CATEGORY: 400 – Training and Performance Management
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HHS UNIVERSITY (HHSU)
STANDARD OPERATING PROCEDURE (SOP)

New Course/Change Requests for Office of Secretary

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I. PURPOSE

This SOP is specific to employees within the Office of Secretary (OS) and outlines the steps for authorized OS employees to request a course to be created or modified within the HHS Learning Portal, hereafter referred to as the Learning Management System (LMS). Courses are established and/or modified upon request by the OS LMS Administrator. Any request for changes must be provided by a designated OS employee who has the authority to make such requests.

II. BACKGROUND

The LMS is used to advertise and solicit registration for a particular course. The OS LMS Administrator performs this function on behalf of OS components that do not have a dedicated LMS Administrator and/or LMS domain. It is important that any course established in the LMS is accurate and properly represented. Accordingly, it is critical that mutual understanding is reached by the requesting OS component and OS LMS Administrator.

III. REFERENCES

Ref#	Document Name	Description	Link
1	Creating a New Course and Change Request Form	Details course creation and modifications within the LMS	Create a New Course and Change F

IV. REQUIREMENTS

A. Requestor should complete the "Create a New Course and Change Request Form" for *each* course to be entered into the LMS (provided above).
B. Requestor should only complete the fields marked in red.
C. The form should be emailed to the OS LMS Administrator as an attachment.
D. Requestor should provide **at least (5) *five business days of lead-time*** for the course to be entered into the LMS.
E. For all changes, the Requestor should email the same form back to the OS LMS Administrator, noting, in the respective field, the Change Request, and Change Request Number. All subsequent changes to an existing course will only be processed in this manner. ***Changes include any modifications made to an existing course***. This includes the following:

- Course Title
- Course ID
- Minimum and Maximum Enrollment
- Customer Service Representative

V. RESPONSIBILITIES

A. It is the responsibility of the Requestor to communicate to the OS LMS Administrator any course creation and/or modification request.
B. Requests should be provided to the OS Admin ***at least (5) business days prior*** to the need to enter the course in the LMS for enrollment and management.
C. ***Changes requesting to be made to an existing course*** should be made via the "Creating a New Course and Change Request Form", which should be emailed to the OS LMS Administrator. All changes requested to be made to the reservation will be processed within ***(2) business days upon receiving*** the change request.

As noted below in Section VI. Procedures, the Requestor performs Steps 1, 2, 6, and 7. The OS LMS Administrator performs Steps 3-5, and 8.

VI. PROCEDURES

Step	Action	Person/ Organization Responsible	Notes
1	Requestor requires a course to be created in the LMS.	Requestor	Training Specialists, Training Coordinators, and those in similar roles will need to ask the designated LMS Administrator to input their courses into the LMS for registration.
2	Requestor contacts OS LMS Administrator and provides completed Course Request Form.	Requestor	All fields marked in red must be completed on the form.
3	OS LMS Administrator ensures that the required fields on the form are	OS LMS Administrator	The OS LMS Administrator can only process forms that are completed; no red fields may be omitted.

Step	Action	Person/ Organization Responsible	Notes
	completed and accurate.		
4	OS LMS Administrator creates the course in the LMS, as specified by the Requestor.	OS LMS Administrator	All information specified by the Requestor will be entered as appropriate by the OS LMS Administrator.
5	Once the course is fully entered into the LMS, the Requestor is notified.	OS LMS Administrator	Communication between the Requestor and the OS LMS Administrator will take place either via phone or email.
6	Requestor requires a change to an existing course.	Requestor	The Requestor requires a change to the price, time, template, name, etc. of a course.
7	Requestor contacts OS LMS Administrator via email and documents the specific changes needed to be made to the course in the "Creating a Course and Change Request Form".	Requestor	All changes to existing courses will be processed by the OS LMS Administrator within (2) business days of receiving the change request.
8	OS LMS Administrator receives the changes and makes requisite updates within (2) business days of receiving the Change Request.	OS LMS Administrator	All changes requested will be processed as appropriate by the OS LMS Administrator.

Questions regarding this SOP should be directed to HHS University.

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