

# USA Staffing Training Catalog for Customer Agencies

OFFICIAL USE NOTICE: This material is intended exclusively for use by USA Staffing customers and is not to be distributed without prior consent from OPM's Associate Director for Human Resources Solutions. This communication contains information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If you have received this document in error, please notify the USA Staffing Program Office immediately and delete all copies of the document.

# Table of Contents

Introduction .....	3
Online Training Modules.....	3
Mixed Agency New User Training.....	3
Agency Specific New User Training .....	4
Coaching Sessions.....	5
Train the Trainer.....	5
USA Staffing Cognos Consumer Training.....	6
USA Staffing Report Author Training.....	6

## Introduction

The information below describes how the USA Staffing Program Office can support your agency's implementation and ongoing use of USA Staffing through training. Included are descriptions of the training services offered as part of your USA Staffing license fee. If attending training at an Agency-provided training facility, your agency is responsible for paying all travel costs for your participants. Please let your Account Manager know if you have any training needs that are not reflected in this document.

## Online Training Modules

USA Staffing offers self-paced online learning modules designed to provide just-in-time training in small, concentrated modules developed for key areas of the system including request, classification, vacancy, assessment, announcement, applicant, referral, and new hire. Online training is available 24 hours a day, seven days a week for all USA Staffing users at no cost. The Online Training Modules can be accessed here: <https://help.usastaffing.gov/ResourceCenter/index.php/Training>

**Audience:** HR, Onboarding, and Classification users

**Prerequisites:**

- A basic knowledge of Federal staffing is recommended for all system users as a prerequisite to these training modules.
- A user account for the USA Staffing Training environment (<https://core.train.usastaffing.gov>) is required to complete the practice exercises.

**Duration:** Approximately 9 hours to complete all lessons and 7 hours to complete all practice exercises

**Location:** Online

## Mixed Agency New User Training

USA Staffing offers a mixed-agency training session for New HR Users in person or virtually once a month. New HR Users are defined as HR Specialists that have never used Core USA Staffing before. For Onboarding-only training, new users are defined as HR Specialists or Assistants that have never used USA Staffing Onboarding before. HR Users transferring from one area to another within the same agency or between agencies do not qualify as New HR Users.

The USA Staffing trainer will provide instructor led training to new HR Specialists to familiarize them with USA Staffing functionality. These sessions walk users through the process for delegated examining and merit promotion from receipt of the request from the hiring manager to onboarding the new hire. Agencies can register new users through their Account Manager.

**Audience:** New HR and/or Onboarding Users

**Prerequisites:**

- Completion of all [Online Training Modules](#) (Request, Vacancy, Assessment, Announcement, Applicant, Referral, and New Hire) and the exercises, prior to registration.
- A basic knowledge of Federal staffing
- Accounts for the USA Staffing Training environment (<https://core.train.usastaffing.gov>) and the USAJOBS UAT environment (<https://www.uat.usajobs.gov/>) are required for all participants
- Participants must also have logged in to their unique user account in our Training environment prior to attending class. The Training environment is PIV enforced.

**Duration:** In person training will be 2 to 2 ½ days (the additional ½ day can be used to cover Onboarding if your agency is using it). Virtual training will be 4 to 5 days (the additional 1 day can be used to cover Onboarding).

Onboarding-only training is 1 day in person or 2 days if virtual.

**Location:** In person at an Agency-provided training facility or through a virtual conferencing platform.

## Agency Specific New User Training

USA Staffing can provide agency-specific new user training upon request at no additional cost to agencies that meet the following criteria:

- The agency is implementing USA Staffing.
- The agency has enough new users to fill a training class (10-25).
- The agency has a need for some customization to the training script. In this scenario, the agency must provide a Subject Matter Expert (SME) to partner with the USA Staffing trainer on the preparation and delivery of the training. The agency SME must attend the training and cover any agency specific business processes, policies, and implementation decisions.

New HR Users are defined as HR Specialists that have never used Core USA Staffing before. For Onboarding-only training, new users are defined as HR Specialists or Assistants that have never used USA Staffing Onboarding before. HR Users transferring from one area to another within the same agency or between agencies do not qualify as New HR Users.

A USA Staffing trainer will provide instructor led training to new HR specialists to familiarize them with USA Staffing functionality. These sessions will walk users through the process for delegated examining and merit promotion, beginning with the receipt of the request from the hiring manager to onboarding the new hire.

Your Account Manager will work with you to plan and execute this training session. OPM needs at least 6 weeks advance notice of training request dates in order to secure a trainer.

**Audience:** New HR and/or Onboarding Users

**Prerequisites:**

- Completion of all [Online Training Modules](#) (Request, Vacancy, Assessment, Announcement, Applicant, Referral, and New Hire), prior to registration.

- A basic knowledge of Federal staffing
- Accounts for the USA Staffing Training environment (<https://core.train.usastaffing.gov>) and the USAJOBS UAT environment (<http://uat.usajobs.gov>) are required for all participants
- Participants must also have logged in to their unique user account in our Training environment prior to attending class. The Training environment is PIV enforced.

**Duration:** In person training will be 2 to 2 ½ days (the additional ½ day can be used to cover Onboarding if your agency is using it or agency-specific business processes). Virtual training will be 4 to 5 days (the additional 1 day can be used to cover Onboarding or agency-specific business processes). Onboarding-only training is 1 day in person or 2 days if virtual.

**Location:** In person at an Agency-provided training facility or through a virtual conferencing platform.

## Coaching Sessions

Your USA Staffing Account Manager can provide virtual coaching sessions based on pre-planned topics at the agency's request. Q&A is included in the session. These sessions are intended to support the ongoing use of USA Staffing and address common issues encountered by users. These coaching sessions can be geared toward Office Admins, Super Users, or End Users, depending on the size of the agency and the topic.

**Audience:** HR staff identified as Office Admins, Super Users, or End Users

**Location:** Virtual

## Train the Trainer

Train the trainer sessions are intended for individuals who will serve as USA Staffing trainers within your agency. The USA Staffing trainer will provide instructor led training to agency trainers to familiarize them with USA Staffing training best practices. During a brief walk through of the system, the instructor will cover common new user questions and errors, tips, and tricks for covering each section, and basic presentation skills. The remainder of the course is dedicated to class presentations. Each attendee is expected to present a short section of the training, assigned during the class, in order to receive feedback from both the lead trainer and their peers. Agencies can sign up attendees through their Account Manager.

**Audience:** HR staff identified as USA Staffing trainers, up to 20 participants

**Prerequisites:**

- Completion of all Online Training Modules and the exercises
- A basic knowledge of Federal staffing

- A high level of comfort with USA Staffing’s standard features and functionality
- Accounts for the USA Staffing Training environment (<https://core.train.usastaffing.gov>) and the USAJOBS UAT environment (<http://uat.usajobs.gov>) are required for all participants
- Participants must also have logged in to their unique user account in our Training environment prior to attending class. The Training environment is PIV enforced.

**Duration:** 3 days

**Location:** In person only. Agency-provided training facility.

## USA Staffing Cognos Consumer Training

The USA Staffing Reporting and Analytics team provides online, self-paced training for USA Staffing users interested in learning how to run standard reports through the Cognos tool. This session includes an overview of USA Staffing data and Cognos and a detailed module that covers the basics of running standard reports, including an overview of the most popular reports, how to run and subscribe to reports, and running reports in the background. The session also includes an overview of Applicant Flow Data - The purpose of the session is to provide HR users with the skills to fully leverage the data available through USA Staffing Cognos.

**Audience:** HR users with little or no previous Cognos experience

**Prerequisites:**

- USA Staffing user account for the USA Staffing Stage (<https://stage.usastaffing.gov/>) and/or Production environments are required for all participants.

**Duration:** Approximately 4 hours to complete all lessons and practice exercises

**Location:** Online

## USA Staffing Report Author Training

The USA Staffing Reporting and Analytics team provides instructor-led i virtual training for up to 30 USA Staffing report authors. This session includes an overview of USA Staffing data and Cognos and a detailed module that covers the basics of building custom reports. The purpose of the session is to familiarize report authors with the information and practice needed to build custom reports in Cognos. Registration is required via USA Staffing Account Managers.

**Audience:** Cognos Report Authors

**Prerequisites:**

- User accounts for the USA Staffing Stage environment (<https://stage.usastaffing.gov/>) are required for all participants.
- Cognos Report Author Access in the USA Staffing Stage Cognos environment is required for all participants. To verify permissions, users must navigate to Cognos and click the + icon at the bottom left. If Report is an option, report author permission has been granted.

- Participants must also have logged in to their unique user account in Stage and verified report author permissions, as report author access cannot be granted during the training.

**Duration:** 12 hours over 2 days

**Location:** Virtual