CLC Access Level: Admin with access to ILT Administration-Roster Management

This job aid is to provide the best practices to manage training on CLC.

- **Update Links and URLs**

  Ensure all Commerce Learning Center (CLC) links and URLs in communications and on websites reflect the updated CLC URL: https://doc.csodfed.com/ (effective August 2025).

- **Include the Fiscal Year in Titles**

  Confirm that the training title specifies the current fiscal year (e.g., *2025 No Fear Act Training*)

- **Use the Learning Assignment Tool**

  Assign training through the CLC Learning Assignment Tool to:

  o Make the training readily available to intended users.

  o Generate new registrations, ensuring accurate year-over-year tracking of completions.
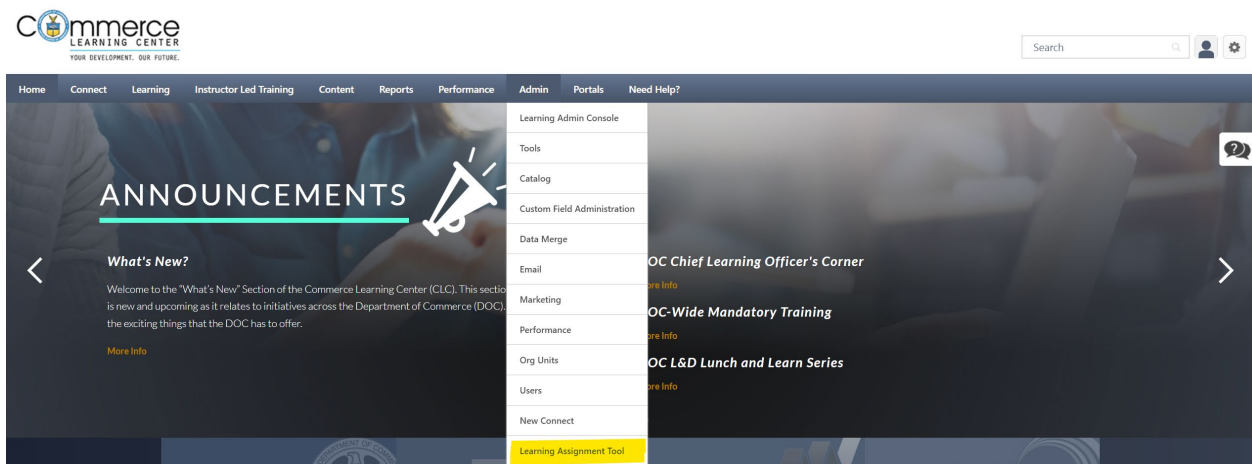
- **Notify Users with Broadcasts**

  Send a broadcast announcement to intended users with the date and timing of the training assignment.

- **Leverage System-Generated Emails**

  o Use *Training Assigned* emails to notify all users included in the assignment.

  o Use *Training Due* emails to remind only those users who have not completed the training.

- These reminders are configured by the number of days before or after the due date and must be scheduled individually in the CLC.

- **Maintain Ongoing Reporting**
  Schedule standing reports at regular intervals to keep CUI and Training POCs updated on progress.

Practices to Avoid When Managing Mandatory Training in the Commerce Learning Center

1. "Telling" or "Instructing" learners to retake training each year

- **Problem:** Learners may retake a course directly from their transcript, which does not create a new registration. This prevents accurate tracking of the annual requirement.

- **Best Practice:** Assign the training each year to generate a new registration, ensuring the completion is properly tracked.

2. Reusing the same training course year after year

- **Problem:** When the same course is reused annually, it becomes difficult to distinguish and track completions across years.

- **Best Practice:** Republish the course each year as a new learning object, including the calendar or fiscal year in the title. This makes it easy to identify and report completions by year