

Training and Career Development (TCD)



Course Catalog
Fiscal Year 2012



Training Your Mind, Creating
Your Career Path and
Developing Your Future One
Training Opportunity at
a Time

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TRAINING DELIVERY OPTIONS DEFINITIONS

Synchronous	Instructor led conducted in real time.
Asynchronous	Sessions not always in real time may include: stand-alone skill building, self-paced activities, TMA eLearning, video and audio conferences, webinars/webcasts etc.
Instructor Led	“Face-to-Face” (F2F)
Hybrid Delivery	Combination of online and F2F
Tiered Delivery	<p>Target Audiences:</p> <p>Tier 1: Chief Functional Officers, Senior Level Managers at Colonels (O6) and GS-15 level and above. (SES members may attend any of the sessions outlined).</p> <p>Tier 2: Mid-Level Managers, Supervisors, at Lieutenant Colonel (O5) and GS-14/15 level and below.</p> <p>Tier 3: TMA employees at all professional levels, civilian and military personnel.</p>
Simultaneous Delivery	Sessions are delivered to some participants F2F while others join via web conferencing (DCO, VTC).
Virtual	Web events; i.e., audio and video, webinars /webcasts, and the Leadership Development Channel offered through TMA eLearning.

Introduction

The Training and Career Development (TCD) Division is pleased to present our first Programs and Services Catalog for fiscal year 2012. TCD is a full service team providing services in organizational effectiveness, strategy development, leadership and communications with a focus on self-knowledge and higher learning. We offer needs analysis and assessments that help gather quantitative and qualitative data syntheses and create plans and paths to excellence. Our programs and services are rooted in passion and commitment to improving TRICARE Management Activity (TMA) employees' capabilities and their overall performance power.

Our goal is to effectively serve the needs of a rapidly changing environment and address the myriad of challenges and opportunities we face. TCD offers an extensive library of training courses and modules developed to stimulate participants' intellect and provide an interactive learning environment. These programs can be customized to meet your specific needs whether your needs are standard, tailored or custom:

Standard

The curriculum is presented in the format created by the developer.

Tailored

The TCD team will work with you to provide additional elements such as case studies, videos or role plays that will link the course materials more closely to the participants' work activities and environment.

Custom

All course materials are designed to meet the specific business processes and requirements of the specific directorate or individual teams.

Our trainers are adept at engaging a diverse audience, and imparting knowledge that is meaningful and relevant. By tailoring solutions from needs assessments, course customization, focus groups, individual interviews and measured results we can advance the skills of the TMA workforce.

We encourage you to enroll in one of our internal or external training opportunities today. Learn more about how to enroll on pages 16-18 (see attached instructions and Form 6). For more information contact the Training Division at **tmatraining&careerdev@tma.osd.mil** and one of our instructors will be happy to provide the guidance you need on your journey to continuous improvement.

Sharifah Williams
Business Ops
Director, Training and Career Development

"Quality and Service Above All"

Please comment on our service at: **voiceofthecustomer@tma.osd.mil**

Communications

Action Officer Course

Course Duration: 4 hours

Target Audience: All Tiers

Action Officer Course (New and Improved) – Learn the roles and responsibilities of an Action Officer, including prioritizing tasks, working through the task workflow from beginning to end, writing and coordinating a response, finalizing the process, utilizing resources and utilizing the Staff Action Control and Coordination Portal (SACCP).

Advanced Leadership Communication Strategies

Course Duration: 2-4 hours

Target Audience: Tiers 1 & 2

Advanced Leadership Communication Strategies – Discover breakthrough leadership communication techniques to help participants become more powerful leaders. Exercise best practices for influencing peers, managers, subordinates and customers. Become more effective at handling challenges from delivering bad news to increasing team motivation. Learn how to deliver messages that are short, simple, strong and credible.

Communicating Up, Down and Across the Organization

Course Duration: 2 hours

Target Audience: Tiers 1 & 2

Dates: Jan. 12 - 9:00am – 11:00am
Sky 5, Suite 407

Week of May 21 – Aurora

Week of June 11 – MMSO,
Great Lakes

June 27 - 9:00am – 11:00am
DHHQ Training Room

Week of August 7 – TRO South

Week of Sept. 12 – TRO West

Communicating Up, Down and Across the Organization

– As leaders you must take on the responsibility of communicating information in real time, especially during times of economic uncertainty. Break down communication barriers that stand between other professional levels.

Learn practical and adaptive strategies for upward, downward and across communication to inform and influence others.

Communicating with a Multigenerational Workforce

Course Duration: 2 hours

Target Audience: Tiers 1 & 2

Communicating with a Multigenerational Workforce – There are four distinct generations working together in the workplace, each with its own viewpoint, values and communication style. Are your messages getting through? Learn specific best practices for successful and effective communication, raise awareness of generational differences and learn how to breakthrough stereotypes and create a more productive work environment.

Communication Boot Camp

Course Duration: 2 hours

Target Audience: Tier 3

Date: May 31 - 9:00am – 11:00am
DHHQ Training Room

Communication Boot Camp – A series of training sessions, briefings and speaker series designed to optimize communication skills you already have and get strategies to better assimilate verbal information. Learn to interpret the knowledge you hear, communicate with greater confidence and choose the right words in difficult circumstances to improve work relationships and reduce misunderstandings.

Conflict Management, Dealing with Difficult People

Course Duration: 2 hours

Target Audience: Tier 3

Conflict Management, Dealing with Difficult People – We are challenged at all levels by working each day with individuals who may be labeled as having bad attitudes or being troublemakers. Learn to look in the mirror and examine various communication styles before placing blame.

Confronting the Tough Stuff: Management Skills for Supervisors

Course Duration: 2 hours

Target Audience: Tiers 1 & 2

Date: Sept. 22 – 9:00am – 11:00am
DHHQ Training Room

Confronting the Tough Stuff: Management Skills for Supervisors – Now you can learn the skills to tackle and solve real-life situations with increased confidence. You'll role-play issues such as team dysfunction, mediation, coping and working through "survivor" shock from layoffs, as well as the difficulty of merging with another team or organization.

This seminar helps you become more resilient and effective during tough times. It gives you the critical tools to work on the most uncomfortable situations. You will increase your chances of turning bad scenarios into more positive outcomes and lead your team with increased effectiveness.

Delivering Superior Customer Service

Course Duration: 2 hours

Target Audience: Tiers 2 & 3

Dates: June 19 – 8:30am – 12:00pm
DHHQ Training Room
July 26 – 8:30am – 12:00pm
DHHQ Training Room

Delivering Superior Customer Service – Learn critical aspects of customer service. You will learn how to use effective listening and questioning techniques to uncover the customer's message and learn effective techniques for defusing hostile situations.

Effective Communications and Listening "What did you say?"

Course Duration: 2 hours

Target Audience: Tier 3

Date: March 28 – 9:00am – 11:00am
Sky 3, Suite 1600

Effective Communications and Listening "What did you say?" – Explore communication barriers and learn techniques to help resolve interpersonal conflict and improve listening skills. Cross-cultural communication, social media and body language are also covered. This course is a highly interactive program with a video and instructor-led group discussions and activities.

Effective Presentation Skills

Course Duration: 4 hours

Target Audience: Tiers 2 & 3

Effective Presentation Skills – Learn to improve your oral presentation skills. Individuals will learn to create a winning presentation by organizing their thoughts, speaking persuasively, using effective visual aids and fielding tough questions.

Effective Writing Skills

Course Duration: 4 hours

Target Audience: Tiers 2 & 3

Effective Writing Skills – Participants will prepare clear, concise documents that advocate a position or advance a goal is an essential leadership skill in the Federal Government. Experts will teach you how to create a document from scratch. They will review and critique your work and make concrete suggestions for polishing and improving your writing skills.

How to Communicate with Tact, Diplomacy and Credibility

Course Duration: 2 hours

Target Audience: Tiers 1 & 2

Dates: Feb. 9 – 9:00am – 11:00am
Sky 3, Suite 1600
Week of May 21 – Aurora
Week of June 11 – MMSO,
Great Lakes
Aug. 30 9:00am – 11:00am
DHHQ Training Room

How to Communicate with Tact, Diplomacy and Credibility – This session will help participants hear others clearly and respond appropriately when feeling challenged, overwhelmed or on-the-spot. Gain collaboration when presenting new ideas instead of trying to seize control. Learn how to have thoughtful and diplomatic interactions in difficult situations.

Interpersonal Skills for Managers

Course Duration: 2 hours
Target Audience: Tiers 1 & 2
Dates: Jan. 25 – 8:30am – 12:00pm
 Sky 6, Suite 319
 Week of March 19 – TRO West
 Week of June 11 – MMSO,
 Great Lakes
 Week of Aug. 7 – TRO South

Interpersonal Skills for Managers – Learn how to solve problems, give constructive criticism and praise. Find out how to give assignments or implement plans based on credibility, respect and trust.

Resume Writing and Interview Techniques

Course Duration: 2 hours
Target Audience: Tier 3

Resume Writing and Interview Techniques – Get coached through the process of creating a powerful and sincere resume. Develop and implement interview techniques that will convince a potential employer that you are the best candidate for the job. Learn the differences specific to federal government position descriptions and job announcements and how to develop knowledgeable, skills and assessment (KSA) statements to support the vacancy.

Kick That Attitude

Course Duration: 2 hours
Target Audience: Tier 3

Kick That Attitude – Understand the root causes that can create attitude problems in the workplace. Learn to identify behaviors and situations that create a negative environment and break those habits. Learn about interpersonal skills, conflict management tools and techniques. The course is a highly interactive program with discussions and small group activities.

Employee Awards & Recognition

How Do I Receive Recognition/Awards from My Supervisor?

Course Duration: 2 hours
Target Audience: Tier 3
Date: July 12 – 1:00pm – 3:00pm
 DHHQ Training Room

How do I receive recognition/awards from my supervisor? – This session is designed specifically for TMA employees. It is an extensive review of the Administrative Instruction 21, TRICARE Management Activity Incentive and Honorary Awards Program. We will focus on reviewing the guidance from an employee's point of view, eliminating myths and focusing on providing an understanding of the overall benefits of the program and the type of performance needed to receive recognition.

How to Recognize and Award Employees

Course Duration: 2 hours
Target Audience: Tiers 1 & 2
Date: July 12 – 1:00pm – 3:00pm
 DHHQ Training Room

How to Recognize and Award Employees – This session will include a detailed review of the Administrative Instruction 21, TRICARE Management Activity Incentive and Honorary Awards Program. Briefing will include FAQs, tips and tools that leadership can implement and a Q&A segment.

Strategies to Motivate, Inspire and Stimulate Employees

Course Duration: 2 hours
Target Audience: Tiers 1 & 2
Date: Aug. 1 – 10:00am – 12:00pm
 DHHQ Training Room

Motivate Stimulate and Inspire – Learn strategies and tools to help rejuvenate yourself and your team. We will show you how to improve your current work environment, encourage personal growth and empower your employees!

Rewarding Employees Beyond the Paycheck

Course Duration: 2 hours
Target Audience: Tier 3
Date: July 10 – 1:00pm – 3:00pm
 DHHQ Training Room

Rewarding Employees Beyond the Paycheck – One of the biggest challenges is maintaining employee morale and productivity. Learn to encourage employees by implementing tools and techniques that measure their performance and help employees find better ways to improve their time management.

Resilience in the Workplace

Course Duration: 2 hours
Target Audience: Tier 3
Date: July 31 – 9:00am – 11:00am
 DHHQ Training Room

Resilience in the Workplace – Most of us are finding it harder and harder to deal with challenges at work and home. Whether you are emotionally or financially challenged, you need the tools and resources to prevail in the forever-changing work environment.

Human Resources

Human Resources Management Training for Rating Officials

Module I –
Course Duration: 4 hours
Target Audience: Tiers 1 & 2

Module II –
Course Duration: 6 hours
Target Audience: Tiers 1 & 2
Dates: Feb. 22-23, 8:30am – 3:00pm
 Sky 3, Suite 1600
 May 16-17, 8:30am- 3:00pm
 DHHQ Training Room
 Aug. 8-9, 8:30am – 3:00pm
 DHHQ Training Room

Human Resources Management Training for Rating Officials – Provides solid foundation and understanding of Human Resources Management principles, laws, regulations and TMA policies and processes.

This course is also available in modules for more experienced supervisors. Supervisors with less than five years of experience are required to take both training modules. Contact TCD to determine your qualifications.

Module I – Management and Employee Relations, Merit System Principles, Prohibited Personnel Practices, Attendance and Leave Administration, Uniform Services Program, Employee Development, Equal Employment Opportunity, Overview of HR, Performance Based Actions, Discipline and Probationary Actions, Grievance, Appeals, and Labor Relations, Honorary Incentive Awards and the Computer Accommodations Program.

Module II – Strategic Workforce Planning, NSPS Conversion to GS, Position Management and Classification, Completing the OF8, Writing Position Descriptions, Pay Setting, Recruiting and Retention; Human Resources Development, Staffing and Classification, Hiring Flexibilities and Reform, Marketing Strategies, Hiring Authorities, Veteran’s Preference, Human Resources Service Center and Human Resources Metrics and SOPs.

Performance Management

Course Duration: 2 hours
Target Audience: Tier 3
Dates: Monitoring, March 27 – 9:00am – 11:00am Sky 3, Suite 1600
 Monitoring, March 29 – 1:00pm – 3:00pm Sky 3, Suite 1600
 Rating & Reviewing, Sept. 8
 9:00am – 11:00am & 1:00pm – 3:00pm DHHQ Training Room

Performance Management – Performance Management training for GS employees is conducted in three phases: Planning, Monitoring/Interim Reviews, Rating and Assessing/Rewarding Performance. Training at each phase consists of 2-hour instructor-led courses conducted in advance of the deadlines. These sessions are also available on the TMA eLearning platform. TMA employees will learn how to develop critical elements and performance standards, how to fill out the Form 11, as well as receive guidance for meetings with employees regarding performance, as outlined in TMA Administrative Instruction 30.

Organizational Effectiveness

Training Needs Assessments

Course Duration: 1-2 hours

Target Audience: Tier 3

Training Needs Assessments – Outreach initiative for Directorate leaders to meet with members of the TCD team to review the results of their Training Needs Surveys and discuss customized training programs for their teams. These assessment meetings provide the opportunity to discuss how the Directorate leader may effectively team with their training coordinator, how to access the training calendar in the H.R. Blast, how to successfully register for courses and promote courses to their employees. The TCD subsequently provides a written report to the leader with customized suggestions, action steps, and if appropriate, directorate-specific resource lists from the eLearning website.

Good to Great – How to Reach Your Professional and Personal Best

Course Duration: 2 hours

Target Audience: Tier 3

Dates: Feb. 7 – 9:00am – 11:00am
Sky 3, Suite 1600

Week of May 21 – Aurora
June 7 – 9:00am – 11:00am
DHHQ Training Room

Week of June 25 – TAO Europe
Sept. 20 – 9:00am – 11:00am
DHHQ Training Room

Good to Great – How to Reach Your Professional and Personal Best – Take the first step to transforming your life and relationships by discovering a new, more powerful you! Cultivating the skills that draw out your best allows you to put power and confidence in your career, your relationships and yourself.

360 Degree Leadership Assessment

Course Duration: 30-90 days

Target Audience: Tier 1

Dates: May 8 – 1:00pm – 3:00pm
DHHQ Training Room

May 15 – 1:00pm – 3:00pm
DHHQ Training Room

360 Degree Extraordinary Leaders Assessment

Program – 360-degree feedback, also known as multirater feedback, multisource feedback or multisource assessment, is feedback that comes from all around an employee. 360-degree refers to a circle, with an individual figuratively in the center of the circle. Subordinates, peers and supervisors provide the feedback.

The program also includes a self-assessment and feedback from external sources. Depending on the need, it may be contrasted with upward feedback, where managers are given feedback by their direct reports, or a traditional performance appraisal, where employees are reviewed only by their managers.

Executive Coaching and Mentoring – The Executive Coaching course is a daylong course where participants learn the definition of coaching in contrast with counseling and mentoring, describe the four major roles of coaching, summarize techniques of providing feedback and constructive criticism and explain the evolution in coaching philosophies throughout a career field.

Aspiring Leaders

Course Duration: 4 hours

Target Audience: Tier 3

Date: July 25 – 8:30am – 3:00pm
DHHQ Training Room

Aspiring Leaders – Learn what leadership is and what traits are required to be a good leader. Identify and hone your leadership skills through self-assessments, group activities, speaking opportunities and an individual path-to-leadership action plan.

Business Process Engineering & Process Improvements – Introduction to Lean Six Sigma

Course Duration: 4 hours

Target Audience: Tiers 2 & 3

Business Process Engineering & Process Improvements - Introduction to Lean Six Sigma – Learn to prepare detailed process maps, analyze process maps, identify opportunities for improvement and guide teams through process improvement projects. Participants will have an opportunity to draw process flowcharts by hand and become familiar with the principal tool of the improvement methodology.

Change Management

Course Duration: 2 hours

Target Audience: Tiers 1 & 2

Change Management – The process of change is difficult and implementing it successfully can be stressful and demanding on leadership. This course will provide you with the information and tools you will need to be an effective change manager. Explore the skills necessary to deal with change, understand the foundation of change and how best to deal with the inevitability of change.

Diversity and Inclusion

Course Duration: 2-4 hours

Target Audience: Tier 3

Diversity and Inclusion – Series of training sessions customized for leadership, managers and supervisors and remaining professionals. Sessions include: Apply Diversity, Just How Different Are We Anyway, Serving and Developing a Diverse Workforce, Diversity and Inclusion and Understanding and Embracing Cultural Differences.

Effective Time Management

Course Duration: 2 hours

Target Audience: Tiers 2 & 3

Date: Aug. 2 – 1:00pm – 3:00pm
DHHQ Training Room

Effective Time Management – Take control of your professional and personal life and gain work-life balance. Learn the benefits of effective time management, review typical time stealers, discuss management techniques to address time stealers and receive tips to help take control of your schedule.

Embracing and Adapting to Change

Course Duration: 2 hours

Target Audience: Tier 3

Dates: June 21 – 9:00am- 11:00am
DHHQ Training Room
Aug. 28 – 1:00pm – 3:00pm
DHHQ Training Room

Embracing and Adapting to Change – This course provides in-depth review of change management concepts and methodologies. Participants will obtain skills to deal with change at all levels of the organization. This course will give you an understanding of the motivators and the realities of change. Learn to recognize the dynamics of change and how it affects communications, how to overcome the barriers of change and what is keeping you from successfully adapting to change.

Individual Development Plan (IDP) Workshop

Course Duration: 2 hours

Target Audience: Tier 3

Dates: Jan. 10 – 9:00am – 11:00am
Sky 1, Suite 1135
Feb. 15 – 9:00am – 11:00am
Sky 3, Suite 1600
March 15 – 9:00am – 11:00am
Sky 3, Suite 1600
June 14 – 9:00am – 11:00am
DHHQ Training Room
Week of June 25 – TAO Europe
Aug. 23 – 1:00pm – 3:00pm
DHHQ Training Room
Sept. 14 – 1:00pm – 3:00pm
DHHQ Training Room
Sept. 27 – 9:00am – 11:00am
DHHQ Training Room

Individual Development Plan (IDP) Workshop – Learn how to organize, prepare and implement an IDP, which will benefit both the employee and organization. It's never too late to enhance your performance through developmental assignments, activities and training.

Leadership Development

Course Duration: 4 hours
Target Audience: Tier 3
Dates: Feb. 16 – 8:30am – 2:00pm Sky
 3, Suite 1600
 June 12 – 8:30am – 2:00pm
 DHHQ Training Room
 Week of June 25 – TAO Europe

Leadership Development — This course is ideal for employees who are in a leadership position. This course discusses the difference between managing and leading, as well as reviewing group/team development and facilitating good communication. Self-assessments, group discussion, speaking opportunities and an individual action plan are included to engage attendees' commitment to being the best leader they can be.

Lean Six Sigma Training and/or Certification

Course Duration: 4-5 days
Target Audience: Tiers 1&2

Lean Six Sigma Training — This training is available to HA/TMA employees through the Office of the Secretary of Defense (OSD). OSD provides leadership, Green and Black Belt training. Green Belt and Black Belt candidates must have a sponsor and an approved project selected prior to registering for classes.

Principles, Strategies and Tools to Help You Manage Priorities and Deadlines

Course Duration: 2 hours
Target Audience: Tier 3

Principles, Strategies and Tools to Help You Manage Priorities and Deadlines — Learn what it means to manage a project using a systematic and structured approach. We will introduce you to the language, processes and tools of project management. Understanding who your stakeholders are, how they can influence your project, the importance of defining and managing scope, risks and quality are key to project success. Recognizing constraints in managing your project and the importance of open and frequent communication will help you and your team move projects successfully through their life cycle.

Project Management

Course Duration: 3 hours
Target Audience: Tiers 2 & 3
Date: Aug. 22 – 8:30am – 3:00pm
 DHHQ Training Room

Project Management — Learn the language, processes and tools of project management, understanding who your stakeholders are, how they can influence your project, the importance of defining and managing scope, risks and quality – all key to project success. Recognizing constraints in managing your project and the importance of open and frequent communication will help you and your team move projects successfully through their life cycle.

Taking on Greater Responsibility: Step-up Skills for Non-managers

Course Duration: 2 Hours
Target Audience: Tier 3
Dates: Aug. 14 – 10:00am – 12:00pm
 DHHQ Training Room

Taking on Greater Responsibility: Step-up Skills for Non-managers — Gaining new skills is the first step to meeting new job demands, being more marketable and developing workplace resilience! Do you have what it takes to step up to the plate to lead, work in teams and juggle new assignments with your current responsibilities? What about having a “can-do” attitude that prepares you for additional growth?

Acquire new skills and prepare to make a positive difference at work. In this session, you will lay the foundation to achieve good performance now and integrate additional skills to exceed present role expectations. Develop a customized approach to think strategically, to solve problems and to make sound decisions so you can adapt to change and grab new opportunities.

Teambuilding to Promote Teamwork

Course Duration: 3 hours
Target Audience: Tier 3

Teambuilding to Promote Teamwork — Through role-playing and group exercises, this course teaches solutions and techniques to help build and strengthen work relationships from an individual and team perspective. Discover ways to strengthen communication, learn how to leverage the skills, abilities and overall contributions of team members.

The 7 Habits of Highly Effective People adapted from the teachings of Stephen R. Covey

Course Duration: 2 hours
Target Audience: All Tiers
Date: Aug. 29 – 9:00am – 11:00am
 DHHQ Training Room

The 7 Habits of Highly Effective People adapted from the teachings of Stephen R. Covey – Problems caused by ineffectiveness cannot be solved with the same ineffective thinking that created them. Learn the power of effectiveness and feel more satisfied with what you accomplish each day. Know where you're going and discover the secrets to success and fulfillment within you.

The Power of Delegating

Course Duration: 2 hours
Target Audience: Tier 3
Dates: Feb. 2 – 9:00am – 11:00am
 Sky 3, Suite 1600
 Aug. 21 – 9:00am – 11:00am
 DHHQ Training Room

The Power of Delegating – When you delegate wisely, you gain time and extend your capabilities simultaneously. Learn to apply the Five Delegating Power Principles to the challenges you currently face. Explore how delegating can increase the productivity and morale of your team.

Outreach Initiatives

Annual Educational EXPO for Falls Church and the Field Locations

Course Duration: N/A
Target Audience: Tier 3
Dates: Week of May 21 – Aurora
 June 6 – 10:00am – 2:00pm
 DHHQ Training Room

Annual Educational Expo for Falls Church and the Field Locations – A TCD open house designed to raise awareness about the myriad of training solutions and benefits available to TMA employees. The TCD team coordinates the logistics for this event for Falls Church as well as the field locations. We feature some of the most prominent institutions in the National Capital Region to provide information about traditional degree programs, professional certifications and career

opportunities. Participants will receive personal guidance and recommendations about their career goals and aspirations. This event also includes a variety of mini workshops during the open house based on the organization's needs.

HA/TMA Army-Baylor Seminar

Course Duration: One Week
Target Audience: Tiers 1 & 2

HA/TMA Army-Baylor Seminar – Learn the mission, function and initiatives of Health Affairs and TMA to deliver the world's best health care to its beneficiaries. The seminar will introduce attendees to the status of the Military Health System and proposed policy changes that support efforts to transform force structure and sustain the TRICARE benefit for future beneficiaries.

FY 2012 Competitive Programs and Senior Champions' Forum

Course Duration: Ongoing – Designated throughout the year
Target Audience: Tier 3
Dates: Window for Applications Open
 March 26, 2012 to June 1, 2012

FY 2012 Competitive Programs and Senior Champions' Forum – The Competitive Programs opportunity is a once a year window of opportunity to submit applications for long term training opportunities at accredited institutions and leadership-focused organizations. TCD will announce the program and opportunities in advance of the window opening and will disseminate information TMA-wide. Employees will need to be nominated by their supervisors and submit competitive application packages for the Senior Champions' Board to review. Candidates will be selected depending on merit, amount of seats in each program and/or funding available. Training programs/organizations previously offered include, but are not limited to: The Graduate School's SES Development Program, FEI's Leadership for the Democratic Society, OPM's Effective Writing for Federal Government, and the College/University Competitive Education Program which selects employees seeking to further their educational goals of obtaining a Bachelor's or Master's degree.

Navy Fellows Program

Course Duration: Ongoing
Target Audience: Navy Medical Service
 Corps officers

Navy Fellows Program — One-year training program provides non-traditional educational opportunities in health plan policy and management. Learn about MHS health plan management, corporate concepts, development and delivery of current and future health care operations.

Quarterly Conversations with Supervisors

Course Duration: 1.5 hours
Target Audience: Tier 2

Quarterly Conversations with Supervisors — The Training and Career Development team hosts this forum to allow managers and supervisors an opportunity to ask questions about TCD programs available to TMA employees. Implemented in early 2011, these one-hour sessions are informal conversations designed to provide guidance and assist the team in capturing overall program effectiveness, training needs for budget forecasting, succession planning and other training requirements for federal and military employees.

Quarterly Training Coordinators Conference

Course Duration: 1.5 hours
Target Audience: Tier 3
Dates: Jan. 26 – 10:00am – 12:00pm
 Sky 3, Suite 1600
 May 2 – 1:00pm – 3:00pm
 DHHQ Training Room
 Aug. 2 – 10:00am- 12:00pm
 DHHQ Training Room

Quarterly Training Coordinators Conference — Gain a better understanding of the SF-182 processes and procedures related to submitting training requests, government-purchasing cards and billing. Learn about upcoming programs and initiatives and participate in an information-sharing segment.

Retirement Training

Course Duration: 3 Days
Target Audience: Tier 3 (Government employees with 10 years or less until retirement eligibility)

Retirement Training — This training gives participants an opportunity to be a part of in-depth discussions to ensure a smooth transition into retirement.

Rosetta Stone TOTALe

Course Duration: Ongoing through eLearning
Target Audience: Tier 3

Rosetta Stone TOTALe — Learners will be able to read, listen and write using this proven effective online courseware and then practice speaking what you just learned in the lessons in a virtual classroom. This program engages participants with a native speaker to perfect your pronunciation, accent and cadence of the language you are learning.

Speaker Series

Course Duration: 2 hours
Target Audience: Tier 3

Speaker Series —Participants are given a live, in person opportunity to hear distinguished speakers share their unique experiences and perspectives on a wide variety of topics. We will cover topics from organizational effectiveness, communications, diversity and leadership

The Speaker Series is a popular enhancement to the TCD blended learning environment and gives the audience a rare opportunity to learn about different subjects.

TMA Take Our Children to Work

Course Duration: Full day
Target Audience: Tier 3
Date: April 26 – 8:00am – 3:00pm
DHHQ Training Room
Falls Church and all Field Locations

TMA Take Our Children to Work – Sponsored and organized by the TMA Training and Career Development Division/Business Ops, this program acquaints our children with the agency and helps to expand their career aspirations. Each year the event will include interactions with senior leadership, tours of agency departments and a certificate ceremony for the students.

Tai Chi

Course Duration: 1-hour sessions during a six-week period
Target Audience: Tier 3

Tai Chi – If you are looking for another way to reduce stress, consider Tai Chi (TIE-chee). Tai chi is sometimes described as meditation in motion because it promotes serenity through gentle movements – connecting the mind and body. Tai Chi was originally developed in ancient China for self-defense and has evolved into a graceful form of exercise used for stress reduction and to help with a variety of other health conditions. These sessions do not require a change of clothes.

TMA Sponsored 5K Run/Walk

Course Duration: Full day
Target Audience: Tier 3
Date: June 20 – 10:00am – 12:00pm
DHHQ and field locations

TMA Sponsored 5K Run/Walk – An organized run/walk to benefit charities. More details will be provided at a later date.

Yoga

Course Duration: 1-hour sessions during a six-week period
Target Audience: Tier 3

Yoga – Yoga has been practiced for more than 5,000 years, and currently, close to 11 million Americans enjoy the health benefits. You're never too old or too young to improve flexibility. This series will reduce stress, improve posture and improve strength and flexibility. These sessions will require a change of clothes and a yoga mat.

Wellness

Managing Holiday Stress

Course Duration: 2 hours
Target Audience: Tier 3

Managing Holiday Stress – The holidays are about creating lasting memories and spending time with family and friends, not adding unwanted stress. If not balanced properly, stress and depression can ruin your holidays and negatively impact your health. Join us for this class to learn how to recognize common holiday triggers so you can disarm them before they lead to a meltdown.

Work Life Balance

Course Duration: 2 hours
Target Audience: Tier 3
Date: Sept. 30 – 1:00pm – 3:00pm
DHHQ Training Room

Work Life Balance – Feeling as if you are merely trying to get through the day, completely exhausted by the time you get home and barely making it to the end of the week? Join us as we share resource tools and techniques to help you master the juggling act of balancing work and life.

These courses have been identified by TMA as mandatory. The schedule is fluid, please expect frequent updates

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TMA Mandatory Training Courses					
Course Name	Course Provider	Point of Contact	Mandatory Training Completion Date	Training Format	
1	Computer Security Training	TMA Network Ops	TMA Helpdesk	EOD/Anniversary Date	https://intranet.tma.osd.mil/hatmatraining/
2	Information Assurance (IA) Workforce Improvement Program (WIP)	TMA Network Ops	TMA Helpdesk	Annual Training is on the employee's anniversary date	https://intranet.tma.osd.mil/hatmatraining/
3	No Fear Act Training	TMA EEO	Greg Byard	All TMA Civilians in 2012, then every 2 years on the Employee's Anniversary	Online
4	HRM Module I & II Training	Training & Career Development (TCD)	Sharifah Williams	Scheduled Quarterly	Instructor Led
5	Constitution Day Awareness	TCD	Sharifah Williams	Annual - September 17th	http://constitutionday.cpms.osd.mil/
6	Security Awareness Training	Office of Administration (OA)	Brian Jones	Annual Training is on the employee's anniversary date	PowerPoint slides e-mailed to employees
7	Antiterrorism Training (Level I) -DoDD 8570	OA	Brian Jones	Annual - Government Personnel & Contractors (who sit in Government space)	Initial Training -Classroom; Annual Training - Classroom/ Online
8	Foreign Travel Briefing	OA	Brian Jones	Complete TMA Form 18 located on the TMA Intranet	TMA Intranet
9	Ethics Training	OA	Laurie Rafferty	Annual - Government Personnel & Contractors (who sit in Government space)	Initial Training -Classroom; Annual Training - Classroom/ http://tricare.mil/training/gc_ethicstraining/training.html
10	Combating Trafficking in Persons (CTIP) Training	TCD	Sharifah Williams	Annual - October 7th	TMA eLearning http://tmaelearning.skillport.com/skillportfe/login.action
11	HIPAA Training	TMA Privacy Office	TMA Privacy Office	Within 30 day of EOD; Annually - Employees Birth Month	MHS Learn (Online) https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/home.jsp
12	TMA Overview for New Employees	OA	Lolita Jordan	All new hires are required to attend the briefing once	Instructor Led
13	Reasonable Accommodation Training	TMA EEO	Greg Byard	Annually - Managers & Supervisors (ONLY)	Online - available January 2012
14	Don't Ask Don't Tell (DADT)	TCD	Sharifah Williams	All military service members; Senior civilian leadership and civilian employees who directly supervise service members	Instructor Led and/ or online http://tmaelearning.skillport.com/skillportfe/login.action

* Employees holding SEI access must receive the briefing before all trips, official and personal, to areas outside of the United States.

Employees may register and attend any "No Cost" training with supervisory approval. To enroll employees must submit a completed TMA Form 6 to the Training & Career Development Division at: tmatraining&careerdev@tma.osd.mil.

TRICARE Management Activity NO COST/ON SITE COURSE NOMINATION FORM		
This form is a nomination form and does not guarantee placement in any course until your selection has been confirmed in writing, by phone or by E-mail message. Please submit form to the Training and Career Development (TCD) Division, via email at: tmatraining&careerdev@tma.osd.mil or deliver directly to TCD's mailbox located in Sky 5, Suite 810A, Room 8012		
Employee Name:		
Series/Grade/Title:	Directorate:	Phone:
Email Address:		
Course Title:	Total Hours:	
Location:	Date(s):	Time:
If disabled, will special accommodations be needed? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please call the Training Office or describe disability below:		
Employee Signature:		Date:
Requested training is job-related; I approve the employees request to attend.		
Supervisor Signature		Date
TCD Training Officer Signature		Date
Course completion:	TCD Training Officer	Date

SF-182 Procedures

Process and Instructions – Training Requests (SF-182)

Form Definition

An authorized agreement and certification for training used to document an employees' request for training. The SF-182 is required for all training with the exception of DAU and some on-site training. Participants must ensure the SF-182 is submitted a minimum of 30 days prior to the training start date to the SF-182 Central Mailbox at: FOD.Training.SF182@tma.osd.mil. Below are the instructions on how to complete an SF-182 training request.

SF-182 Fillable Form is available online at http://www.opm.gov/forms/pdf_fill/SF182.pdf

Section A through C

- SF-182s must be typed. The employee must fill-out Sections A through C, ensure all information is complete and supporting documents are attached; i.e., course descriptions, contact person and phone number/fax number, website details, etc. If the participant is a student of a University or College, please provide student identification number. If the employee has a student ID or member number of the organization/association, please provide it. Coordinate with CFO to obtain the line of accounting information.

Section D - 1a through 1e

- The employee's immediate supervisor must complete this section. All contact information including telephone number, email address and date signed, nothing should be left blank. Upon completion forward to CFO for review and approval of funds.

Section D – 3a through 3e

- The TCD office will review for completeness and approve for processing. If incorrect, the SF-182 is returned to the requestor or Training Coordinator/Admin Officer for noted corrections.

Section E – 1a through 1e

- The CFO office will approve and sign off after review and approval of funds is complete. The CFO's office will forward the SF-182 to the TCD for processing.



Group Training Instructions

- Group training requests may be used when the course, date and vendor information on the request is the same. Home address is not required.
- Write Group Training in Section A, block 1, and on the top of the SF-182
- All group SF-182s must have an attached list of the attending employees names, and email addresses
- The email address provided on the SF-182 for group training must be a Federal employee who is attending the training.

Additional Information:

- After approval, the Training Customer Service office will email a Training Approval Letter (TAL) to the registered employee(s). A copy of the TAL can also be sent to the Training Coordinator/Admin Officer if requested. The employee(s) is (are) required to complete the course evaluation survey online at http://www.surveymonkey.com/s/JACER_TCD_END_OF_COURSE_EVAL three days after training is completed
- Participants are required to submit a Certificate of Completion to LaToya Brandon, via email or fax. See attached SF-182 for further reference.
- Training requests must be submitted to TCD no less than 30 days in advance of the training date. Late submissions will be returned. In the event an SF-182 is received less than 30 days prior to the training start date, a written justification letter signed by the immediate supervisor must be attached. Refer to the "Sample" Memorandums on the following pages. EXEMPTIONS will be handled on a case-by-case basis and will be reported to the organizational chief.
- TCD Branch will return SF-182s that are submitted with missing information. Requestors and or Training Coordinator/Admin Officer will receive a "No Action Email" from the TCD Branch if the corrected and/or missing information is not received within 72 hours.
- Please note that by policy (Administrative Instruction-15) all training must be approved prior to training start date. Employees must be in receipt of a TAL prior to their attending training. Otherwise, the costs incurred will become the responsibility of the employee. With the exception of very atypical or unusual circumstances, the TCD Branch will not process SF-182s after the training has commenced or has been completed. This includes payment of completed training. Only with strong written justification by a Directorate head will the TCD Branch consider this situation.
- Employees who attend "no cost" training are required to complete a SF-182 in order to document supervisory approval. The training will be included in the employee's training history file.
- The TCD Branch reports the employee's training history monthly to the HRSC-NW. The HRSC-NW loads the training history into the civilian employee's training history file in the Defense Civilian Personnel Data System (DCPDS).
- The employee's training history is updated in DCPDS the month following the course ending date. For this reason, it is imperative that any cancellations of non-attendance are immediately reported to the CSC.

Please Note: If travel is required in support of training, Training Coordinator/Admin Officer or the employee are responsible for ensuring travel orders using DTS. DTS assistance can be obtained from the CFO office.

AUTHORIZATION, AGREEMENT AND CERTIFICATION OF TRAINING			A. Agency, code agency subelement and submitting office number		B. Request Status (Mark (X) one) <input type="checkbox"/> Resubmission <input type="checkbox"/> Initial <input type="checkbox"/> Correction <input type="checkbox"/> Cancellation	
Section A - TRAINEE INFORMATION Please read instructions on page 6 before completing this form						
1. Applicant's Name (Last, First, Middle Initial)			2. Social Security Number/Federal Employee Number		3. Date of Birth (yyyy-mm-dd)	
4. Home Address (Number, Street, City, State, ZIP Code) (Optional)			5. Home Telephone (Optional) (Include Area Code)		6. Position Level (Mark (X) one) <input type="checkbox"/> a. Non-supervisory <input type="checkbox"/> b. Manager <input type="checkbox"/> c. Supervisory <input type="checkbox"/> d. Executive	
7. Organization Mailing Address (Branch-Division/Office/Bureau/Agency))			8. Office Telephone (Include Area Code and Extension)		9. Work Email Address	
10. Position Title		11. Does applicant need special accommodation? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, please describe below		
12. Type of Appointment		13. Education Level (click link to view codes or go to page 7)		14. Pay Plan	15. Series	16. Grade
17. Step						
Section B - TRAINING COURSE DATA						
1a. Name and Mailing Address of Training Vendor (No., Street, City, State, ZIP Code)				1b. Location of Training Site (If same, mark box) <input type="checkbox"/>		
1c. Vendor Telephone Number			1d. Vendor Email Address			
2a. Course Title		2b. Course Number Code	3. Training Start Date (Enter Date as yyyy-mm-dd)		4. Training End Date (Enter Date as yyyy-mm-dd)	
5. Training Duty Hours		6. Training Non-Duty Hours	7. Training Purpose Type (Click link to view codes or go to page 9)		8. Training Type Code (Click link to view codes or go to page 9)	
9. Training Sub Type Code (Click link to view codes or go to page 9)		10. Training Delivery Type Code (Click link to view codes or go to page 12)	11. Training Designation Type Code (Click link to view codes or go to page 13)	12. Training Credit	13. Training Credit Type Code (Click link to view codes or go to page 13)	
14. Training Accreditation Indicator (Check below) <input type="checkbox"/> Yes <input type="checkbox"/> No		15. Continued Service Agreement Required Indicator (Check below) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	16. Continued Service Agreement Expiration Date (Enter date as yyyy-mm-dd)		17. Training Source Type Code (Click link to view codes or go to page 13)	
18. Training Objective				19. AGENCY USE ONLY		
Section C - COSTS AND BILLING INFORMATION						
1. Direct Costs and Appropriation / Fund Chargeable			2. Indirect Costs and Appropriation / Fund Chargeable			
Item	Amount	Appropriation Fund	Item	Amount	Appropriation Fund	
a. Tuition and Fees	\$		a. Travel	\$		
b. Books & Material Costs	\$		b. Per Diem	\$		
c. TOTAL	\$		c. TOTAL	\$		
3. Total Training Non-Government Contribution Cost			6. BILLING INSTRUCTIONS (Furnish invoice to):			
4. Document / Purchasing Order / Requisition Number						
5. 8 - Digit Station Symbol (Example - 12-34-5678)						

Section D - APPROVALS

1a. Immediate Supervisor - *Name and title*

1b. Area Code / Telephone Number

1c. Email Address

1d. Signature

1e. Date

2a. Second-line Supervisor - *Name and title*

2b. Area Code / Telephone Number

2c. Email Address

2d. Signature

2e. Date

3a Training Officer - *Name and title*

3b. Area Code / Telephone Number

3c. Email Address

3d. Signature

3e. Date

Section E - APPROVALS / CONCURRENCE

1a. Authorizing Official - *Name and title*

1b. Area Code / Telephone Number

1c. Email Address

1d. Signature

Approved Disapproved

1e. Date

Section F - CERTIFICATION OF TRAINING COMPLETION AND EVALUATION

1a. Authorizing Official - *Name and title*

1b. Area Code / Telephone Number

1c. Email Address

1d. Signature

1e. Date

TRAINING FACILITY – Bills should be sent to office indicated in item C5. Please refer to number given in item C4 to assure prompt payment.

Print Form

Save Form

Clear Form

Privacy Act Statement

Authority – This information is being collected under the authority of 5 U.S.C. § 4115, a provision of The Government Employees Training Act.

Purposes and Uses – The primary purpose of the information collected is for use in the administration of the Federal Training Program (FTP) to document the nomination of trainees and completion of training. Information collected may also be provided to other agencies and to Congress upon request. This information becomes a part of the permanent employment record of participants in training programs, and should be included in the Governmentwide electronic system, (the Enterprise Human Resource Integration system (EHRI) and is subject to all of the published routine uses of that system of records.

Effects and Nondisclosure – Providing the personal information requested is voluntary; however, failure to provide this information may result in ineligibility for participation in training programs or errors in the processing of training you have applied for or completed.

Information Regarding Disclosure of your Social Security Number (SSN) Under Public Law 93-579, Section 7(b) – Solicitation of SSNs by the Office of Personnel Management (OPM) is authorized under provisions of the Executive Order 9397, dated November 22, 1943. Your SSN will be used primarily to give you recognition for completing the training and to accumulate Governmentwide training statistical data and information. SSNs also will be used for the selection of persons to be included in statistical studies of training management matters. The use of SSNs is necessary because of the large number of current Federal employees who have identical names and/or birth dates and whose identities can only be distinguished by their SSNs.

Note: This agreement must be signed by the nominee for Government training that exceeds 80 hours (or such other designated period, less than 80 hours as prescribed by the agency) for which the Government approves payment of training costs prior to the commencement of such training. Nothing contained in this SAMPLE agreement below shall be construed as limiting the authority of an agency to waive, in whole or in part, an obligation of an employee to pay expenses incurred by the Government in connection with the training.

Continued Service Agreement

Employees, who are selected to training for more than a minimum period as prescribed in Title 5 USC 4108 and 5 CFR 410.309, see your supervisor for more information on the internal policies to implement a continued service agreement.

Employees Agreement to Continue in Service

To be completed by applicant:

1. I AGREE that, upon completion of the Government sponsored training described in this authorization, if I receive salary covering the training period, I will serve in the agency three (3) times the length of the training period. If I received no salary during the training period, I agree to serve the agency for a period equal to the length of training, but in no case less than one month. (The length of part-time training is the number of hours spent in class or with the instructor. The length of full-time training is eight hours for each day of training, up to a maximum of 40 hours a week).

NOTE: For the purposes of this agreement the term "agency" refers to the employing organization (such as an Executive Department or Independent Establishment), not to a segment of such organization.

2. If I voluntarily leave the agency before completing the period of service agreed to in item 1 above, I AGREE to reimburse the agency for fees, such as the tuition and related fees, travel, and other special expenses (EXCLUDING SALARY) paid in connection with my training. These fees are reflected in Section C Costs and Billing Information. Note: Additional information about fees and expenses can be found in the Guide to Human Resource Reporting (GHRR).
<http://www.opm.gov/feddata/ghrr/index.asp>
3. I FURTHER AGREE that, if I voluntarily leave the agency to enter the service of another Federal agency or other organization in any branch of the Government before completing the period of service agreed, I will give my organization written notice of at least ten working days during which time a determination concerning reimbursement will be made. If I fail to give this advance notice, I AGREE to pay the full amount of additional expenses 5 U.S.C. 4108 (a) (2) incurred by the Government in this training.

4. I understand that any amount of money which may be due to the agency as a result of any failure on my part to meet the terms of this agreement may be withheld from any monies owed me by the Government, or may be recovered by such other methods as are approved by law.
5. I FURTHER AGREE to obtain approval from my organization and the person responsible for authorizing government training requests of any proposed change in my approved training program involving course and schedule changes, withdrawals or incompletions, and increased costs.
6. I acknowledge that this agreement does not in any way commit the Government to continue my employment. I understand that if there is a transfer of my service obligation to another Federal agency or other organization in any branch of the Government, the agreements will remain in effect until I have completed my obligated service with that other agency or organization.

Period of obligated Service: _____

Employee's Signature: _____

Date: _____

Agency Training Electronic Reporting Instructions

General Instructions:

1. You must complete all questions in sections A-E on the training application. In addition, your financial institution must complete Section F Certification of Training Completion and Evaluation section.
2. Electronic Requirements - An agency should only submit data for completed training that is defined as a training event for which the student has accomplished all components in the title of the event.
3. Collection of training data requires completed training events and that all mandatory data elements have been recorded. Training may vary from agency to agency. This form provides conformity and standardization for the required core data.
4. Codes for underlined elements will link you to the chart. Identify the correct code, then return to the form (links will not automatically return you to the form).

Section A - Trainee Information

1. **Applicant's Name** - Last Name, First Name, Middle Initial.
2. **Social Security Number** - Use employee's nine (9) digit SSN. (123-45-6789)
OR
Federal Employee Number - The unique number that Enterprise Human Resources Integration (EHRI) will assign to an employee to identify employee records within the EHRI system. (Agency)
3. **Date of Birth (format yyyy-mm-dd)** - Employee's date of birth (e.g. if employee's birth date is March 25, 1951, it would appear as (1951-03-25).
4. **Home Address** - Employee's home address, include the street number, city, state, and zip code.
5. **Home Telephone Number** - Employee's area code, home telephone number.
6. **Position Level** - Select whether the employee's position level is one of the following:
 - 6a. **Non supervisory** - Anyone who does not have supervisory/team leader responsibilities.
 - 6b. **Supervisory** - First line supervisors who do not supervise other supervisors; typically those who are responsible for an employee's performance appraisal or approval of their leave.
 - 6c. **Manager** - Those in management positions who typically supervise one or more supervisors.
 - 6d. **Executive** - Members of the Senior Executive Service (SES) or equivalent.
7. **Organization Mailing Address** - This is the internal agency address of the employee Branch-Division/Office/Bureau/Agency, include the street name, city, state and zip code.
8. **Office Telephone Number** - Insert the employee's area code, office telephone number and extension.
9. **Work E-mail Address** - Agency e-mail address.
10. **Position Title** - Employee's current position within the agency.

Section A - Trainee Information (Continued)

11. **Does Applicant Need Special Accommodations?** - Indicate "Yes" or "No". If the applicant is in need of special arrangements (brailing, taping, interpreters, facility accessibility, etc), describe the requirements in the space provided or on a separate sheet.
12. **Type of Appointment** - The employee type of appointment (e.g., Career Conditional (CC), Career (C), Temporary (Temp.), Schedule A, etc.).
13. **Education Level** -Use the employee educational level codes listed below.

Code	Short Description	Long Description (If Applicable)
1	No formal education or some elementary school--did not complete	Elementary school means grades 1 through 8, or equivalent, not completed.
2	Elementary school completed--no high school	Grade 8 or equivalent completed.
3	Some high school--did not graduate	High school means grades 9 through 12, or equivalent.
4	High school graduate or certificate of equivalency	
5	Terminal occupational program--did not complete	Program extending beyond grade 12, usually no more than three years; designed to prepare students for immediate employment in an occupation or cluster of occupations; not designed as the equivalent of the first two or three years of a baccularate degree program. Includes cooperative training or apprenticeship consisting of formal classroom instruction coupled with on-the-job training.
6	Terminal occupational program--certificate of completion, diploma or equivalent	See code 5 above for definition of terminal occupational program. Two levels are recognized: (1) The technical and/or semi-professional level preparing technicians or semiprofessional personnel in engineering and nonengineering fields; and (2) the craftsman/clerical level training artisans, skilled operators, and clerical workers.
7	Some college--less than one year	Less than 30 semester hours completed.
8	One year college	0-59 semester hours or 45-89 quarter hours completed.
9	Two years college	60-89 semester hours or 90-134 quarter hours completed.
10	Associate Degree	2-year college degree program completed.
11	Three years college	90-119 semester hours or 135-179 quarter hours completed.
12	Four years college	120 or more semester hours or 180 or more quarter hours completed--no baccularate (Bachelor's) degree.
13	Bachelor's Degree	Requires completion of at least four, but no more than five, years of academic work; includes Bachelor's degree conferred in a cooperative business, industry, or Government to allow student to combine actual work experience with college studies.

Section A - Trainee Information (Continued)

Code	Short Description	Long Description (If Applicable)
14	Post-Bachelor's	Some academic work beyond (at a higher level than) the Bachelor's degree but no additional higher degree.
15	First professional	Signifies the completion of academic requirements for selected professions that are based on programs requiring at least two academic years of previous college work for entrance and a total of at least six academic years of college work for completion, e.g., Dentistry (D.D.S. or D.M.D.), Law (LL. B. or J.D.), Medicine (M.D.), Theology (B.D.), Veterinary Medicine (D.V.M.), Chiropody or Podiatry (D.S.C. or D.P.), Optometry (O.D.), and Osteopathy (D.O.).
16	Post-first professional	Some academic work beyond (at a higher level than) the first professional degree but no additional higher degree.
17	Master's degree	For liberal arts and sciences customarily granted upon successful completion of one (sometimes two) academic years beyond the Bachelor's degree. In professional fields, an advanced degree beyond the first professional but below the Ph.D., e.g., the LL.M.; M.S. in surgery following the M.D.; M.S.D., Master of Science in Dentistry; M.S.W., Master of Social Work, and MA, Master of Arts.
18	Post-Master's	Some academic work beyond (at a higher level than) the Master's degree but no additional higher degree.
19	Sixth-year degree	Includes such degrees as Advanced Certificate in Education, Advanced Master of Education, Advanced Graduate Certificate, Advanced Specialist in Education Certificate, Certificate of Advanced Graduate Study, Certificate of Advanced Study, Advanced Degree in Education, Specialist in Education, Licentiate in Philosophy, Specialist in Guidance and Counseling, Specialist in Art, Specialist in Science, Specialist in School Administration, Specialist in School Psychology, and Licentiate in Sacred Theology.
20	Post-sixth year	Some academic work beyond (at a higher level than) the sixth-year degree but no additional higher degree.
21	Doctorate degree	Includes such degrees as Doctor of Education, Doctor of Juridical Science, Doctor of Public Health, and the Ph.D. (or equivalent) in any field. Does not include a Doctor's degree that is a first professional degree, per code 15.
22	Post-Doctorate	Work beyond the Doctorate.

14. **Pay Plan** - The employee's pay plan. (e.g., GS, WG, ES... **Pay Band**)

15. **Series** - The position classification four digit series. (e.g., 0201)

16. **Grade** - The employee's grade level. (1-15)

17. **Step** - The employee must insert the appropriate step. (1-10)

Section B - Training Course Data

- 1a. **Name and Mailing Address of Training Vendor** - Street number, city, state, and ZIP code of the appropriate vendor. (Agency specific)
- 1b. **Location of the Training Site** - Provide mailing address of the training site if different from 1a. (Agency specific)
- 1c. **Vendor Telephone Number** - Self explanatory. (Agency specific)
- 1d. **Vendor E-mail Address** - Self explanatory. (Agency specific)
- 2a. **Course Title** - Insert the title of the course or the program that the employee is scheduled to complete.
- 2b. **Course Number Code** - Insert the Course Number Code.
- 3. **Training Start Date** - Insert the start date of the training completed by the employee. (yyyy-mm-dd)
- 4. **Training End Date** - Insert the end date of the training completed by the employee. (yyyy-mm-dd)
- 5. **Training Duty Hours** - Insert the number of duty hours for training.
- 6. **Training Non Duty Hours** - Insert the number of non-duty hours for training.
- 7. **Training Purpose Type** - Insert the purpose for taking this course or program using the appropriate training purpose type code.

<u>Code</u>	<u>Short Description</u>	<u>Long Description (If Applicable)</u>
01	Program/Mission	Training to provide the knowledge, skills and abilities needed as a result of agency mission, policies, or procedures.
02	New Work Assignment	Training to acquire the knowledge, skills and abilities needed as a result of assignment to new duties and responsibilities when such training is not part of a planned, career development program (e.g., training provided to a staffing specialist who has been newly assigned to a position involving classification duties).
03	Improve/Maintain Present Performance	Training to provide the knowledge, skills and abilities needed to improve or maintain proficiency in present job.
04	Future Staffing Needs	Training to provide the knowledge, skills, and abilities needed to meet future staffing needs (e.g., to implement succession planning).
05	Develop Unavailable Skills	Training to acquire the knowledge, skills and abilities needed for fields of work for which the labor market cannot produce a sufficient number of trained candidates (e.g., air traffic controllers or Information Technology (IT) professionals).
06	Retention	Training/education used to address staffing issue of retaining an employee (e.g., academic degree training).

- 8. **Training Type Code** - There are three (3) different Training Type Codes. The employee must select one from the Training Type Codes. (Select from the chart on pages 10-12.)
- 9. **Training Sub-Type Code** - There are Sub-Type Categories for each of the three (3) different Training Type Codes. Select one (1) Sub-Type Category code that applies to the training type code you selected. (Select from the chart on pages 10-12.)

Section B - Training Course Data (Continued)

Training Type Code	Training Sub Type Code
	<p>01 - Legal Education or training in the concepts, principles, and theories, or techniques of law.</p>
	<p>02 - Medical and Health Education or training in the concepts, principles, and theories, or techniques of medicine.</p>
	<p>03 - Scientific Education or training in the concepts, principles, and theories, or techniques of disciplines such as the physical, biological, natural, and social sciences; education; economics; mathematics; or statistics.</p>
	<p>04 - Engineering or Architecture Education or training in the concepts, principles, and theories, or techniques of disciplines such as architecture and engineering.</p>
	<p>05 - Human Resources Education or training in the concepts, principles, and theories of such fields as: public administration, personnel training, equal employment opportunity, human resources policy analysis, succession planning, performance management, classification, and staffing.</p>
	<p>06 - Budget/Finance Business Administration Education or training in the concepts, principles, and theories of business administration, accounts payable and receivable, auditing and internal control, and cash management</p>
	<p>07 - Planning and Analysis Education or training in the concepts, principles, and theories of systems analysis; policy, program or management analysis; or planning, including strategic planning.</p>
	<p>08 - Information Technology Education and training in the concepts and application of data and the processing thereof; e.g., the automatic acquisition, storage, manipulation (including transformation), management, system analysis, movement, control, display, switching, interchange, transmission or reception of data, computer security and the development and use of the hardware, software, firmware, and procedures associated with this processing. This training type does not include any IT training on agency proprietary systems.</p>
	<p>09 - Project Management Education and training in the concepts, principles, and theories necessary to develop, modify, or enhance a product, service, or system which is constrained by the relationships among scope, resources, and time.</p>
	<p>10 - Acquisition Education or training in the concepts, principles, and theories or techniques related to the 1102 occupation, e.g., procurement, contracting.</p>
	<p>11 - Logistic Specialty Training for professional skills of a specialized nature in the methods and techniques of such fields as supply, procurement, transportation, or air traffic control.</p>
	<p>12 - Security Training of a specialized nature in the methods and techniques of investigation, physical security, personal security, and police science.</p>

Section B - Training Course Data (Continued)

Training Type Code	Training Sub Type Code
<p>01 - Training Program Area <i>(continued)</i></p>	<p>13 - Clerical (Non-supervisory clerical/administrative) Training in skills such as office management, typing, shorthand, computer operating, letter writing, telephone techniques, or word processing.</p>
	<p>14 - Trade and Craft Training in the knowledge, skills, and abilities needed in such fields as electronic equipment installation, maintenance, or repair; tool and die making; welding, and carpentry.</p>
	<p>15 - Foreign Affairs Training for professional skills of a specialized nature in the methods and techniques of such fields as foreign languages, foreign culture, diplomacy, or strategic studies.</p>
	<p>16 - Leadership/Manager/Communications Courses Training that addresses skill areas such as Leadership/Management and Communication (e.g., written, oral and interpersonal) coursework.</p>
<p>02 - Developmental Training Area</p> <p>Description: Formal developmental/training programs.</p>	<p>20 - Presupervisory Program Development/training program for non-supervisors.</p>
	<p>21 - Supervisory Program Development/training program which provides education or training in supervisory principles and techniques in such subjects as personnel policies and practices (including equal employment opportunity, merit promotion, and labor relations); human behavior and motivation; communication processes in supervision, work planning, scheduling, and review; and performance evaluation for first-line supervisors.</p>
	<p>22 - Management Program Development/training program which provides mid-management level education or training in the concepts, principles, and theories of such subject matters as public policy formulation and implementation, management principles and practices, quantitative approaches to management, or management planning organizing and controlling. (Supervisors of supervisors; GS-14/15 supervisors; GS-14/15 direct reports to SES).</p>
	<p>23 - Leadership Development Program Formal developmental program that provides leadership training and development opportunities.</p>
	<p>24 - SES Candidate Development OPM-approved program to prepare potential SES members.</p>
	<p>25 - Executive Development Continuing development for leaders above the GS-15 level.</p>
	<p>26 - Mentoring Program Formal stand-alone program with established goals and measured outcomes. Open to all who qualify; protégées and mentors paired to facilitate compatibility, training and support provided, and company benefits directly.</p>
	<p>27 - Coaching Program Formal stand-alone program which provides ongoing partnership with an employee and coach that helps employee produce desired results in professional life.</p>

Section B - Training Course Data (Continued)

Training Type Code	Training Sub Type Code
03 - Basic Training Area Description: Fundamental and/or required training programs.	30 - Employee Orientation Training of a general nature to provide an understanding of the organization and missions of the Federal Government, employing agency or activity, or a broad overview and understanding of matters of public policy.
	31 - Adult Basic Education Education or training to provide basic completeness in such subjects as remedial reading, grammar, arithmetic, lip reading or Braille.
	32 - Federally Mandated Training Mandatory training for all employees Governmentwide. This includes training mandated by federal statute or regulation; such as in the areas of computer security awareness (5 CFR 930.301-305), ethics (5 CFR 2638.703 and 704), or executives, managers, and supervisors (5 CFR Part 412).
	33 - Work-life Training to promote work-life (e.g., health and wellness training, employee retirement/benefits training, etc).
	34 - Soft Skills Training involving development of employees ability to relate to others (e.g., customer service, dealing with difficult people, etc).
	35 - Agency Required Training Agency specific training required by the agency and provided to Federal employees in order to achieve the goals and objectives of the Agency as needed. For example: agency training based on Inspector General's Audit; agency training aimed at improving individual's needs based on Performance Improvement Plan (PIP); agency training based on signing agreement between Union and Management.

10. Training Delivery Type Code --

Code	Short Description	Long Description (If Applicable)
01	Traditional Classroom (no technology)	Individual or multiple person led, face-to-face training.
02	On the Job	Formal methods/activities planned and structured to promote learning by doing; e.g., detail assignments/programs.
03	Technology Based	Methods mainly using technology, which may include tutorials embedded in software, CD ROM products, Web-based courses, and interactive media.
04	Conference/workshop	An organized learning event which has an announced educational or instructional purpose; more than half the time is scheduled for a planned, organized exchange of information between presenters and audience which meets the definition of training in 5 U.S.C. 4110; content of the conference/retreat is germane to improving individual and/or organizational performance; and developmental benefits will be derived through the employee's attendance.
05	Blended	Training that requires two or more methods of delivery that must be completed in order to satisfy the educational requirements.
06	Correspondence	Self-study course material; Training provided via the assignment of non-interactive methods such as a book, document, regulation, or manual.

Section B - Training Course Data (Continued)

11. Training Designation Type Code - Select and insert the appropriate training credit designation type code:

<u>Code</u>	<u>Short Description</u>	<u>Long Description (If Applicable)</u>
01	Undergraduate Credit	N/A
02	Graduate Credit	N/A
03	Continuing Education Unit	N/A
04	Post Graduate Credit	N/A
05	N/A	N/A

12. Training Credit - Amount of academic credit hours of continued education units (1, 1.5, or .75) earned by the employee for the completed training. (This should be completed by the agency).

13. Training Credit Type Code - Select and insert the appropriate training credit designation type code:

<u>Code</u>	<u>Short Description</u>
01	Semester Hours
02	Quarter Hours
03	Continuing Education Unit

14. Training Accreditation Indicator - Insert a Yes (Y) or No (N).

15. Continued Service Agreement Required Indicator - Insert Yes (Y) or No (N) or non applicable (N/A) in appropriate space. (Agency response.)

16. Continued Service Agreement Expiration Date - (Enter date as yyyy-mm-dd).

17. Training Source Type Code--

<u>Code</u>	<u>Short Description</u>	<u>Long Description (If Applicable)</u>
01	Government Internal	Training provided by a Federal department, agency, or independent establishment for its own employees.
02	Government External	Training provided by an interagency training activity, or a Federal department, agency, or independent establishment other than the one which currently employs the trainee.
03	Non-government	Sources include commercial or industrial concern, educational institutions, professional societies or associations, or consultants or individuals who are not Government employees, (but are contracted to develop and/or provide training course or program.)
04	Government State/Local	Training provided by a state, county, or municipal Government. Education provided by State-operated or other public educational institutions is reported as non-Government.
05	Foreign Governments and Organizations	Training provided by non United States entities which may or may not be outside the United States.

18. Training Objectives - It is important that the objectives for the employee(s) enrolling in this course or program is related to the strategic objectives of the organization for which the employee works. Provide text to explain how the training event meets agency objective(s) and purpose type.

19. Agency Use Only -For use by an agency as needed.

Section C - Costs and Billing Information

1. *Direct costs and appropriation/fund chargeable*

- a. ***Training Tuition and Fees Cost*** - Insert the actual/final cost of training tuition and fees for training completed by the employee that was paid for by the Federal Government.
- b. ***Books and Materials Costs*** - Insert the materials cost for training completed by the employee that was paid for by the Federal Government. (Refer to the Guide for Human Resources Reporting Guide at <http://www.opm.gov/fedd/data/guidance.asp> for more information).
- c. ***Total Cost*** - Insert the actual/final cost.

2. *Indirect costs and appropriation/fund chargeable*

- a. ***Training Travel Cost*** - Insert the actual/final travel cost excluding per diem for training completed by the employee that was paid for by the Federal Government.
 - b. ***Training Per Diem Cost*** - Insert the actual/final per diem cost (e.g., meals, lodging, miscellaneous expenses) for training completed by the employee that was paid for by the Federal Government.
 - c. ***Total Cost*** - Insert the actual/final cost.
3. ***Total Training Non-Government Contribution Cost*** - Insert the cost contributed by the employee or other non-Government organizations for the training completed by the employee.
 4. ***Document/Purchase Order/Requisition Number*** - Enter Document/Purchase Order/Requisition Number for reimbursement of training costs to responsible Training Vendor. This number is to be referenced in the billing process.
 5. ***8-Digit Station Symbol*** - Fill in 8-digit station symbol of the nominating Agency Finance Office.
 6. ***Billing Instructions*** - Enter name and mailing address of nominating Agency Finance Office for billing purposes.

Section D - Approvals

- 1-3e. ***Approvals*** - To be completed by the employee's immediate and/or second-line supervisor(s) before submission of application to nomination Agency Training Office.

Section E - Approvals/Concurrence

- 1-1e. ***Approval/Concurrence*** - To be completed by the nominating Agency Official who is authorized to approve or disapprove request.

Section F - Certification of Training Completion and Evaluation

NOTE: Agency Certifying Officials are certifying the employee has completed the requirements for the training and an evaluation has been completed. The requirement to evaluate training is found in 5 CFR 410.601. The agency head shall evaluate training to determine how well it meets short and long-range program needs of the agency and the individual. The needs should be aligned with the strategic plan to strengthen and develop the performance and behavior of the individual whose positive results will impact the performance of the agency.

e-Learning



**SkillPort Quick Start
Guide 7.1**



www.skillsoft.com

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TMA eLearning Website

<http://tmaelearning.skillport.com/skillportfe/login.action>

Welcome to TMA eLearning an online learning and reference site, with access to thousands of courses, books, videos and other learning resources. HA/TMA employees will have full access to a robust on-line learning solution that will enable you to develop new skills and find answers to important questions year around, anytime, anywhere from your workplace, home or on travel.

In addition, TMA eLearning provides access to Referenceware® from Books 24x7™, the largest online book resource offering unobstructed access to thousands of the latest and best business and technology books. Another exceptional offering through Books 24x7 is the Leadership Development Channel that provides employees at all levels of TMA with the latest ideas, information and knowledge on business leadership topics to address the informal learning needs of the agency.

Instructions - How to get started:


- Send an email to TMAelearning@tma.osd.mil to request an account to be set up for you. Once you receive confirmation, proceed with log in instructions below.
- Prior to accessing the TMA eLearning platform for the first time, perform the browser capabilities check <http://browser.skillport.com> to ensure your computer and web browser are configured correctly and appropriate access is available to the TMA eLearning platform and the e-Learning content.
- Once the browser confirmation is complete you are now ready to experience TMA eLearning at: <http://tmaelearning.skillport.com>
- From the login screen, enter the following data
 - Username: your TMA email address
 - Password: Welcome**For security reasons, on your first login you will be prompted to change your original password.**

If you need technical assistance to access the website or if you have difficulty navigating the courses, please contact SkillSoft Customer Support using one of the following methods:

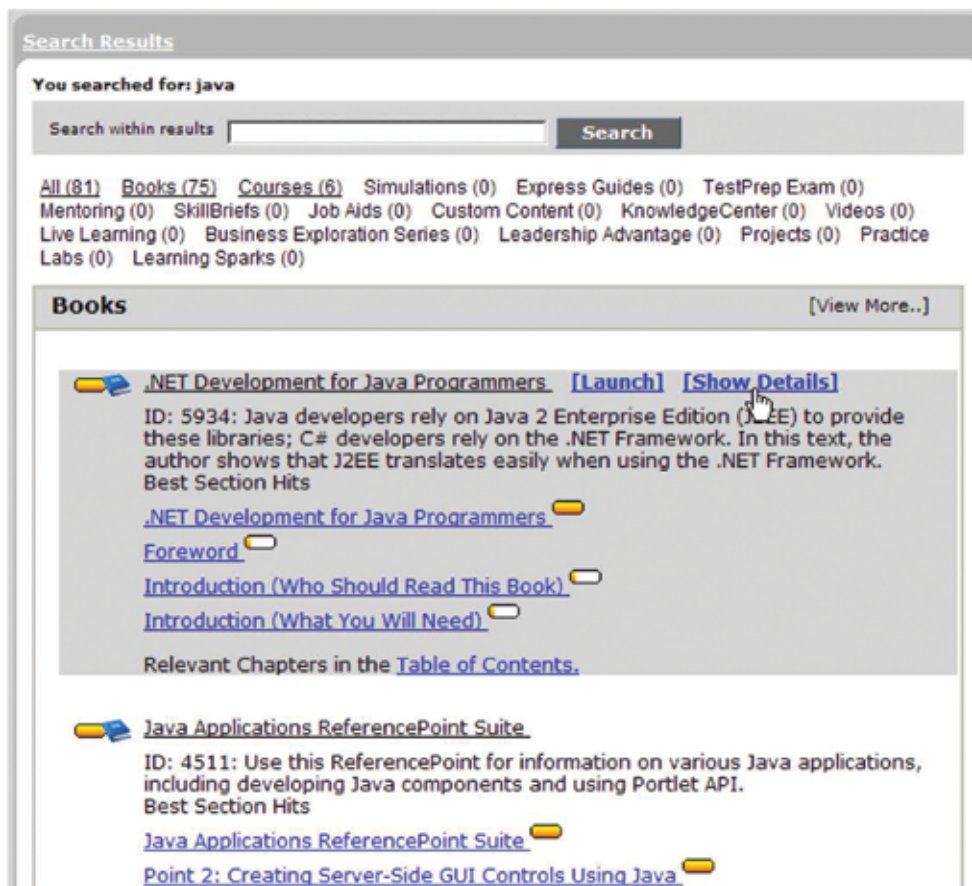
- Customer Support telephone: 1-866-754-5435
- Online support: <http://support.skillsoft.com>
- Customer Support email: support@skillsoft.com

Please direct questions or suggestions regarding the TMA eLearning program to: TMAelearning@tma.osd.mil

3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.
4. Click **Search**.

The search results appear below the SEARCH&LEARN panel. If you searched all categories for content, the results are grouped by category. The results are ordered according to relevance, as indicated by a thermometer icon ().


5. Examine the search results by doing the following:
 - To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.



The screenshot shows a search results interface. At the top, it says "Search Results" and "You searched for: java". Below this is a search filter box with a "Search" button. A list of categories follows, including "All (81)", "Books (75)", "Courses (6)", "Simulations (0)", "Express Guides (0)", "TestPrep Exam (0)", "Mentoring (0)", "SkillBriefs (0)", "Job Aids (0)", "Custom Content (0)", "KnowledgeCenter (0)", "Videos (0)", "Live Learning (0)", "Business Exploration Series (0)", "Leadership Advantage (0)", "Projects (0)", "Practice Labs (0)", and "Learning Sparks (0)".

The "Books" section is highlighted, with a "[View More..]" link. The first book listed is ".NET Development for Java Programmers". It has a thermometer icon and links for "[Launch]" and "[Show Details]". The description for this book is: "ID: 5934: Java developers rely on Java 2 Enterprise Edition (J2EE) to provide these libraries; C# developers rely on the .NET Framework. In this text, the author shows that J2EE translates easily when using the .NET Framework. Best Section Hits". Below the description are links for ".NET Development for Java Programmers", "Foreword", "Introduction (Who Should Read This Book)", and "Introduction (What You Will Need)". A link for "Relevant Chapters in the Table of Contents" is also present.

The second book listed is "Java Applications ReferencePoint Suite". It has a thermometer icon and a description: "ID: 4511: Use this ReferencePoint for information on various Java applications, including developing Java components and using Portlet API. Best Section Hits". Below the description are links for "Java Applications ReferencePoint Suite" and "Point 2: Creating Server-Side GUI Controls Using Java".

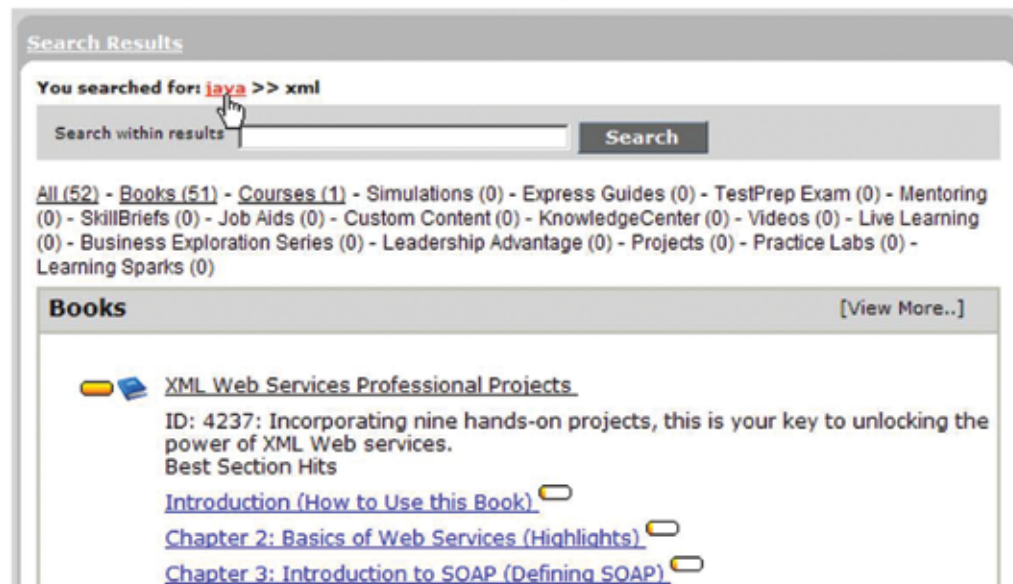
From this point, you can perform many actions on the asset. For example, you can click **View in Catalog** to identify where the asset is located in the CATALOG, and you can click  to add the asset to MY PLAN. The specific actions available to you can depend on the type of learning asset and the configuration of your site. For example, you might be able to download courses and SkillsSims.

- To see more search results for a particular content category if you searched all categories, click **View More** for that category.

You can also launch an asset (for example, open a book or start a course) by moving your mouse over the title, and clicking the **Launch** link that appears.

6. (Optional) To refine your search results further, enter a keyword in the **Search within results** box (shown in the preceding image), and click **Search**.

You can return to a parent search by clicking the appropriate link at the top of the search results, as shown in the following image.

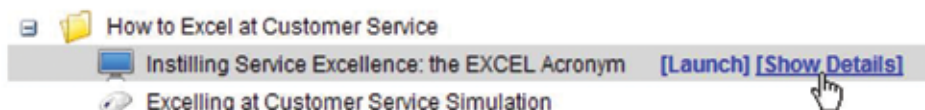


The screenshot shows a 'Search Results' interface. At the top, it says 'You searched for: **java** >> **xml**'. Below this is a search bar labeled 'Search within results' with a 'Search' button. A list of categories follows: 'All (52) - Books (51) - Courses (1) - Simulations (0) - Express Guides (0) - TestPrep Exam (0) - Mentoring (0) - SkillBriefs (0) - Job Aids (0) - Custom Content (0) - KnowledgeCenter (0) - Videos (0) - Live Learning (0) - Business Exploration Series (0) - Leadership Advantage (0) - Projects (0) - Practice Labs (0) - Learning Sparks (0)'. A section titled 'Books' is expanded, showing a book icon and the title 'XML Web Services Professional Projects'. Below the title, it says 'ID: 4237: Incorporating nine hands-on projects, this is your key to unlocking the power of XML Web services. Best Section Hits'. Three links are listed: 'Introduction (How to Use this Book)', 'Chapter 2: Basics of Web Services (Highlights)', and 'Chapter 3: Introduction to SOAP (Defining SOAP)'. A '[View More..]' link is visible in the top right of the Books section.

Browse the CATALOG

To browse the CATALOG




1. Click **CATALOG** on the shortcuts menu on the left side of the page.
2. Navigate down into the catalog structure to a curricula folder that contains learning assets of interest to you, and expand the folder.
3. To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.



The screenshot shows a list of catalog items. The first item is 'How to Excel at Customer Service' with a folder icon. The second item is 'Instilling Service Excellence: the EXCEL Acronym' with a computer monitor icon. This second item has two links: '[Launch]' and '[Show Details]'. The third item is 'Excelling at Customer Service Simulation' with a simulation icon. A mouse cursor is pointing at the '[Show Details]' link.

(You can also view more information about an asset by clicking its title. In this case, a **Back to Catalog** link is provided at the top of the page so you can easily return to your location in the catalog.)


4. From this point, you can perform many actions on the asset:

- To add the asset to MY PLAN, click .
- To open or start the asset, click the **Launch** link or .
- To download the asset, click .
- To open related content, such as a Job Aid or SkillBrief that is listed in the asset's details, click that item.

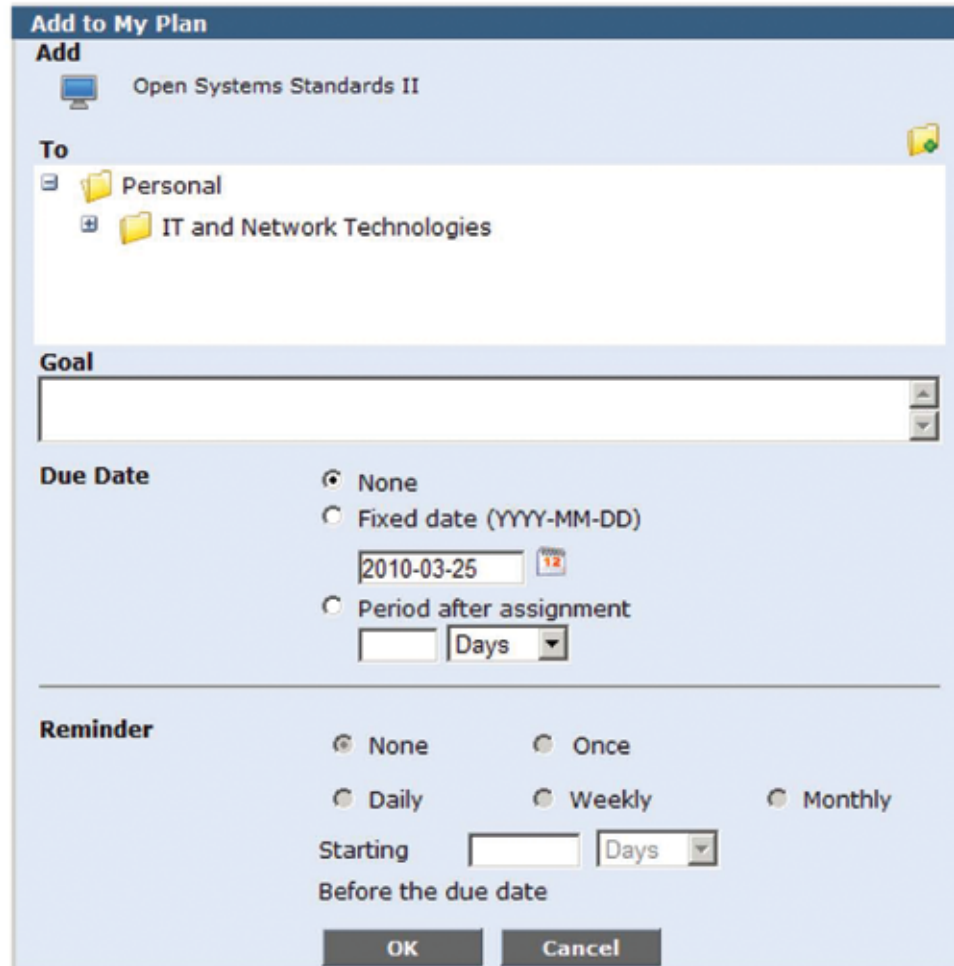
The specific actions available to you can depend on the type of learning asset and the configuration of your site. For example, you might be able to download courses and SkillsSims.


Add a Learning Asset to MY PLAN

To add a learning asset to MY PLAN

1. Find a learning asset by browsing the CATALOG or by searching for a word or phrase using SEARCH&LEARN.
2. Do one of the following:
 - Click the title of the learning asset, drag it to **MY PLAN** on the navigation panel on the left, and drop it.
 - Move your mouse over the title of the learning asset, click the **Show Details** link that appears, and then click .

You can also add an entire curricula folder to MY PLAN by clicking the folder, dragging it to MY PLAN, and dropping it. If you do this, the information you specify in the next step is applied to the folder as a whole.



3. In the **Add to My Plan** dialog, do the following:
 - a. Under **To**, navigate to the folder in which to add the asset, and select it. Alternatively, you can create a new folder in which to add the asset by clicking , specifying the folder's information, and clicking **OK**.
 - b. For **Goal**, enter a phrase to describe the goal of the asset. (This is optional.)
 - c. For **Due Date**, specify the asset's due date if one is required or desired. You can specify a fixed (absolute) date or one that is relative to the date on which you added the asset to MY PLAN. Depending on the configuration of your site, a due date might be required or optional.

- d. If you specified a due date for the asset, for **Reminder**, you can specify whether and how often a reminder should be emailed to you. You can set a recurring reminder or a one-time reminder. If you set a reminder, you must also enter the number of days before the asset's due date that the first (or one-time) reminder should be sent.

The reminder e-mail contains direct links to the asset itself and to its summary page.

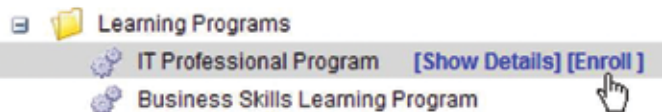
Note: The next setting is only available if your site has been configured to support training compliance requirements, and, therefore, recurring assets. This is typically the case when your organization requires you to **repeat** training at specified intervals in order to maintain certifications.

- e. If available, specify whether the learning asset must be repeated at a specific interval. If it does not, select **None** for **Recurrence**. If it does, select **Every**, specify a number, and select the type of time interval to use (Days, Weeks, Months, or Years).
- f. If available, and if completion of the asset is required, select the **Required** check box. This setting has no impact on the system's behavior. It is merely an attribute that can appear in generated reports.
- g. Click **OK**.

Enroll in a Learning Program

To enroll in a learning program course

1. Access the program or course by doing one of the following:
 - Browse or search for the asset.
 - If you have added the asset to MY PLAN, click **MY PLAN** on the navigation panel on the left, and navigate to the asset.
2. Move your mouse over the title of the asset, and click the **Enroll** link that appears, as shown in the following example.




3. If the learning program does not already exist in your MY PLAN, or if it exists in MY PLAN but only as an administrator-assigned asset, do one of the following in the **Confirm** dialog box:
 - If you want to add the asset to MY PLAN, click **Yes**. In the **Add to My Plan** dialog box, enter the information as appropriate (see Add a Learning Asset to MY PLAN), and click **OK**. Adding the learning program or LLC as a personally assigned asset in MY PLAN allows you to specify and track your own personal goals and due dates for the asset.
 - If you do not want to add the asset to MY PLAN, click **No**.

If approval by a manager is not required, the status of the learning program changes to Enrolled; otherwise, it changes to Pending Approval until it is approved by your manager or training administrator.

Note: Enrolling in a learning program course—or requesting approval to enroll in the course—is considered the first step of "starting" the course; as a result, these assets are shown in MY PROGRESS once you have enrolled or requested approval to enroll. If your request to enroll is denied or you withdraw from the course, the entry within MY PROGRESS is automatically removed. However, you must manually remove the asset from your MY PLAN.

Play a Course Online

To play a course online

1. Display the title of the course that you want to play.
2. Move your mouse over the course title, and click the **Launch** link appears. (Alternatively, you can click the **Show Details** link that appears, and then click .)


Note: For help with using the course player, click **Help** in the upper-right corner of the player.

Print a Certificate of Completion

To print a certificate of completion

1. Do one of the following:
 - If the course is not for a credential, click **MY PROGRESS** on the navigation panel on the left.
 - If the course is for a credential, click **Credentials** on the navigation panel on the left, and then click **Show Progress** beside the appropriate credential.

Note: If you want to print a certificate for a course that you have taken as part of a credential, it is important to print it from the Credentials area of SkillPort. A certificate printed from this area has important information related to the credential, such as the type of credit (for example, PDU or CPE), the number of credits, and appropriate logos and contact information. A standard certificate printed from MY PROGRESS does not have this information.

2. Generate a report that includes the learning asset for which you want to print a certificate of completion.
3. In the **Controls** column (or the **Actions** column if you are within the Credentials area), click  beside the learning asset.
4. In the browser window that displays the certificate, click **Print Certificate**.
5. In the **Print** dialog, click **Print**.

Reset Your Password

To reset your password yourself

1. On the SkillPort login page, click **Forgot your password?**
2. Under **Reset Password**, enter the answer to your security question.
3. Click **Reset my password**.
4. Enter the new password, and then reenter it to confirm it.

Note: The new password cannot be the same as one of your last five passwords.

5. (Optional) Select a different security question, and enter a corresponding answer.
6. (Optional) Change the email address associated with your profile.
7. Click **Submit**.

You can now log in using your new password.

To request a new, system-generated password

1. On the SkillPort login page, click **Forgot your password?**

Note: Depending on the security requirements of your SkillPort site, you might not need to complete the next step. If you do need to complete the next step, but you have not specified a security question and answer, contact your SkillPort administrator.

2. Under **Secure Send Password**, enter the answer to your security question.
3. Click **Send me a new password**.

The system emails a new password to the email address associated with your profile. The next time that you log in, you will be required to change your password again so it is reset to something more meaningful.

REFERENCES

- DAU Resources:** www.dau.mil/
- Ethics Training:** http://tricare.mil/training/gc_ethicstraining/training.html
- Information Assurance (IA)
Workforce Improvement
Program (WIP):** <http://www.dtic.mil/whs/directives/corres/pdf/500052p.pdf>
- HA/TMA Computer
Courses:** <https://intranet.tma.osd.mil/hatmatraining/>
- TMA eLearning:** <http://tmaelearning.skillport.com/skillportfe/login.action>
- Performance Management Curriculum
 - C-TIP (Trafficking In Persons)
- MHS Learn:** <https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/home.jsp>
- MHS Staff Training
 - TRICARE 101
 - HIPAA Privacy Training
 - TRICARE
- TRICARE University:** <http://tricare.mil/tricareu/>
- TRICARE Fundamentals

Treat • Save • Teach • Heal • Advance • Care



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