

## Frequently Asked Questions

### Registering for a Class

#### **When is the class registration deadline?**

- Deadlines for enrollments are one month prior to class start date.

#### **What if I miss the registration deadline?**

- Registrations will be accepted after the deadline. You will either be “Waitlisted” or “Confirmed”, depending on whether seats are available in the class.

#### **What can I expect after I submit a class registration?**

- You will receive a message in “My Worklist” in HRMS, as well as an e-mail that your registration request has been received by the Training Coordinator, and your status will be updated to “Waiting for Selections.”
- You will remain in a “Waiting for Selections” status until the enrollment deadline has passed, which is one month prior to the class start date.
- The class selection process will be completed one month prior to the class start date. Once selections have been made, your status will change to either “Confirmed” or “Waitlisted.” You will receive a message in “My Worklist” in HRMS, as well as an e-mail, stating your status is “Confirmed” or “Waitlisted.”

### Class Selection Process

#### **How are class selections made?**

- Selections are made after the enrollment deadline for each class, which is one month prior to the class start date.
- We review the previous offering of the class for employees who were previously Waitlisted and give priority to those employees.

#### **When will my status change from “Waiting for Selections” to “Confirmed” or “Waitlisted”?**

- After the enrollment deadline has passed, the Training Coordinator will complete a random class selection process. Your status will change from “Waiting for Selections” to either “Confirmed” (you are scheduled to attend) or “Waitlisted” (you are on the waiting list and are not scheduled to attend class).
- As employees cancel and a seat becomes available, your status can change to “Confirmed.” If this occurs, you will receive a message in “My Worklist” in HRMS, as well as an e-mail informing you of this change.

#### **I’ve been “Waitlisted” for a class and still want to attend. What I do? Can my status change?**

- If cancellations occur in the class, your Waitlist status could change and you would receive an e-mail indicating that you are “Confirmed” (scheduled to attend class).
- Your status is updated in real time and available on “Learner Home” in HRMS.
- **Note:** A “Waitlisted” status could be changed to “Confirmed” up to 48 hours prior to the class start date. You are encouraged to check your status up until that time.

#### **I’ve been waitlisted multiple times for a class and haven’t gotten in. What do I need to do to get in?**

- A random selection process is used to confirm employees for a class. We make an effort not to waitlist a person more than one time for the same class. We review the previous offering of the class for employees who were previously waitlisted and give them priority selection for the new class date.

## Canceling a Class Enrollment

### **I have enrolled into a class and I am unable to attend. What do I do?**

- Log in to the HRMS and go to *Employee Direct Access > Learning > Learner Home > Current Learning*.
- Find the class that you wish to cancel, select *Unenroll > New Status* from the drop down arrow *> Cancelled > Reason* from the drop down menu *> choose the reason needed for cancelling the class > Finish*. You will receive a notification in your worklist of your cancellation.

### **How do I switch class dates?**

- You must unenroll from that class and enroll in the class that you are seeking to attend.

### **What if I have an emergency and I am unable to attend part of a class?**

- You are responsible for arranging with the instructor any make-up work required to complete the class.

### **Is there a penalty when I cancel a class?**

- There is no penalty if you must cancel a class. Employees and Supervisors are encouraged to cancel classes if there is a work or personal emergency.
- Late notification of non-attendance or no notification at all reduces the possibility of another County employee taking advantage of a scheduled training opportunity.
- For some classes the County is charged if you do not show up to class or if you cancel late (24 hours prior to class). Advance notice will eliminate any fees associated with cancellations.

## Class Credit

### **What type of credit do I receive for technology classes?**

- You will receive CEUs for attending classes held at the Community College Workforce Alliance (CCWA). These are based on performance, attendance and effort.
- CEUs are nationally recognized units of measurement for satisfactory completion of qualified continuing education programs. They are calculated based on the formula of .1 CEU for each hour of classroom instruction.

## Other

### **I want to schedule a class for my staff. What do I need to do?**

- Contact the Organizational Learning and Talent Development Division Manager at 501-7209 or [sch09@henrico.us](mailto:sch09@henrico.us).

### **I want to make a mandatory referral for an employee to attend a class. What do I need to do?**

- Contact the Organizational Learning and Talent Development Division Manager at 501-7209 or [sch09@henrico.us](mailto:sch09@henrico.us).