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HR-ITS

UTrain Manual for Training Administrators
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1.1 Introduction

1.2 Authority

This document is issued under the authority of the Human Resources–Institutional Training Services (HR-ITS) Group Leader.

1.3 Purpose

This Institutional Training Administrative Procedure provides the business rules that must be followed when working in UTrain. As commercial off-the-shelf software with customizations, UTrain cannot address all the implementation business requirements, and thus, administrative business rules and processes were defined and documented. Many business rules were incorporated into the UTrain training materials.

UTrain is the Laboratory's official learning management system. UTrain is the system of record for all Laboratory training, qualification, certification, and worker authorization. All training at LANL must be documented in UTrain.

The detailed steps of how to operate UTrain are contained in the UTrain courses and training manuals and in the UTrain job aids, not in this document.

1.4 Applicability

A majority of this document applies to workers assigned the UTrain Training Administrator role. A UTrain Training Administrator acts as the Training Coordinator within his or her respective organization.

Training Administrators that fail to follow these business rules are subject to loss of UTrain access and/or roles in UTrain. The ITS Group Leader or designate has the authority to remove a role for a violation of these business rules.

2.1 Detailed Instructions

2.2 UTrain Fundamentals and Best Practices

2.2.1 Accessing UTrain through Assigned Roles

Any individual requesting an administrative role in UTrain will be required to take UTrain training appropriate to that role. Once the training prerequisite is met, the employee's manager can request the role using the [appropriate request method](#).

The table below details the UTrain roles, the training required for each, and the method managers use to request the roles.

Role Name	Description	Training Required	Request Method
Training Administrator	Performs Training Administrator functions in domains that the Administrator is responsible for maintaining. The following are tasks that the Training Administrators shall perform within the domains they manage:	UTrain Administrator Training (Course 48014)	AccessIT

Role Name	Description	Training Required	Request Method
	<ul style="list-style-type: none"> • Create/revise/remove/assign Items • Create/manage/revise Scheduled Offerings • Create/revise/remove/assign Curricula • Create Assignment Profiles • Grant Credit/Record Learning • Proxy Workers into UTrain • Creates/manages/deletes Content Objects • Create/manage/delete links to Learning Items 		
Manager – manager greater than or equal to level 2	<ul style="list-style-type: none"> • Same capabilities as TA-1 role • Run reports through the My Employee tab 	Suggested: Introduction to UTrain (Course 56716)	Managed by SAE-4. Roles assigned based on monthly review of Lab management assignments.
TA-1	<ul style="list-style-type: none"> • View items/curricula/user information • Send notifications • Assign training • Register/update/withdraw users from scheduled offerings • Run item/user/scheduled offering roster reports 	Introduction to UTrain (Course 56716)	Role Request Form
Record Learning	<ul style="list-style-type: none"> • Grant Credit/Record Learning 	Introduction to UTrain (Course 56716)	Role Request Form
Quiz Editor	<ul style="list-style-type: none"> • Creates/manages/deletes Exam Objects • Creates/manages/deletes Exam Objectives • Creates/manages/deletes Exam Questions • Creates/manages/deletes links to Learning Items 	UTrain Online Exams Publisher (56925)	Role Request Form
WQAS Admin	Creates/edits/assigns WQAS activities	UTrain Administrator Training (Course 48014) Worker Qualification and Authorization (56718)	Role Request Form

Role Name	Description	Training Required	Request Method
WQAS Authorizer	Authorizes workers assigned to WQAS activities	Worker Qualification and Authorization (56718)	Role Request Form
Instructor	<ul style="list-style-type: none"> Views items/curricula Sends notifications 	Suggested: Introduction to UTrain (Course 56716),	Role Request Form
Proctor	Proctors validated tests and certification exams for workers	Introduction to UTrain (Course 56716), Proctoring Institutional Tests (Course 42274)	Role Request Form

The ITS Group Leader or designate has the authority to remove your role in UTrain for failure to follow these business rules.

2.2.2 UTrain Training Objects Access Control/Management

Training Administrators must only manage training objects owned by the organizations they support or in domains owned by the organizations they support.

2.2.3 Domains

When UTrain was first implemented, a domain was created for each Lab organization. The domains were named after the organizations' program codes.

A domain is a virtual container that administrators can use to store training objects like Learning Items, Curricula, Content Objects, Exams, Exam Objectives, and Exam Questions.

The training objects managed by each Lab organization were stored in the domain set up for that organization. Training Administrators were then granted access to only the domains for the organizations they supported. Training Administrators could not create, edit, or delete training objects in domains to which they were not granted access.

UTrain also has a PUBLIC Domain. This is a domain that all Training Administrators could access; training objects stored in the PUBLIC Domain could be managed by any Training Administrator. Because there are no access restrictions on training objects in the PUBLIC Domain, Training Administrators were told not to store anything in the PUBLIC Domain.

With the April 2020 UTrain upgrade, the system will no longer create new domains related to Lab organizations and all Training Administrators will be able to create, edit, or delete training objects in all domains. However, Training Administrators must only manage training objects in the domains for organizations they support.

Training Administrators can continue to use the existing domains. If a Training Administrator supports an organization that does not have its own domain, the Training Administrators should contact HR-ITS or SAE-4 for assistance.

Rule: Training Administrators must only manage training objects owned by the organizations they support or in domains owned by the organizations they support.

UTrain also contains two additional types of domains: WQAS domains and PRIVATE domains.

WQAS domains are organization-specific domains that store only WQAS curricula. Other training objects must not be stored in WQAS domains. For more information about WQAS domains, contact SAE-4.

PRIVATE domains are organization-specific domains used to store training objects that must be tightly-controlled. Only Training Administrators granted specific access to a PRIVATE domain can manage training objects in that domain. PRIVATE domains must be approved by HR-ITS and SAE-4 management based on operational need.

2.2.4 User Status

User records in UTrain are set to a status of either ACTIVE or INACTIVE. The status is set by the data feed from the HR nightly connector. A worker whose status is set to ACTIVE is still actively employed at LANL. A worker whose status is set to INACTIVE status means they are not currently employed at LANL. Inactive users cannot register for courses, nor can they receive credit for training. For example, a new hire that is not active in the HR Oracle system cannot complete training on ExTrain, the external training website.

Rule: Training Administrators and Administrators with the TA-1 role should not assign training to workers whose status is set to INACTIVE.

2.2.5 Changing HR Data

Training Administrators cannot edit worker HR data in the UTrain Production instance. This data comes from HR Oracle, the System of Record, and must remain in synchronization with UTrain.

To correct errors in worker HR data, a worker should contact their HR Representative. The worker's HR Representative can update HR Oracle or send a request for assistance to the HR Service Center.

If worker HR data in UTrain remains incorrect after updating HR Oracle, the worker should submit a ticket to AskIT.

2.2.6 Email Addresses

To receive UTrain email notifications, workers must have an email address specified in their Oracle HR record.

Not all workers have email addresses in their Oracle HR record. Some workers are not issued Lab email addresses.

To update a missing email address, a worker should contact their HR Representative.

Managers of workers without an email address are responsible for tracking their workers' training status in UTrain.

2.2.7 Supervisors

Workers are assigned a supervisor in the HR Oracle system, based on their organizational assignment. Most external, visitor, and affiliate employees do not have a supervisor assigned. A worker's supervisor assignment data cannot be edited within UTrain; it is imported from HR Oracle. Supervisors receive auto-generated notifications for their workers' training expirations. Even if a worker does not have an email populated in UTrain, but has a supervisor defined within UTrain, the supervisor will still receive the training expiration notifications. UTrain Administrators cannot change the supervisor's UTrain notification to another supervisor or worker.

2.2.8 **Catalog**

UTrain has one catalog for all LANL learning items and scheduled offerings: ALL_LANL.

Rule: Training Administrators should not add a curriculum to the UTrain catalog.

If a learning item is in the LANL catalog, a worker can search for and self-assign the item.

If a scheduled offering is in the LANL catalog, a worker can search for and register for the scheduled offering.

2.2.9 **Two-Person Rule**

A Training Administrator planning and executing a UTrain administrative action that impacts the training assignments, training completion status, or learning history of more than 100 workers must review and plan the action with a second Training Administrator, HR-ITS UTrain Support, or SAE-4 System Analyst.

Engaging a second person in the review, planning, and execution of high-impact UTrain actions will help prevent unintended negative impacts on the training completion status and learning history of large worker groups.

Note: Any administrative action that prompts the Training Administrator to schedule it to run as a Background Job should be reviewed by a second UTrain Administrator.

2.2.10 **Communicate to Users**

Before a Training Administrator executes an administrative action that impacts the training assignments, training completion status, or learning history of workers, the Training Administrator should notify impacted workers about the upcoming changes and requirements. UTrain has an Ad Hoc email notification system that can support the development and distribution of email notifications to workers.

2.3 **Creating Learning Items**

2.3.1 **Item Type**

A UTrain learning item must have an Item Type.

The Item Type defines the type of learning event delivered and tracked by the learning item.

UTrain supports six Item Types:

- COURSE—denotes formal training
- NON_TRAIN—denotes a non-training event
- OJT—on-the-job training
- RR—required reading
- SS—self-study
- TEST

NON_TRAIN is used for Qualification Standards, certificates, licenses, education requirements, or medical requirements; NON_TRAIN is also used in conjunction with training programs like the Human Reliability Program (HRP).

Self-Study (SS) can be used in formal initial training, qualification, and certification programs, while **Required Reading (RR)** cannot.

Required Reading (RR) can and should be used in a continuing or refresher training program to ensure workers are informed of procedural changes due to changes in work controls, facility configuration, and facility upgrades.

Required Reading can also be used to track Conduct of Operations required reading program documents and completion of required reading.

2.3.2 *Adding an Item*

When adding a new learning item, the Administrator enters basic data. UTrain requires some fields to be entered and others are required by business rules.

Title Field: It is required that a title be entered into UTrain for every training item.

Domain ID: The Domain ID **must be changed** from PUBLIC to the UTrain Administrator's assigned domain, for example, 9B010A. If there is no legacy domain, use the division level code or other domain that has been created in the organization.

Revision Number: Administrator must manually enter the revision number of 0.0 when creating an item. The revision number field is located in the "Add New Item" window under the "Additional Options" drop down.

Drivers: Administrator shall enter driver into the item's description if applicable.

Email Address: Administrator shall enter contact's email address and update contact information as needed for accuracy.

Training Item Coordinator: Administrator shall enter the Z number of the Training Item Coordinator responsible for the item, and update Z number as needed.

Sponsor Org: Administrator shall enter Sponsor Organization.

Approval Process field: In general, will not be used. The item owner can decide if this field is needed or not. Approval processes may be applied to items and scheduled offerings of items. When applied, the approval process requires a user's supervisor to approve the user's registration. For example, an Administrator may want to use the approval process for a scheduled offering with a price; the user would need permission from the supervisor to enroll into the offering.

Subject Area: Is not required by the system but it is highly recommended. If the Administrator wants Users to search by Subject Area in the catalog, at least one subject area must be selected. It is recommended that no more than four subject areas be identified for an item.

Contact Hours: Estimated contact hours are required for all items, even for Required Readings (RR).

Item Segments: Segments are required for Instructor-Led and Blended courses. A description will be required as follows: specify AM session or PM session.

Offset field: If there are two or more segments, the offset field is used and populated. For example, a course with an AM session and a PM session will have an offset of "1," indicating a one-hour lunch. The offset hour must be added to the second segment.

Summary Tab

- **Source ID:** This data will display to the User on the Catalog.
- **Method ID:** This data will display to the User on the Catalog.

- **Assign. Type ID:** REQ. vs. OPT. This field can also be left blank, because it can be changed under a curriculum.
- **Registration Threshold Days:** Required for items with scheduled offerings; prevents user from registering for multiple offerings of the same Item. See Duplicate Registrations section. It is highly recommended to set the threshold for 365 days.

Design Data Tab

- Contact's email field is required.
- Reviser field is required when the item is revised.
- **Initial Number** should be set to 1.

Custom Fields Tab

Sponsor Org and **Training Item Coordinator:** These fields are required.

Notifications Tab

Administrators should not make changes in these fields except for the body and adding attachments.

Substitutes Tab

The Administrator can add substitutes to an item that the Administrator owns; the Administrator does not have to own the substitute item. Also, the Administrator can only record training for items owned. Conversely, an Administrator cannot give substitute credit for a course not owned. For example, a user decides to take a Cardio Pulmonary Resuscitation (CPR) course in Albuquerque. The user incorrectly assumes that the Administrator will give credit for the LANL defined CPR class. The item owner of the LANL CPR class will have to decide whether or not to grant substitute credit. This process remains the same as defined in P781-1, *Conduct of Training*.

Substitutes are global. They cannot be removed because learning events have been added to history. Status will be "collateral credit".

When adding the Substitute, always select **Substitute** under the **Status** drop-down menu.

2.3.3 Inactivating an Item

1. The Administrator needs to verify that the item is not in a curriculum or a nested curriculum. If it is, the Administrator must notify all affected curriculum owners of the change.
2. The Administrator will uncheck the **Active** box on the **Summary** tab.
3. Administrator should remove inactive items from the curriculum and catalog.
4. The UTrain Administrator shall change the domain to INACTIVE. Once the item is in an INACTIVE domain, users will not be able to search for it, nor can they assign or use it.

2.4 Revising Items

An item is unique based on three factors: 1) Item ID, 2) Item Type, and 3) Revision Date/Time and Number. To revise an item in UTrain, the Administrator will not be changing the Item ID and Type, but will change the Revision Date/Time and Number, resulting in a unique item.

2.4.1 Minor Revision

A minor revision is sufficient when an item has minor content changes such as grammar

corrections or updates that don't change the learning objectives or subject matter of the training. The Administrator can simply make the edits without affecting the revision date, the User's Learning Plan, or curriculum.

Note: Do NOT click the Revise button for a minor revision.

2.4.2 Major Revision

When an item requires a major change to the objectives or content, it must be revised using the Learning > Items > Revise steps. A major item revision will affect User's Learning Plans, the curriculum, and the Revision Date/Time.

Major item revisions that affect training audiences of 500 or more should be done by two qualified UTrain Administrators, or personnel with the ALL role.

Do Your Homework

Prior to clicking the **Revise** button on the item, the Administrator needs to answer these questions.

- How many users will this revision affect? Run *User Learning Needs by Item* report to obtain answer.
- Will the new revision have substitutes? Note: the substitute relationship only works one-level down. For example, Revision 1 will become a substitute for Revision 2. However, Revision 1's own substitute Revision 0 will NOT become a substitute for Revision 2.
- If the new revision is in a curriculum, will it be recurring, one-time only, or need a delayed due date?
- If possible, pilot the revision in the UTrain training instance first to verify the results.

Update the Training

Update the item's content object and ensure that the URL works.

Revise the item.

If necessary, refer to the Online Job Aid entitled Revise Items (located on the Training website) for step-by-step instructions,.

The **New Revision Date/Time** uses 12-hour time, not military time.

Production Ready means that the Administrator is ready to make a new revision of an active item in UTrain. On the other hand, by selecting '**Do not make this item production ready**,' the new revision is still an active item, but two versions exist. The Administrator may choose to inactivate the "new" version until it's ready to use in order to avoid confusion. In addition, the Administrator has this window of opportunity to add the old item as a substitute to the new revision (under the item's substitute tab). This technique will make the revision appear seamless to users once the Administrator is ready to make it Production Ready; users will be unaware of the revision and will only complete the new item when it's due on his or her Learning Plan.

On the other hand, if the audience needs to complete the new revision, the Administrator will not copy substitutes, and the Administrator will not add the old item as a substitute to the new revision. Users must be given a reasonable time to complete the new revision; for example, the Administrator can give a grace period from within the curriculum of 90 days.

If the revision will affect over 500 users, the Administrator will be forced to **Schedule Background Job**. On this page, a good job description is required (i.e., Revising RR 12345—How to Get Rich—Z#123456).

The Aftermath

Curriculum clean-up does not occur until after 1:00 am. Until then, the Administrator will see the old and the new item in the curriculum. Do not be alarmed. View it again the next morning. Add the old item as a substitute to the new revision (under the item's substitute tab), only if the user can complete the new item when it's due on his or her Learning Plan, and only if this process did not occur during '**Do not make this item production ready.**'

2.5 Curricula: Creating, Editing, Inactivating

2.5.1 Create a New Curriculum

A Curriculum is a grouping of one or more items created for the purpose of assigning and tracking items as a single course of study.

Title: Before adding a new curriculum, the Administrator must search existing titles so that a unique title is created. Although UTrain will auto-generate a new curriculum ID, an Administrator could inadvertently re-use an existing title. The Training Administrator should include the course number in the title.

Description Field: Along with a description of the curriculum's contents, the Administrator shall enter the responsible coordinator's Z number in order to document a tie between the curriculum and its owner. The Administrator shall enter the driver or policy that created the curriculum, as applicable.

Domain: This field must be changed from PUBLIC to either the sponsor's domain or a WQAS-defined domain.

Curriculum Type: A curriculum type is required only if the curriculum is a WQ activity. In this case, the Administrator must set the curriculum type to "WQAS."

Force Incomplete: Most Administrators will not use this feature. The Force Incomplete checkbox will only be used with curricula when a Failure status can occur. Force Incomplete sets the user's Curriculum Status based on the last recorded Learning Event for the item.

Example: User completes curriculum once, and later an item failure is recorded. The curriculum becomes incomplete based on that recorded failure. Once the User successfully completes the failed item and a 'for credit' Learning Event is recorded, the curriculum becomes complete again.

2.5.2 Add Required Items to Curriculum

The Administrator can add any item, regardless of domain, to his or her curriculum but can only record training for items owned.

Initial Number: This number is the amount of time a user has to initially complete the item. This number must be set to one (1) or greater. If it is left blank, the item will never appear on the user's To-Do list as required.

Basis Date: This field is required when the **Initial Basis** is set to Calendar.

Effective Date: This field is required when the item is required (Assignment Type=REQ). The effective date should not be changed to a future date. The effective date does not affect the due date.

Assignment Type: This field is usually set to REQ (required).

Catalogs Tab: Curricula should not be added to the catalog.

2.5.3 **Edit Existing Retraining Assignment to One-Time Only (Items Tab)**

Initial Number: Enter in a "1".

Retraining Number: This field must be blank. If a zero is entered, the Administrator will get a validation error when clicking the Apply Changes button.

2.5.4 **Edit an Institutional Curriculum**

Only an HR-ITS Administrator can edit, revise, or redact any items in an Institutional Curriculum. ITS Administrators will maintain for accuracy.

2.5.5 **Inactivate a Curriculum**

1. The Administrator needs to verify that the curriculum is not a sub-curriculum within a WQ activity or nested curriculum. If so, the Administrator must notify all affected curriculum owners of the change.
2. The Administrator will remove all items within a deactivated curriculum.
3. The Administrator will uncheck the **Active** box on the **Summary** tab.
4. The Administrator will unassign the curriculum from all users.
5. The Administrator will change the domain to INACTIVE. Once the curriculum has an INACTIVE domain, Users will not be able to search for it, nor will they be able to assign it.

2.6 **Assigning and Unassigning Curricula**

2.6.1 **Assigning Institutional Curricula**

HR-ITS has a rigorous process for assigning training to all LANL employees. Only ITS, with senior management approval, can create and assign institutional curricula.

2.6.2 **Assignment Profiles**

Assignment Profiles are created by Administrators for the purpose of assigning curricula to users who match groups of attributes. Create the Assignment Profile using the same number as the curriculum ID.

Only ITS UTrain Administrators can associate a curriculum with an Assignment Profile and edit Assignment Profiles after a Curriculum is associated. UTrain Administrators should contact ITS to make changes to any Assignment Profile that is already in use. A typical scenario is as follows:

6. The Administrator creates a curriculum and an Assignment Profile. These numbers should be the same.
7. The Administrator emails ITS with the curriculum ID and the Assignment Profile ID.
8. ITS verifies the Assignment Profile User Population and adds the curriculum on the Curriculum tab.
9. The Administrator can now propagate the Assignment Profile. Overnight run job is required.

2.6.3 **Assigning Curricula with Associated Assignment Profiles**

If an Administrator wants to assign a curriculum to users and the curriculum already has an Assignment Profile attached to it (already associated), the Administrator must use the respective Alternate Job Position (AJP) ID. This assignment takes overnight for the respective curriculum to assign. A curriculum without an AJP can be directly and immediately assigned to the user(s).

2.6.4 ***Unassigning a Curriculum***

A UTrain Training Administrator can unassign a curriculum on the Curricula tab. Training Administrators have the capability to unassign a curriculum to users but need to refer to the restricted curriculum list and receive manager approval before accommodating the request. If the curriculum was properly assigned via the Alternate Job Position (AJP), an Administrator can remove the AJP from the user's Alternate Job Positions tab.

Scenario: A craft worker was assigned a curriculum via an AJP for accessing a new building. After the craft worker has completed the two-month task, the Administrator can remove him or her from the curriculum by removing the AJP.

2.7 **Restricted Curricula Assignments (Programmatic and Institutional)**

A current list of the Restricted Curricula can be found on the Web at:

<http://int.lanl.gov/org/ddops/aldbus/sae/sae4/tdms/restrictedcurr/restrictedcurr.shtml>

The curricula listed on the website may only be assigned and removed by specified training and qualification program owners or their designees. Administrators shall not remove restricted curriculum assignments without the approval of the restricted curriculum POC. Each of these programs is supported by one or more of these curricula and has specific requirements and application or assignment processes that must be done by specifically designated and authorized personnel.

Note: The UTrain System Support does not assign or unassign any of these curricula.

2.7.1 ***Granting Extensions/Changing the Required by Dates***

Training Administrators shall receive approval from POC of restricted curriculum before granting extensions or changing required dates.

Under a user's Learning Plan, an Administrator can edit the **Req. Date field** per item for the following circumstances:

- Returning students
- Change of station personnel
- Employees on approved leave (e.g., FMLA, military leave)
- A scheduled offering is not available until a later date
- The scheduled offering has been cancelled

If the Administrator changes the date to allow the user extra time, the item will still appear on the user's To-Do list. However, the date change **does not** prevent the user from being incomplete in curriculum status. For example, changing the 'Required by Date' for Course 47075 will not prevent the user from having his or her CRYPTOCARD disabled, because the curriculum will be incomplete.

Note: An Administrator will need permission from the HR-ITS Group Leader to give extensions to curricula and items owned by the White Rock Training Center.

When granting extensions to qualified or certified workers supporting nuclear operations, the Administrator must follow the requirements of DOE Order 426.2 and *P781-2 Qualification and Certification Extensions*.

2.8 **Scheduled Offerings**

A Scheduled Offering is an item that has been scheduled and placed on the training calendar with a start date and start time. Scheduled Offerings are used to manage location, instructor, facility, user registration, and course dates.

2.8.1 Notifications

When creating email notifications, the Administrator cannot change who the email is from. If a UTrain user does not have an email entered on the user's Summary tab, the user will not receive email notifications.

2.8.2 Adding Instructors (LANL and External)

Instructor IDs for external instructors are auto-generated with a prefix of "EXT_." Internal instructors will use their Z number. A check box next to Instructor ID when adding an instructor allows an Administrator to either have UTrain auto-generate the ID (for external instructors) or deselect the check box and manually enter the instructor's Z number. If an external instructor does have a Z number, use the Z number for the ID field.

When adding an instructor, the Administrator should change the domain from PUBLIC to LANL. Add organization and add email address. Without the email address populated, the instructor will not receive registration updates (enrollment, withdrawals). Once an instructor is added, only a TDS will be able to edit or delete the Instructor record.

2.8.3 Copying a Scheduled Offering

After copying a scheduled offering which extends with various frequencies into the future, view all copies to ensure there are no conflicts with LANL holidays, Fridays, etc. The Administrators should exercise caution when using the copy function as errors would have to be manually corrected.

2.8.4 Duplicate Registrations

To prevent a user from registering in multiple offerings of the same item, the Administrator must enter a number into the Registration Threshold Days field. This field is at the item level on the Summary tab. It is recommended that the Administrator enter 365 into the Registration Threshold Days field. If the Administrator unknowingly attempts to register a user for a "second" offering, UTrain will give a warning message.

If this field is blank, a user can register in multiple scheduled offerings of the same item and the Administrator will not get a warning.

2.8.5 Removing vs. Cancelling a Registered User

If a user is cancelling from a scheduled offering, use the **Edit** link to change the Registration Status from Enrolled to Cancelled. Do not use the **Remove** button; use **Remove** only when an error was made by adding the user. **Remove** deletes the record. For example, a user calls in sick the day of a scheduled offering; the Administrator will update this user's registration status to Cancelled. However, if an Administrator accidentally registered a user who never intends to take this scheduled offering, the Administrator can remove the user. Training Administrators must not remove or cancel a registration for a worker in a scheduled offering not in their purview.

2.8.6 Registration Limits and Restrictions

When setting up Scheduled Offerings, the owning Administrator can set minimum and maximum registration numbers. Other Administrators should never override these limits. A perfect example of these restrictions is CPR and First Aid courses.

CPR and First Aid training is provided to the Laboratory by a local Northern New Mexico vendor, Safety Services. Class size is limited to 10 people for CPR and 12 people for First Aid. If a course is overbooked, it is very easy to determine who registered the extra user.

Users assigned this training are still able to register themselves through their To-Do list. If a user does not have computer/internet access, registration requests should go through the White Rock Training Center (7-0059) or the deployed Training Coordinator/Specialist.

2.8.7 *Cancelling vs. Deleting a Scheduled Offering*

Cancelling a Scheduled Offering allows the Administrator to:

- Set a cancel date
- Put registered users on the course waitlist
- Send notification
- Inactivate the scheduled offering

When an Administrator cancels an offering, the Administrator does not delete the scheduled offering. Examples of when to cancel the offering are when the instructor calls in sick or the enrollment is too low.

Deleting a Scheduled Offering is not recommended. If there are registered users, the Administrator will need to first **Remove** them from the scheduled offering. Otherwise, the Administrator will not be able to delete the Scheduled Offering. If the offering is tied to the Catalog or resources, the offering cannot be deleted until those ties are removed. Once learning has been recorded, the offering can never be deleted.

2.9 *Record Learning*

When giving credit for a Scheduled Offering, the Administrator should verify user's attempts and the restricted item list before issuing credit for items outside their purview. The Administrator should add walk-ins to the Registration tab **before** beginning the process to Record Learning. The walk-in will then show up on Scheduled Offering reports.

Granting credit for online training, Training Administrators should verify users attempts and grant credit only for items in their purview.

2.9.1 *Completion Status*

While the completion status choices are the same as those listed for items, the Administrator now has the ability to select more accurate, relative statuses, for No-Shows, Incompletes, etc. For example, a registered user who does not attend class can be recorded as a No-Show-Not for Credit, and this status will appear on the user's Learning History.

If a user has a registration status of Cancelled, the user's name will not appear during Record Learning. Thus, nothing will automatically appear on the user's Learning History to indicate a cancel or no-show for that matter. It is highly recommended that the Administrator keep the user as "Enrolled" and during Record Learning select CR-NS or CR-INC for Completion Status.

2.9.2 *To Edit/Remove Credit in Worker Learning Histories*

UTrain is a Laboratory System of Record. Changes to worker Learning Histories must be approved by the training administrator's line manager and submitted via AskIT ticket.

The AskIT request must include all the information relevant to the change request, such as user Z number, item type, item number, title, completion date, and management approval.

2.9.3 *Restricted Items*

In some cases, only the item owner or an automated process should grant credit. Some items are a trigger in a defined process or the item completion is based on a signed roster, a completed form, or a completed performance-based task: Instructor-led, OJTs, etc. Training Administrators must not grant credit for items on the Restricted Item List.

A current list of the Restricted Items can be found on the Web at:

<http://int.lanl.gov/org/ddops/aldbus/sae/sae4/tdms/restricteditems/restricteditems.shtml>

2.10 Worker Qualification and Authorization (WQA)

The Worker Qualification and Authorization System (WQAS) application allows training administrators and responsible line managers (RLMs) to verify the qualification status of workers on various work activities. Based on the training and qualification information provided by the system, the RLM or designee authorizes workers to perform activities.

2.10.1 Authorizing

Full authorization in UTrain defaults to one year, but it can be changed to less or up to two years.

2.10.2 Creating WQ Activities

Title: When creating a new WQAS activity, the title should begin with WQAS or WQ.

Type: When creating an activity, the Administrator must use the **WQAS** Curriculum Type.

Domain: The WQAS domain for the organization must be selected; for example, 9B010A_WQAS.

Force Incomplete: The checkbox must be unchecked.

Training Administrators shall only edit WQ Activities in their purview.

2.10.3 Adding Subcurricula or Items

If subcurricula are nested more than one level deep, compliance information will not be reported correctly in UTrain.

An Administrator can add a single item to an activity.

Administrators must not create items in the WQ domain (i.e. 9B010A_WQAS). Only the WQ activity is created as a curriculum in the WQ domain.

2.10.4 Assigning WQ Activities

To search for and assign WQAS Activities, the Administrator needs the WQAS Administrator or Authorizer role.

2.10.5 Unassigning WQ Activities

UTrain Administrators have the ability to directly unassign curricula from users.

2.10.6 Removing Subcurricula

An Administrator can remove sub-curricula from an activity and should limit that ability to the activities that he or she “owns.”

2.10.7 Changing a WQ Activity to a non-WQ Curriculum

If this edit is not done correctly, users will continue to get authorization email notifications when in fact the authorization is no longer required.

Instead, the WQ Authorizer must first unauthorize all users from the current activity **Prior** to changing the curriculum type. Once this step is complete, then the WQ Administrator can change the title, the domain, and the curriculum type. The ID cannot be changed.

2.10.8 Inactivate a WQ Activity

If an activity is completed and no longer needed, the following tasks are required:

- Owning WQ Administrator will remove subcurricula and items.

- Administrators shall UNAUTHORIZE all users from the current activity PRIOR to inactivating.
- TDS will unassign all users from the activity.
- TDS will update the domain to INACTIVE_WQAS and **Apply Changes**.
- TDS will uncheck the Active box and **Apply Changes**.

2.11 Proctoring

2.11.1 Proctor Administrator and Security

A Proctor is an authorized UTrain Training Administrator who enters a proctor code to begin an online exam for the user. Also, the Proctor watches over the user to ensure the exam is completed fairly. These proctored exams are also called validated tests.

2.11.2 Becoming a Proctor

LANL requires that only specific Administrators be given the role to proctor tests. The Administrator must do the following:

- Complete required training (see Roles table above)
- Request and be assigned the Proctor role via ITS

The Instructor record for each Proctor is stored in its own domain. The Proctor Administrator has access only to the Instructor record in his/her own domain. ITS staff must edit the Admin's Instructor record to enable the Proctor Status.

2.11.3 Generating Proctor Codes

Proctor codes can be self-generated for a year. The Proctor generates the daily proctor codes that can only be used the exact day for which they are valid. Then, the Proctor Administrator enters the proctor code to begin a test ("Exam Object" in UTrain). It is not allowed to generate the proctor super code, which can be used on any day for any user who is being proctored. The proctor codes should not be shared or displayed with others.

2.11.4 Unlocking an Exam

Training Administrators must not unlock an exam that is not in their purview.

To unlock an exam for a user, the Administrator will perform the following steps only to tests in their purview:

1. Navigate to the user's **Learning Plan** tab.
2. Locate the Test item and click its **Object Details** link.
3. Click the **EXAM** object (not the iteration).
4. Check the **Has Access** box.
5. Click the Apply Changes button.

2.12 Proxy Login

A UTrain Administrator with the proxy authorities can log in other workers into UTrain, allowing the workers to complete training.

Rules for Proxy access:

- The user must be physically on site; there is no remote proxy access.
- The Administrator must keep the user in view and monitor at all times based upon LANL computer security policies.

Regarding the proxy login, the Proxy Administrator does not enter his/her own Z number for the user field; the Administrator cannot proxy him/herself. In addition, the Proxy Administrator can only enter the user's Z number (the customer who is present) and not someone else's, such as a manager or co-worker.

3.0 Acronyms

AJP	alternate job position
CPR	cardio pulmonary resuscitation
DOE	Department of Energy
HR	Human Resources
HRP	Human Reliability Program
OBI	Oracle Business Intelligence
OJT	on-the-job training
P	procedure
RLM	responsible line manager
RR	required reading
SAE-4	Software and Applications Engineering – 4 (group)
HR-ITS	Human Resources – Institutional Training Services (group)
SS	self-study
SME	subject matter experts
STA	super training administrator
TDS	training data specialist
WQ	worker qualification
WQAS	Worker Qualification and Authorization System