PTT Learning Center
Help Guide

PTT Learning Center

Welcome

The Department of Children and Families provides training for Wisconsin TANF, Child Support, and Employment and Training professionals to implement progressive programs leading to higher levels of self-sufficiency and a better prepared workforce. This Learning Center serves as the portal to all sponsored training activities.

This site is intended as the starting point for you to:

- Register for upcoming classroom training,
- Access online courses,
- View / complete assigned training curriculum(s),

- Review your training history,
- Update your training profile,
- Access Training Center information.

Registration Profiles
If you are a new worker and do not have a logon ID to the Learning Center, then complete and submit a Learning Center New Employee Profile Form.

If you are NOT a new worker, you may complete and submit a simplified Learning Center RegistrationProfile Form. This form can be used to update your local agency name and address in your Learning Center profile.

Curriculums
New worker training is packaged into curriculums for ease of access. These curriculums include all required training for new workers. You may request a new worker curriculum by completing the Learning Center New Employee Profile Form.

Access the DCF/DFES Partner Training website for more information on New Worker Training.

W-2 Training Times	**Child Support Training Times**
March, 2018 Issue	March, 2018 Issue
February, 2018 Issue	February, 2018 Issue

Equal Opportunity Compliance
DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, need it translated to another language, or have accommodation needs for trainings, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) - 711. For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) - 711

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Introduction / Home

This help guide explains the steps needed to find, register for, and access courses, classes, and resources through the PTT Learning Center.

The Home Page is the starting point of the Partner Training Team (PTT) Learning Center.

The Learning Center serves as the portal to all sponsored training activities.

Use the Main Navigation Menu on the left to access the different areas of the Learning Center.
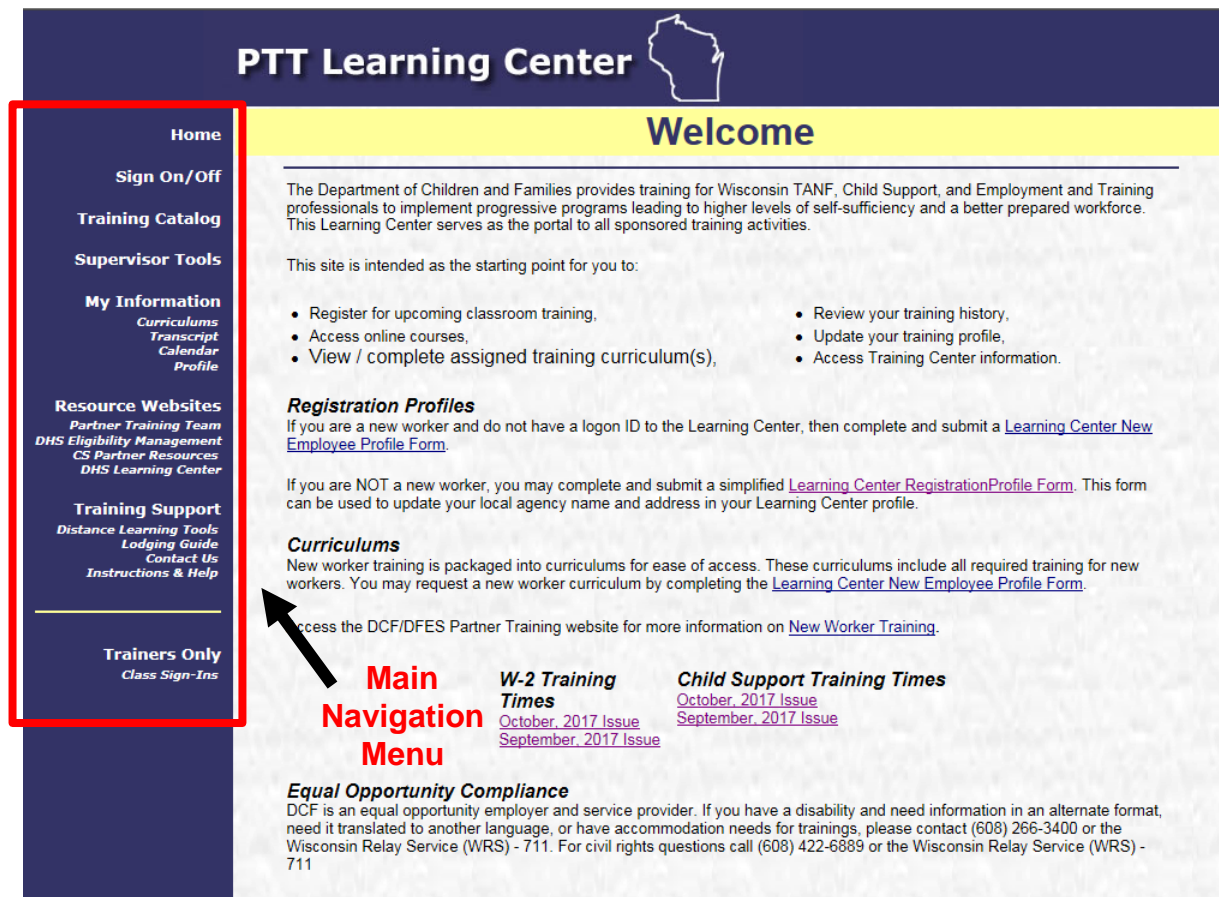
From the Learning Center homepage, you can download the **New Employee Registration Profile Form** and the **Registration Profile Form,** as well as view the monthly editions of the **W-2 and Child Support Training Times**

The New Employee Registration Profile Form is for W-2 or Child Support **new workers** who do not have a logon ID to the Learning Center. To access the form, click on the New Employee Registration Profile link.

Learning Center New Employee Profile

To the Agency Supervisor or Agency Training Liaison (ATL):
Please complete the following about your new employee and yourself.
This information will be used only for registration into the Learning Center.

Email, Mail, or FAX this completed form to: Date this profile is completed: _____
    UW-Oshkosh Center for Career Development
    Attn: Registration Staff
    800 Algoma Blvd.
    Oshkosh, WI 54901
    FAX: 920-424-1112
    regstaff@uwosh.edu

Please PRINT all responses legibly. If you have questions, please call the Registration staff at 920-424-1071, or email them at regstaff@uwosh.edu

New Employee Information

First Name: _____ M.I. _____ Last Name: _____

Last 4 Digits of SSN: _____

Position Title: _____

Phone: _____ Fax: _____

Email: _____ CARES/KIDS User ID: (If known) _____

Agency Name: _____

Agency Address: _____
(street, city, state, zip)

Use the Registration Profile Form if you are an **existing worker,** and need to update the information on your Learning Center profile. To access the form, click on the Registration Profile Form link.

Learning Center Registration Profile

Please use this form to:
1. Update your Learning Center profile information; or
2. Submit information to create your Learning Center profile.

NOTE: If you are an Income Maintenance, W-2, or Child Support new worker, please use the New Employee Profile Form instead of this form.

Mail or FAX this completed form to: Date this profile is submitted: _____
    UW-Oshkosh Center for Career Development
    Attn: Registration Staff   ☐ Update my profile
    800 Algoma Blvd.
    Oshkosh, WI 54901   ☐ Create a new profile
    FAX 920-424-1112

Please PRINT all responses legibly. Please complete the required fields, and all other information as appropriate. If you have questions, please call the Registration staff at 920-424-1071, or email regstaff@uwosh.edu

Employee Information (*Required Fields)
*First Name: _____ M.I. _____ *Last Name: _____
*PTT/DHS Learning Center logon ID (if known): _____
Last 4 digits of Social Security Number: _____
Position Title: _____

*Agency Name: _____
*Agency Address: _____
(street, city, state, zip)

*Phone: _(_____)_____ Fax: _(_____)_____
*Email: _____ CARES/KIDS ID: (If known) _____

Signing On/Off

Before you can enroll in classes, launch on-line courses, view your transcript, training calendar or information about yourself, you must first sign in.

Your logon ID consists of the letter "C" and seven (7) or eight (8) numbers (for example, C0042456). If you encounter problems using your logon ID, make sure that you are typing zeros and not the letter "O".

If you see the message, "*That Learning Center Logon ID is not on file*," please call the Registration staff at (920) 424-1071 for assistance. Verify the following before calling:

- You are entering your logon ID correctly.
- You are registered to use this site.

After you sign on, your name will appear on the top of the screen. This indicates you have signed on correctly. Please contact the Registration staff at (920) 424-1071 if the name on the top of the screen is not yours, or if any corrections must be made to your name.

To sign off:

1. Select Sign On/Off from the Main navigation Menu. This will display the Sign On/Off page.
2. Click the **Sign Off** button. This will take you back to the home page and your name will no longer appear on the top of the screen.

Training Catalog

Course Search Screen

Click on **Training Catalog** from the Main Navigation Menu. This will display the Training Catalog Search Options screen. From this screen, you can choose a category listing.

Click a category link to display a results screen listing the available courses or classes for that category. You can sort the results screen by clicking any of the column headings.

Registering for Classes

The following example shows how to register for a face-to-face class. This example provides instructions on how to register for the course "BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION."

The simplest way to search for the course is to search the entire catalog.

1. Click on **All Course Search** from the Training Catalog Search Options screen.
2. The screen shown below displays.
3. Click the **Search** button to view a listing of all courses in the Training Catalog.
4. To narrow the search, enter part or all of the course title in the Search For field.

    Below, you can see the word "Balancing" typed in the Search box.

Enter any word from the course title

A list of courses with the word "Balancing" in its title appears. For this example, only one course appears.

	Course Name	Delivery Method	Audience
SELECT	BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION	Face-to-Face (Classroom)	W-2 Only

The Delivery Method describes the type of training. Listed below are the Delivery Methods and descriptions:

Blended Learning: combination of methods.
Computer-Based Training (CBT): an interactive course taken at a computer workstation.
Document (PDF): a document, which may contain text, graphics, and images. **Face-to-Face (Classroom):** a class that is taught by an instructor in a classroom. **Quiz:** tool used to assess the knowledge gained from a topic.
Slide Show (PPT/Breeze): effective visuals where one can view information at a computer workstation.
Survey (Quia): an online application used to evaluate a class.
Teleconference: a conference held among people in different locations by means of a telephone.
Webinar: a conference held among people in different locations by means of the Internet and a telephone.
Webcast: a recorded webinar.

Click on the **SELECT** button to select the course desired.

	Course Name	Delivery Method	Audience
SELECT	BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION	Face-to-Face (Classroom)	W-2 Only

The next screen that appears is the course description, which provides information about the course, including an outline, intended audience, prerequisites, what to bring, estimated time the course will take, special notes, and contact information.

Once you have read the course description, click on **Schedule of upcoming classes for this course.**

This will display a list of upcoming classes for the course, including the location, start date, end date, and registration deadline. Click on the **SELECT** button of the class session in which you wish to enroll.

	Locator Number	Class Name	City	Start Date △	End Date	Reg. Closes	Min.	Max.	#E	#WL
SELECT	0000037588	BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION	MADISON	11/08/2017	11/09/2017	10/25/2017	12	20	20	4
SELECT	0000037589	BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION	MILWAUKEE	12/04/2017	12/05/2017	11/20/2017	12	20	20	7

The next screen provides information about the class. It is a good idea to print this page; it provides details of the class location, times and dates. Click on **Enroll in this class**, located at the top right hand corner. Follow the prompts by clicking on YES when asked if you are sure you want to enroll in the class. You have now enrolled for this class, and you should see "**Your status in this class is: Enrolled**" at the top of the class information page. At this point, you are given the option to cancel the enrollment.

Home - Sign On / Off
JOSEPH USER

BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION

Class information:
You are not registered in this class.   Enroll in this class

Class Schedule

| Class Detail | Class Sessions |

Description of Course

Class Data
Locator Number: 0000037589
Class Name: BALANCING DOMESTIC ABUSE ISSUES AND W-2 PARTICIPATION
Workshop Site: ROSS INNOVATIVE EMPLOYMENT SOLUTIONS
Address: 6550 N 76TH ST
City: MILWAUKEE
Start Date: 12/04/2017
End Date: 12/05/2017
Registration Closes: 11/20/2017
Start Time: 09:00 AM
End Time: 04:00 PM
Contact Hours: 12.00
Minimum: 12
Enrolled: 20

Accessing Online Courses

On-line courses are available at any time. Registering for on-line courses is similar to registering for a face-to-face class. However, you are able to complete the course at any time. For some courses, you will see two tabs, **Course Detail** and **Course Content**. In the examples below, you will see the type of information that displays in each tab.

Course Detail provides a description of the course, including the type of delivery method, overview, intended audience, prerequisites, and estimated time to complete the course.

Home - Sign On / Off
JOSEPH USER
PROGRAM SECURITY AND CONFIDENTIALITY

Here is more information about this course:

You have not started this course.
Warning: You may not get credit for completing this course if you do not have the proper computer settings in place before you begin. Instructions to properly configure your computer settings can be found at:
https://wss.ccdet.uwosh.edu/Courseware/LC_ComputerAndSecuritySettings.pdf

Course Detail | Course Content

Description of Course

Program Security and Confidentiality
Independent Learning - CBT

Wisconsin Works (W-2) and Child Support Agencies have access to sensitive personal information on program participants. This course introduces workers to the basic rules regarding security and confidentiality in these programs.

This course covers:
- Define security and confidentiality for yourself;
- Define security and confidentiality for the individuals you work with in the W-2 program;
- Apply security and confidentiality best practices in the W-2 program;
- Define security and confidentiality for the individuals you work with in the Child Support program; and
- Apply security and confidentiality best practices in the Child Support program.

Intended Audience: W-2 agency staff, Child Support staff, and local agency supervisors; DFES staff and DFES contract staff.

Prerequisites: None

Estimated Time to Complete: 1 Hour

Course Content provides a list of the modules in the course. It includes a summary of your status in each module, earned score, time to complete each module, attempts, date started and completed, whether it is required, the required score to pass the module, and the maximum time and attempts allowed.
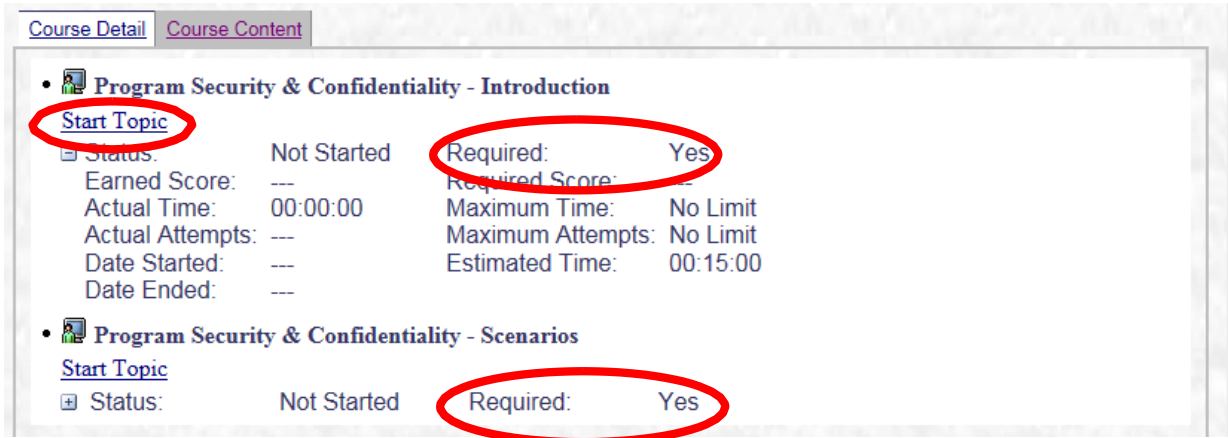
Many courses have multiple modules. A module can be either required or not required (this is indicated by "Yes" or "No" next to the **Required** text).

The ⊞ symbol next to the status label of each module allows you to expand or collapse each module section.

To begin the course, click the **"Start Topic"** link.

Note:
- If you've accessed the course in the past, but have not finished it yet, links to "Continue Topic" and "Restart Topic" will be displayed.
- If you've finished the course in the past, and you want to review the material, a link to "Review Topic" will be displayed.

Classroom/Webinar Training Events

View Desk Aids/Reviews

Desk Aids are documents that outline instructions and provide useful information.
Reviews provide several scenarios or give quizzes that test your knowledge.

Courses For Supervisors

Courses for Supervisors provides a list of courses appropriate for supervisors.

Supervisor Tools

ATL Introduction and Instructions to New Worker Training

New worker Training is a process designed to meet specific needs related to your job function. Your agency has an Agency Training Liaison (ATL) who will assist you with defining your job function and successfully complete New Worker Training. This document provides information about Independent Studies, Classroom Training, Systems Access, and your resources.

My Information

View & Complete Assigned Training Curriculums

To view your assigned curriculums, click on the Curriculum link under **MY INFORMATION** located in the left navigation menu.

Clicking on a curriculum (e.g., **01 W-2 Policy and Process Introduction**) brings up a list of the courses in that particular curriculum.

Click on the course code link to provide information about the course, any prerequisites, estimated time to complete the course, and contact information for further questions.

When you are ready to start the course (if it is an on-line course), click the **Start Topic** link.

Reviewing Your Transcript

To view your Transcript, click on *Transcript* under the My Information section in the left navigation bar.

Your transcript displays with a course list including Status, Name, Start Date, End Date and City. To view details about a particular class, click the **SELECT** button. If you have questions about your transcript, please notify the registration staff (regstaff@uwosh.edu or 920-424-1071).

Your transcript will show the last 3 years of your training history. You can click the **Entire Training Transcript** link to view all items in your transcript.

Also, you can view your training calendar by clicking the **My Training Calendar** link.

Types of registration statuses:

- **Canceled by Learning Center**: you have canceled from this class via Learning Center.
- **Canceled by Registration Staff**: you have requested registration staff to cancel you from this class.
- **Completed**: after you have finished an on-line course.
- **Enrolled**: you are enrolled in this class.
- **Finished**: for classroom events, your trainer will provide a list of attendees to the Registration Office. Your status will be marked finished by registration staff.
- **No Show**: you did not attend a class for which you were enrolled.
- **Mastered**: you have met or exceeded the required percentage for the assessment.
  Started/In Progress: if you have started a course and have not clicked on the complete button, the course will be marked as Started/In Progress. If you have completed the course and the status does not appear as Complete, please contact the Registration Staff.
- **Unmastered**: you have not met the required percentage for the assessment.
- **Wait Listed**: you are on the wait list for this class.

Calendar

This feature displays information about your upcoming scheduled classes in a calendar format. Clicking on the class will display details. Click on a different month to view your classes for that month. Note that only months for upcoming classes in which you are enrolled will appear. Click on **My Training Transcript** to view your training transcript.

Your Training Profile

This section provides information about you. You can update many of the fields. After you finish making any changes needed, click the **SUBMIT DATA** button at the bottom of the screen. If your agency, address, or county changes, please contact the Registration Staff at regstaff@uwosh.edu or 920-424-1071 to notify them of the change.

NOTE: A paper update form is also available on the Learning Center Homepage.

Resource Websites

The Resource Websites section provides links to helpful websites; including the DFES/Partner Training Team homepage, the DHS Eligibility Management (EM) page, the Child Support Partner Resources page; and the DHS Learning Center portal page.

Partner Training Team (PTT)

This is a link to the Partner Training Team homepage on the DCF website, which provides additional information about new workers, experienced workers, supervisors, distance learning, as well as, additional resources and links.

DHS Eligibility Management

This is a link to the Wisconsin Department of Health Services Eligibility Management website, which provides information for Income Maintenance (FoodShare and Medical Assistance) Eligibility workers.

Child Support Partner Resources

This website resource provides information to Child Support and Clerk of Court agency workers.

DHS Learning Center

This is a link to the DHS Learning Center training portal used by Income Maintenance Eligibility workers.

Training Support

The Training Support section provides links to useful websites, contact information, and help. Included are a link to a Wisconsin lodging guide, a link to the DHFS Learning Center, contact information, and instructions and help.

Distance Learning Tools

This page provides information on the computer requirements to use the Learning Center and tools to check bandwidth speed and browser settings.

Lodging Guide

This page displays lodging information for the state of Wisconsin.

Contact Us

This page provides contact information for any problems you encounter with the Learning Center. It contains e-mail addresses and telephone numbers for contacts.

Instructions and Help

This page provides instructions for adjusting your computer settings to allow your computer to communicate most effectively with the Learning Center, and update your training record with the proper completion statuses.

This page also links to an introduction of the New Worker Training process. New Worker Training is a process designed to meet specific needs related to your job function. Your Agency Training Liaison (ATL) will assist you in defining your job function and help you successfully complete New Worker Training.

Finally, this page links to this Learning Center Help Guide document.

Trainers Only

The Trainers Only section provides trainers the opportunity to view and print sign-in sheets for their upcoming classroom training sessions. To view a specific classroom sign-in sheet, click the Select button next to the class name.

NOTE: A trainer can only view class sign-in sheets for sessions he/she is designated as the trainer in.