

Training - Update and FAQs

COVID-19

Edmonton

May 11, 2020, 5 p.m.

Training Update and FAQs

As a proactive measure to limit and slow the spread of COVID-19, all non-essential in-person training, including classes offered centrally through the Learning Centre (formerly School of Business), has been suspended until further notice. Each department has reviewed their essential in-person training to ensure the physical training environment is safe. Where possible, options for virtual training will be explored, however in some circumstances, there may be a requirement for essential in-person training to ensure you are able to meet your work requirements in a safe and effective manner. If this is the case, your supervisor will ensure that your physical training environment is safe, AHS directives are being followed, and physical distancing measures are in place.

Current status of non-essential in-person training

Currently, all corporate non-essential in-person training offered through the Learning Centre has been cancelled or postponed until further notice. If you were registered in a Learning Centre course within that time frame, you will be contacted directly via email to notify you of the course cancellation. Once in-person training resumes, courses will be rescheduled and information will be available on the [Learning Management System \(LMS\)](#) and on [OneCity](#).

Online training available

To continue to support ongoing learning and development during this time, there are a number of online learning options available through the Learning Centre:

- **Technology Training** - Training related to Google Suite (Docs, Sheets, Drive), Tableau (level 1) and SAP purchasing are now being offered as instructor-led, online learning from your computer.
- **Mandatory Training** - There are a number of training offerings that are considered mandatory for all City of Edmonton employees, with the following offered as e-learning modules: Introduction to Our Respectful and Inclusive Workplace, Code of Conduct, Envisio Awareness and FOIP.
- **Safety Related Training** - The Leadership for Safety Excellence series (Modules 1-4) are available as an online option for supervisors.
- **GBA+ Training** - The federal government offers an online Introduction to Gender Based Analysis Plus (GBA+) course, which is a prerequisite for the City of Edmonton's in-class course. You can access this e-learning through the link on [OneCity](#). There are instructions on OneCity about how to have this training added to your profile in the LMS after completing it.

If you find yourself working from home, this may be an ideal time to take advantage of the online training that is available and ensure that all of your mandatory training is complete. We will continue looking at online learning options and will provide additional offerings at [OneCity](#).

Training for re-deployed staff

During the COVID-19 response, it will be common to see employees' work environments and job duties change. It is important that supervisors maintain awareness and oversight of who may be impacted by these changes and ensure safety in the workplace.

Specifically, a supervisor shall ensure that workers are adequately trained in all matters necessary to protect their health and safety, including before the worker:

- performs a new work activity, uses new equipment or performs new processes, or
- is moved to another area or work site.

Training must include: providing information and explanation to a worker about the new work activity, equipment, process or work site and requiring a practical demonstration that the worker has acquired knowledge or skill related to the subject-matter.

Where possible, options for virtual training will be explored, however in some circumstances, there may be a requirement for essential in-person training to ensure you are able to meet your work requirements in a safe and effective manner. If this is the case, your supervisor will ensure that your physical training environment is safe, AHS directives are being followed, and physical distancing measures are in place.

For questions

If you have any questions about training offered corporately, please contact the Learning Centre at 780-496-7939 or esodlearninganddevelopmentbsa@edmonton.ca.

For questions related to department-specific training (such as Fire Rescue training, ETS training, etc.) please contact the program or training area that offers the technical or job-specific training.

FAQs

How do I find out if I have completed my mandatory training courses?

To check on your training completions, log into the [LMS](#). Go to the *My Learning* tab in the menu along the top of the page. Then click on *Completed Training* from the side menu. This will provide a list of all the training you have completed (that is available through the LMS). Some of the mandatory training is available online and includes: Code of Conduct e-learning, FOIP in the City e-learning, Enviso Awareness e-learning, and Introduction to Our Respectful Workplace e-learning.

How can I access online training?

To access the e-learning modules for the **mandatory or safety training** noted above:

- Log onto the [LMS](#)
- Search for the course using the search bar at the top of the page. A list of related courses will pop up; ensure you choose the online course.
- Click the register/apply button to register and, once you are registered, launch the training by going to your *My Learning* tab and clicking on the *Current Training* menu on the sidebar.
- Find the course in the list and click "Start e-learning" underneath the course to launch e-learning. Please note that some of the online courses, FOIP for example, only work with Internet Explorer and other online learning only works with Chrome. If you experience problems with online learning, please email learning@edmonton.ca for assistance.

To access the **instructor-led, online technology courses**, register for the course through the [LMS](#) and instructions on how to join your session will be emailed to you.

When will in-person (non-essential) training be available again?

As things evolve and more information is available, the ability to offer in-person non-essential training will be reassessed. We are following physical distancing protocols to ensure the health and safety of our employees and to proactively limit and slow the spread of COVID-19. For Learning Centre courses, once in-person training resumes, notifications will be available on the [Learning Management System \(LMS\)](#) and on [OneCity](#).

What if I have legislated training that I need to complete to perform my job and/or I have a certification that is about to expire?

There are a number of roles in the City that require specific training because of legislated requirements (e.g. safety protocols and procedures) and/or certifications (e.g. First Aid). The rules and requirements around this type of training can differ from role to role. Please connect with your supervisor to understand what is required for your work. If you are a supervisor and are not sure about the specific requirements or have questions, please reach out to your department training or safety contact.

How is essential in-person training being assessed?

As situations change, and with the redeployment of employees, departments are continually reviewing and reassessing the need for essential in-person training. In some circumstances, essential in-person training may need to continue to ensure you are able to meet your work requirements in a safe and effective manner. If this is the case, your supervisor will take measures to ensure that your physical training environment is safe, AHS directives are being followed, and physical distancing measures are in place.

Who can I contact if I have training-related questions?

If you have any questions about training offered corporately, please contact the Learning Centre at 780-496-7939 or esodlearninganddevelopmentbsa@edmonton.ca.

If you have questions about department-specific training, please contact the program/training contact responsible for offering the training.