

FAQ for Employees

TRCA Learning Management System and the L&D Policy

This Frequently Asked Questions (FAQ) document provides more information about the LMS and the accompanying L&D Policy.

1. Question: Does the Learning and Development Policy include external conferences, symposiums and events?

Answer: Yes, the Learning and Development Policy is inclusive of external conferences, symposiums and events.

2. Question: Do I need to submit an External Course Request in the LMS if the cost of the conference I am attending is free?

Answer: Yes, if employees are attending conferences with no cost, that are external to TRCA - an External Course Request needs to be submitted so that the training is recorded in the employee's profile in Dayforce, and for the approval of time to participate in training.

3. Question: Do I need to submit an External Course Request in the LMS if I am presenting at a conference?

Answer: No, an External Course Request is not required. The only approval should be sought from your supervisor.

4. Question: Can employee's use TRCA's Corporate Card to pay for training?

Answer: It depends on the category of learning. For mandatory and job-required training the funding comes from the division in which the trainee resides. For professional development and continuing education assistance, employees are responsible for paying for any training-related costs upfront first, using personal cards.

5. Question: Do external workshops, webinars and seminars fall under the L&D Policy? How do we get approval for those training opportunities?

Answer: Yes, workshops, webinars and seminars that are external to TRCA or fall outside TRCA's LMS Course Catalogue, are included in the scope of the L&D Policy. You will need to get your supervisor's approval first. An External Course Request form is required to get the training approved. Once approval has been received through the ExternalCourse Request, you may register for training.

6. Question: Once I receive approval for my external course request, who will be looking after the reimbursement for employees? Will this be directly through payroll or will it go through their team's Admins?

Answer: Employees should be submitting their own employee expense claims. Employees need to ensure that proper documentation is attached to the expense claim to avoid delay in reimbursements. Ensure that you check the [L&D Policy](#) for additional information.

7. Question: For any internally delivered training available through TRCA's LMS Course Catalogue, do staff need to get approval through the External Course Request?

Answer: For any internally delivered training, approval is not required from the External Course Request. Only supervisor approval is required. This can be done through other methods outside of the LMS such as email or verbally.

8. Question: As the LMS Course Catalog grows and becomes more robust, will Dayforce notifications be sent to alert employees?

Answer: When courses are added to the LMS Course Catalogue, there won't be any accompanying Dayforce notifications. However, the HR team sends bi-weekly course offering updates to alert of new additions to the course catalogue.

9. Question: Does each business unit have a budget for training? Or is this covered by a separate fund?

Answer: Currently, training budget still resides with divisions. However, as part of Employee Engagement, training budget will be centralized for future years.

10. Question: If an employee wants to attend a webinar, conference or training etc. on their own time (i.e. outside of working hours) do they need approval through the External Course Request?

Answer: No approval is not required.

11. Question: How do I know what learning category my training falls under?

Answer: The L&D policy outlines the different categories and their respective definitions of training; your supervisor can work with you to determine the category.