d. Leave the training room in appropriate condition at the end of training; properly shut down, secure and return all checked-out equipment and peripherals; and notify TWD of any equipment problems.

Handouts

1. TWD supplies all training handouts for citywide 2.02 training and manager/supervisor training series.
2. Bureaus are responsible to provide handouts and other materials for all bureau-sponsored HR 2.02 trainings. Bureaus are encouraged to order materials from City Printing & Distribution, which is the most cost-effective and efficient source for hardcopy handouts and documents.
3. HRBP Trainers are required to pick up training handout materials from TWD for citywide courses coordinated by TWD. For bureau-sponsored trainings, HRBPs should make arrangements with the bureau for material pick up, or delivery to the training location.

Course Rosters and HR 2.02 Acknowledgement Forms

1. TWD will provide the HRBP with the course sign-in roster generated from the CityLearner system. Rosters may not be available until the day of the training. Rosters will be emailed as soon in advance of the training as practicable and a hard copy will be available for pickup along with training handouts.
2. Trainers are responsible to ensure each participant initials the roster and to return the sign-in roster at the end of the course.

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3. For HR 2.02 courses, trainers are responsible to ensure each participant initials the roster and completes the acknowledgement form, and to return the roster and completed acknowledgement forms to TWD at the end of the course. If the trainer does not return the roster and acknowledgement forms, participants will not receive credit for attending the class. If participants do not initial the roster and complete an acknowledgement form, they will not receive credit for the class.
4. Participation
 - a. HR 2.02 - Late arrivals/early departures
 - i. For the full 2.02 version, participants who arrive more than 15 minutes late or leave more than 15 minutes early will not receive credit for the class.
 - ii. For the refresher 2.02 version, participants who arrive more than 10 minutes late or leave more than 10 minutes early will not receive credit for the class.
 - iii. The trainer should advise the employee that he/she will not receive credit and should mark the roster accordingly.
 - b. Other courses – Late arrivals/early departures
 - i. The trainer should use his/her discretion when a participant arrives late or leaves early. Missing more than a total of 20-30 minutes of class time should be cause for the participant to not receive credit for the course. Some interruptions in attendance may be unavoidable and might be accommodated but the trainer is responsible to ensure participants receive all the material.
 - c. No-shows. Employees who are booked for a class but do not attend should be marked as “no-show” on the roster by the trainer.

Cancellation of Training

On rare occasions, a scheduled training course must be cancelled due to unavoidable circumstances. If the trainer makes the cancellation request, he/she is responsible to ensure that all participants who have been booked into the course are contacted by both telephone and email. When a trainer’s absence is planned or known in advance, he/she is responsible to find an alternate trainer if at all possible. Should a trainer be absent due to illness, emergency, or another unpredictable event, TWD will make every effort to locate another trainer for the course. If no substitute trainer is available, TWD will notify participants of the cancellation.

Bureau Requests for Training Content

Bureaus sometimes ask their HRBP to develop training outside the current training catalog to meet a business need. In those cases, the HRBP and/or Site Team Manager should discuss the request with TWD. In some cases, the training content

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may already exist or may be under development. TWD makes every effort to support bureau training needs but not all training development requests can be accommodated. TWD may recommend using the services of one of the learning institutions the City partners with (currently Portland Community College and/or Portland State University) to develop and deliver training.

ADA Accommodation

Individuals who need an Americans with Disabilities Act (ADA) accommodation to participate in City-sponsored training should contact the Bureau of Human Resources Training and Workforce Development unit no less than five (5) days prior to the date of the event by telephone at 503-823-3572 or TTY 503-823-6868; or email HR.Training@portlandoregon.gov with *ADA Accommodation Request* in the subject line.

Questions

Direct questions regarding this procedure to TWD Staff at 503-823-6846 or 503-823-3526.

Resources

Trainer materials: [Instructor Training Materials](#)
CityLearner Course Setup Request Form (Available from TWD Staff)
[Summary of Training Programs for City Employees](#)

Date

08/29/2014