

# CLEMSON

U N I V E R S I T Y

OHR POLICY LIBRARY

University-Required Training

University-Required Training Policy  
Responsible Executive: CHRO  
Originally Issued: October 1, 2018

## **POLICY STATEMENT**

Clemson requires all faculty, staff, student workers and students to receive training appropriate to their University roles/responsibilities. Clemson provides a training management system (TMS) to effectively create, deliver, monitor and assess the training required by the University. This policy establishes the management, maintenance and use of the TMS<sup>1</sup>.

Faculty, staff and student workers who fail to adhere to this policy are subject to disciplinary action, up to and including termination. Students in violation of this policy are subject to the Student Code of Conduct in the student handbook.

## **REASON FOR POLICY**

- To establish University-wide training requirements and the consequences of failure to complete training requirements
- To establish the roles and responsibilities related to required training and the management and use of the TMS
- To outline the mandated procedures related to required training and the management and use of the TMS
- To achieve effective monitoring of participation and assessment of learning among trainees

## **ENTITIES AFFECTED BY THIS POLICY**

- All colleges/divisions of the University

## **WEB ADDRESS FOR THIS POLICY**

[https://media.clemson.edu/humanres/policies\\_procedures/Training/University-Required\\_Training\\_Policy.pdf](https://media.clemson.edu/humanres/policies_procedures/Training/University-Required_Training_Policy.pdf)

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<sup>1</sup> This policy covers the use of the Training Management System (TMS) of record for required training at Clemson University. It does not apply to the use of other learning management systems, including Canvas.

**CONTACTS**

<b>Subject Matter</b>	<b>Office</b>	<b>Telephone</b>	<b>E-mail/Web Address</b>
Policy Clarification and Interpretation	Human Resources	(864) 656-2000	<a href="#">Ask-HR</a>
TMS Support	Human Resources	(864) 656-3506	<a href="mailto:tigertraining@clemson.edu">tigertraining@clemson.edu</a>

**DEFINITIONS**

<b>Canvas</b>	A learning management system supported by Clemson University primarily for academic/educational use. Canvas is not used for required training as defined in this policy.
<b>Contingent Worker</b>	An individual who is not employed by Clemson but is performing work for the University through his or her employment with a contractor, vendor or staffing agency.
<b>Required Training</b>	Any training that has been deemed mandatory by the Executive Leadership Team. Requirement can extend to all individuals covered by this policy, or requirement can apply to a subset of that group, based on roles and responsibilities.
<b>Training Management System (TMS)</b>	An enterprise system designed to create, deliver and manage training content, as well as monitor participation and assess learning among trainees. Clemson utilizes the TMS to effectively create, deliver, monitor and assess University-required training. The TMS is also available for use for area-specific training requirements as well as optional training.
<b>Training Material Owner (TMO)</b>	The position accountable for the content, communication and retention of a specific training.

For more definitions, please refer to the [OHR Glossary of Terms](#).

**PROCEDURES**

This policy establishes the following mandated procedures for required training and use of the TMS at Clemson University:

- I. Required Training

- a. Clemson requires all faculty, staff, contingent workers, student workers and students to receive training appropriate to their University roles/responsibilities.
- b. Requirement for University-wide training is established through the Executive Leadership Team.
- c. The supervisor is responsible for communicating training requirements to direct reports and ensuring completion within the designated timeframe. Exceptions due to approved extended absences will be reviewed by the supervisor and OHR on an individual case.
- d. Required training is to be completed on or before the “required by” date as indicated in the TMS.

## II. Failure to Complete Required Training

- a. Completion of University-required training is monitored and reported by the Office of Human Resources.
- b. Failure to complete the university-required training may result in that user’s loss of access privileges to the Clemson University IT System.
- c. The Training Material Owner is responsible for managing failures to complete required training. This management includes the following:
  - i. Establishing and articulating clear consequences for not completing the training in a timely manner.
  - ii. In coordination with OHR, CCIT and the supervisor, administering appropriate consequences while documenting and recording all violations and resulting disciplinary actions according to the progressive discipline process as defined in the Discipline Policy or Discipline Policy for “Non-Covered” Employees.

## III. The Training Management System

- a. The TMS is the official system of record for University-wide required training, and must be used for training that is required University-wide for a position type (i.e., all faculty, all staff, all students), regardless of the area/owner of the training content.
- b. All faculty, staff, student workers, and students must be provided access to the TMS. Please contact the Office of Human Resources for accessibility information or to request an accommodation for completion of required training.
- c. TMS appropriate use:
  - i. The TMS may not be used in any capacity for non-University-related activities.
  - ii. The TMS may be used for optional, developmental training.
  - iii. The TMS may be used by departments and divisions to deliver and track area-specific required training for faculty, staff, student workers and students.
  - iv. The TMS may be used to deliver and track training for contingent workers. If this is the case, the contingent workers must have access to the TMS.
  - v. In accordance with the University’s Acceptable Use Policy for Employees and Acceptable Use Policy for Students, users of the TMS are responsible for maintaining the security of usernames, passwords, and any other assigned access credentials.
  - vi. Individuals who suspect inappropriate use of the TMS (or other violations of this policy) are encouraged to report their concerns to the Office of Human Resources (OHR), the Office of University Compliance, or the Office of Internal Auditing.

## IV. TMS Content Guidelines

- a. All training content, participation and results must be retained according to Clemson University’s Retention Policy. Please see the University’s Retention Policy for record retention guidance.
- b. Training logistics (i.e., due dates, location of live training, enrollment numbers, etc.) are at the discretion of the training instructor.
- c. The training material owner (TMO) is responsible for the training content published on the TMS and is required to follow the appropriate content review channels, as established by the department, division or college, prior to publishing any training content in the TMS.
- d. TMOs hosting content in the TMS must comply with all applicable state and federal laws and all University policies and guidelines. To this end, individuals are encouraged to contact OHR for author training prior to building content in the TMS.
- e. All training offered through the TMS must comply with ADA/accessibility requirements.
- f. While OHR is not responsible for reviewing course content, they have the authority to remove any content that is illegal and/or violates University policy.
- g. Clemson University is not responsible for the accuracy, integrity, or legality of content accessed through external websites.

**Any deviation from the above procedures must be approved by the Office of Human Resources.**

## RESPONSIBILITIES

<b>Responsible Party</b>	<b>List of Responsibilities</b>
<b>University Compliance (Office of)</b>	<ul style="list-style-type: none"> <li>• Provide guidance on escalated compliance-related concerns</li> </ul>
<b>Executive Leadership Team</b>	<ul style="list-style-type: none"> <li>• Decide which training is to be required by Clemson University</li> </ul>
<b>Faculty, Staff, and Student Workers</b>	<ul style="list-style-type: none"> <li>• Complete required training assignments within the designated timeframe</li> <li>• Complete additional TMS roles and trainings as assigned</li> </ul>
<b>Human Resources (the Office of)</b>	<ul style="list-style-type: none"> <li>• Oversee performance and use of TMS, including roles and responsibilities, while providing policy oversight and interpretation</li> <li>• Remove content that is illegal or in violation of University policy when requested to do so by an appropriate University official</li> <li>• Escalate compliance-related concerns to Office of University Compliance</li> <li>• Receive direction from the Executive Leadership Team on which trainings are required by Clemson University</li> <li>• Provide input on completion deadlines for required training</li> <li>• Monitor and report compliance with University-required training</li> <li>• Notify users of planned outages of the TMS</li> </ul>
<b>Students</b>	<ul style="list-style-type: none"> <li>• Complete required training assignments within the designated timeframe</li> </ul>

<b>Supervisors</b>	<ul style="list-style-type: none"> <li>• Ensure direct reports complete required training assignments within the designated timeframe</li> <li>• Communicate training requirements, expectations and designated timeframes to direct reports</li> </ul>
<b>Training Material Owner</b>	<ul style="list-style-type: none"> <li>• Adhere to applicable federal and state laws and University policy</li> <li>• Contact OHR for author training prior to building content in the TMS</li> <li>• Revise or retire training content as needed</li> <li>• Manage failures to complete required training and administer appropriate consequences in coordination with OHR</li> </ul>

## RELATED RESOURCES

<p><b>University Policies and Documents</b></p> <p><a href="#">Acceptable Use Policy For Employees</a>  <a href="#">Acceptable Use Policy for Students</a>  <a href="#">ADA Policy</a>  <a href="#">Code of Conduct</a>  <a href="#">Discipline Policy</a>  <a href="#">Discipline Policy for "Non-Covered" Employees</a>  <a href="#">Faculty Manual</a>  <a href="#">Retention Policy</a></p>
<p><b>University Support</b></p> <p>TMS technical support: <a href="mailto:tigertraining@clemson.edu">tigertraining@clemson.edu</a> / 864-656-3506 or <a href="#">Ask-HR</a>.                  Additional TMS support/system training: <a href="https://www.clemson.edu/employment/TigerTraining">https://www.clemson.edu/employment/TigerTraining</a></p>
<p><b>External Documentation</b></p> <p>Training guidance from our TMS vendor available <a href="#">here</a>.</p>
<p><b>University Forms and Systems</b></p> <p>To directly access the Training Management System, click on the link below:  <a href="http://clemson.bridgeapp.com">http://clemson.bridgeapp.com</a></p>

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