

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Human Resources - Workforce Development Administration



DCHR Online E-Learning Program Guidelines

I. BACKGROUND

E-Learning refers to electronic education, for all types of technology-enhanced learning (TEL), where technology is used to support the learning process. Conceptually; it goes beyond information dissemination, in that it has measurable objectives and expected outcomes. E-Learning formats vary widely with text only formats being the most basic. Combinations of graphics, quizzes, audio, and video components are common additions. E-Learning can be done anywhere a learner has an Internet connection and can address needs that occur any time. E-Learning is advantageous because it provides "just-in-time learning" (e.g., 20 minutes to access a specific learning objective to meet an immediate organizational/work assignment need) and is efficient, effective, and inexpensive.

The DCHR WDA Online E-Learning Program initiative allows for strategic development of human capital along with corporate knowledge management. While technology-based training is not intended to eliminate the need for instructor-led training, it does provide employees access to training, with supervisors' approval, when and where they choose. In addition, it provides a variety of performance support tools, such as job aids, search capability, individual development plans, self-assessment, and on-line mentoring.

II. RESPONSIBILITIES

Workforce Development Administration – Program Administrator

The Program Administrator will have overall responsibility for the implementation, evaluation and provide technical advice and assistance on the regulatory guidelines and procedural requirements of the online e-learning program.

The Program Administrator will ensure that managers and supervisors understand the purpose and capabilities of the online e-learning program courseware and how to utilize it in accordance with these guidelines.

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Agency Management Personnel

The Agency Management will review learning and developmental assessments, and other relevant factors to determine overall training needs of their agency/department.

In accordance with the training needs of their organization and staff, managers, and supervisors will work with staff to meaningfully participate in the online e-learning program courseware, allow adequate duty time for study, and ensure that employees adhere to these guidelines (see below) for training during duty hours.

Managers are responsible for using this learning and developmental tool to meet individual employee and agency needs. Supervisors will identify the most appropriate e-learning solution for specific learning problems and one that meets the needs of the employee and organization.

Managers are responsible for approving in advance all Online E-Learning courses taken while on duty, ensuring the appropriate balance between mission accomplishment and employee development. Managers do not need to approve periodic just-in-time learning (e.g., one 20 minute access of a specific learning objective during the course of a week to meet an immediate organizational/work assignment need.)

Managers should understand that to achieve success with the online e-learning program, a joint commitment should be made by the manager and employee to successfully complete the training. Managers will continue to be responsible for approving outside training if the online e-learning program does not provide the necessary course work.

Managers are responsible for obtaining reports of usage through the online system to track the effectiveness of their agency's training and development.

Employees

District government employees are responsible for adhering to the guidelines established for use of the online e-learning program courseware.

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III. GUIDELINES

Training Approval Process

Employees must obtain supervisory approval prior to taking an online e-learning course(s) during their tour of duty. This ensures training activities during work hours are based on individual and organizational needs and that the training is documented and performed during a time that will not disrupt priority work assignments.

Registration

Employees can register for the online e-learning program(s) by visiting the DCHR website @ www.dchr.dc.gov. Click on the Training and Development link, then the E-learning link. Review the registration instructions for the online e-learning program(s). The registration form is located on the DCHR intranet; this area is only accessible to DC government employees on the DC wide area network.

Access During Tour of Duty

Employees must obtain approval from their supervisor prior to taking courses on the online e-learning program during their tour of duty hours except for periodic just-in-time learning as noted in the **II. Responsibilities - Agency Management Personnel section**.

When courses are approved by a manager, a reasonable timeframe should be established by the manager for use of the online e-learning training program during the regular tour of duty. Supervisors should determine an appropriate schedule which allows the employee to take a course (s) of study at the work site or another location within the office without interruption, and does not disrupt the normal functioning of the office.

This guideline is also applicable to employees who are telecommuting from an alternative work site.

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Training During Non-Duty Hours

The online e-learning courseware is available for access via the Internet 24 hours per day, 7 days a week; therefore, employees of agencies participating in online e-learning program may use the courseware wherever they have a computer with access to the internet.

There is no limitation on usage when employees are not in a duty status, however, employees may not be required to participate in the online e-learning program beyond their regular tour of duty.

Inactive User License Suspension

Inactive user license suspension will be applied to all DCHR WDA online e-learning programs. Inactive status refers to registered licenses with no course activity within a defined timeframe. Employees will receive an email notifying them of their inactive status two weeks before the account is deactivated. The suspension guidelines for each online program are included in the registration instructions.

Compensation for Training Beyond Tour of Duty

District of Columbia employees will not be compensated through compensatory time, overtime, or credit hours for participating in training beyond their regular tour of duty.