FOCUS Help File
New Information and FAQs

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FOCUS General Information:

Please view the Glossary document.

Training Courses will have five different options for approvals:

- No Approvals: Learner submits for training and they are enrolled (primarily online learning)
- One Level Approval: Learner submits request for training > Supervisor approves request and Learner is enrolled
- Second Level Approval: Learner submits request for training > Supervisor approves request > (Training Group) Manager approves request and Learner is enrolled
- OR
- Second Level Approval: Learner submits request for training > Supervisor approves request > Training Specialist approves request and Learner is enrolled
- Third Level Approval: Learner submits request for training > Supervisor approves request > (Training Group) Manager approves request > Training Specialist approves request and Learner is enrolled (primarily in person trainings run through the Training Section)

Supervisors: need to add new Learners to their **Managed Learners** list in the Management Dashboard. A Learner will not be able to submit training requests until this is done, (see Supervisor Help File). Any new Supervisor will need to have the FOCUS Admin assign the role and rights to them by filling out the form. The form is available on the FOCUS sub-page of the Training Section Intranet page or in DocuSign https://bit.ly/3vKY1m9

- Learners **shall not** be their own Supervisor in the system; their Supervisor should add them as a Managed Learner (see help file for process) in their Supervisor role Management Dashboard (not the Manager Dashboard if they also have the Training Group Manager role).
- Anyone serving as a Training Group Manager (one per Training Group) **MUST** have the FOCUS Admin Team update their Supervisor so that routing happens appropriately.

The **Training Coordinator** role (from ETMS) is **not** currently part of the system/approval chain. The Training Specialist role is one that coordinates Internal training, usually through the Training Section.

Required Trainings, CPT, and Learning Paths will be added to Learner Dashboards as they are created.

Compliance Reports

- Training Compliance Report (by Training Group) is now Enrollment History Report
- Program Compliance Report is now Program Compliance
- Learner (Training Group) Role Report will stay the same

CPT (Continuing Professional Training) versus Learning Paths

- Continuing Professional Training: is training that is done on a repeating cyclical basis (e.g. quarterly / repeat interval) that will continuously repeat. Examples: quarterly qualifications for firearms or the hourly requirements for Supervisory refresher.
- CPT definitions of tracking/renewal method types:
    - Fixed Date: CPT must be completed by a fixed date that repeats each cycle. For example, if it's a 12-month cycle and it is due 1/1/2023 than it is due again 1/1/2024
    - Enrollment Completion: CPT is based on completion of a course and must be completed again when that cycle ends. For example: You complete Bear in Mind on 4/2/2022, it is due again (in two years) by 4/2/2024.
- Flexible Date: CPT must be completed with a flexible/assigned date range that may not be assigned a cycle or completion date situation.
- We are in the process of adding CPT's (Continuing Professional Training) to required Learners in many classifications. These are trainings that are required on a recurring schedule (recertification/repeat intervals).
- Please note, this will be in a bit of a limbo/grace period as we adjust the requirements and catch up to requirements/expirations that were met in the ETMS; compliance reports may be a bit off as we navigate between the two systems.
- Learning Paths: A set of courses that a Learner can be enrolled in together because it is a cohesive learning experience. May be a block of required programs based on Department or Classification requirements; most often are not on a repeat interval but can be. At this time, FOCUS Administrators can create/add Learning Paths to Learners.

FAQs:

Learner Role

- How do I log in?
    - Start with training.parks.ca.gov and go to the FOCUS tab
    - If you are not connected to the Parks network, you will need to authenticate your login
- How do I obtain an Active Directory Account Username and Password?
    - Contact the IT Support Desk
- What if I can't log in?
- Your password/log in is the same as what you use to log in to your email/computer.
- If you are unable to access it or log in; you'll need to contact the IT Help Desk and/or submit a KACE help ticket. https://intranet.parks.ca.gov/?page_id=29981
- What is the difference between Request Credit, External Files, and Submit Proof of Completion?
    - Request Credit:
        - this is used to request credit for a training taken externally that matches up with a course in the Training Catalog; it will not reflect in compliance reports if those need to be run or are required for the course. *We have temporarily turned off this feature since it was creating confusion with outside/external training record documentation.*
    - External Files:
        - this function allows the Learner to upload licenses, degrees, etc. This is **NOT** to be used for training certificates or completion certificates for training. They will not show up in compliance reports nor on your training record.
    - Submit Proof of Completion:
        - Preferred method of adding training to your record.
            - After registering for and taking a training, you may submit your Proof of Completion using this function to have it marked as complete and added to your training record. This is for courses that are not managed by a Training Specialist or the Training Section; they will add the training to your record.
- Who can add Education/License/Certificate to a Learner's Profile?
- A Learner can request to add items via the External Files upload.
- I've attended training through CalHR / CalLearns how do I add it to my record?
- We receive a list from CalHR of training attendance and upload it to training records 1-2 x/month

- How do I submit a training request and/or add external training to my record?
    - Trainings on the Training Schedule / in the Catalog
        - From the Learner's Dashboard, go to View Course Catalog and browse or search for the course you wish to enroll and add to your cart.
- Fill out the Course Request Form, confirm your request.
        - Go to Proceed to Checkout and submit your training request.
        - After completion of training:
            - If it's a Training Section course, the Training Specialist will mark you as complete and it will appear on your training record/history, no action is needed by you
            - If it's not a Training Section course:
                - Click on Submit Proof of Completion and fill out the information; you will upload your Certificate of Completion through this tool
- Trainings not on the Training Schedule / in the Catalog
- Option A: Prior to Course Start Date (ideal):
- Course Information: Please view the Training Catalog on FOCUS to see if the course is listed:
                - If it is not:
- Please fill out the Course Submittal Form
- And include ALL of the Section information requested below in the field on the form
                - If it is:
                    - Then proceed to submit the Section Information below
                    - Section Information:
                    - Please submit this to us prior to the training date(s) so we can set up the Section for you to enroll in.
                    - Submit to focus@parks.ca.gov the course name, the facility location (we must have the name and full address), dates, start/end time, capacity limit, provider information (we must have the name, address), registration link (if applicable), cost, and hours and we will add it as a Section that you can submit enrollment for.
                    - No DPR 392 needed, as it is electronic within FOCUS
                    - You must register for the course prior to attending on FOCUS (and with the external provider if required), then Submit a Proof of Completion to receive credit after taking the course for it to be added to your training record/history.
            - Option B: If the training has already occurred:
                - We're updating the way we handle outside courses since most of them need to be tracked for requirements.
                - In the meantime:

        - Please send us the certificates and the following: the course name, the facility name/city, dates, start/end time, provider information, cost, and the total hours and we will add it as a Section. (If we don't have the Course listed in the Catalog, we may ask you to fill out the Course Submittal Form.)
- From there we can enroll you and you can use the Submit Course Completion to upload your certificates and add the courses properly onto your training record.
- Where are the required CPT's for Peace Officers?
    - We are in the process of creating them and adding them. There are already some on the dashboard.
- Where are all our required trainings?
    - We are in the process of adding Continued Professional Training (CPT-trainings that have a repeat interval) and Learning Paths (LP-trainings that are to be taken one time).
- How do I change my name?
    - Please submit a request to the FOCUS@parks.ca.gov mailbox with a reason for your change.
- I have just completed a Travel Advance and need a copy of my approved Training Request. Where do I go to print a copy?
    - From the Learner's Dashboard, go to Training Requests to find the training request for the course. Click on the **Details** link on the left to view/print a copy of the approved Training Request.
- I have just completed a Travel Expense Claim and need a copy of my approved Training Request and Certificate of Completion. Where do I go to print a copy?
    - From the Learner's Dashboard, go to Training Requests find the training request for the course. Click on the **Details** link on the left to view/print a copy of the approved Training Request.
    - From the Learner's Dashboard, go to the **Completed Internal Courses** section, click on the name of the course you need, then click on **Download Certificate** link next to the course name to view/print a copy of your certificate.
- John Smith says he submitted an external training request and attended the training but he can't find the course on his training record. Who can enter that program to the Learner's Training Record?
    - A Supervisor or Manager
- John Smith says he attended a CPR program at another district (no Training Request was submitted) and needs it enter into his record. Who can enter the program for the Learner?
    - From the Learner's Dashboard, go to the Request Credit option, fill out required information, including the number of credits and an attachment of your proof of completion, and submit your request for credit. Your request will be routed to your Supervisor for review/approval.
    - Supervisor or Manager
- Where can a Learner find a syllabus/roster for a program?
    - This function is not available to Learner's at this time; please request one from the Training Specialist assigned to the training course.

- Where do I find training records for training that occurred prior to ETMS and prior to FOCUS?
    - Records prior to the ETMS (1999) are stored in hard copy at the Mott Training Center.
    - ETMS records were cut off from data entry on April 30, 2021. Records from the ETMS prior to April 30, 2021 should have been downloaded by staff prior to turning the system off. If you did not do this, reach out to the FOCUS team via email requesting a copy of your training record.
- Where is the Training Schedule?
    - The Training Schedule is now the Training Catalog in FOCUS.

Supervisor Role

If Supervisor have been assigned to the Training Group they will see ALL the Learners in that Training Group. Supervisors will see their subordinates on the Management Dashboard under the Direct reports block.

- I'm a new Supervisor, where do I go to get the role assigned?
    - You need to fill out a Supervisor Role Request available on the FOCUS sub page of the Training Section intranet page or in DocuSign. Link: https://bit.ly/3vKY1m9
- Where does a Supervisor go to add Continuing Professional Training (CPT) or a Learning Path to a Learner's required programs?
    - Learning Paths can be added / removed under the Learners tab. (A Supervisor will have this ability, the function is currently being revised.)
- CPT can be added under the Learner tab- Supervisors can add/remove certain CPT's from their Learners. See the help file for more information. Please keep in mind; you can only remove optional/non required CPT's. CPT's that are required (e.g. Bear in Mind, Annual Required Interpretive Training Non-Primary, POST) will be added back on by the system automatically every 24 hours.
- How does a Supervisor get Supervisor's rights/capabilities?
    - Please fill out the FOCUS Supervisor Role Request Form on the Training Section Intranet page and/or in DocuSign and submit
- How does a Supervisor add a Learner from their Learner listing?
- To add go to the Managed Learners block on the Dashboard and enter a few letters of their last name
- How does a Supervisor remove/deactivate a Learner:
- Please first verify that they have LEFT the Department (retirement, transfer, separation, etc., instead of just changed Training Groups/Supervisor)
- If they've just moved to a new Supervisor/Training Group, please email them and ask that they have their Supervisor add them as a Managed Learner
- If they have left the Department: please send FOCUS@parks.ca.gov their names and we'll archive them

  OR
- We have implemented a new separation tool in to FOCUS. If a Supervisor removes a Managed Learner, they now get a new window, where they can click Yes and the employee will be automatically archived. Clicking on No will route them into an Unassigned Training Group where their new Supervisor can claim them.

- I already have the Supervisor Role, but I've transferred Training Groups, how do I change the Learners list to show Learners in my current Training Group?
- Email focus@parks.ca.gov and notify us of the new Training Group so that we may switch it. You can not make this change.
- If a Learner does not complete a request for training prior to attending, what do you do?
    - See "How do I submit a training request and/or add external training to my record?"
- How do you delete a training course from a Learner's Training Record (reducing error and duplication)?
    - The trainings can be managed via the Learners Tab to Active Learner to Enrollments to Enrollment History
- How do I assign a proxy Supervisor if I'm going to be out of the office?
    - Use the Delegate Manager function on your Supervisor Role Dashboard; please note this is for temporary assignment (e.g. vacation)
- Where do I go to view my Learner's records?
    - The Learner's Tab to Active Learners
- Where do I go to approve training?
    - As a Supervisor you will receive system notifications via email for all training requests for your Managed Learners. You can directly review the training request information, approve/deny/or request for more information from the notification.
    - You can also go to your Supervisor – Management Dashboard to review the training request information, approve/deny/or request for more information.
- Where do I go to run the reports that we need?
    - The Reports tab, if you don't have the tab or need access to certain reports, email FOCUS@parks.ca.gov

Training Specialist Role

- Instructor Requests:
    - An Instructor Request (Course Leader Requests) is issued through our internal platform, Aspire. A Learner, Supervisor, and Training Group Manager will access them for approval/denial on this site.

Manager Role

Managers should reside in the Training Group of their Learners. Managers should NOT use the Managed Learners function on the dashboard to add new Learners to their supervisory chain; they should only use the Supervisors dashboard.

Training Group Managers (one per Training Group): Profiles (Supervisor/Training Group) should only be updated by the FOCUS Administrators to keep integrity of the approval chain. *If the Supervisor of a Training Group Manager changes, please notify us to update your Direct Supervisor manually; if not, then you will be routed to the new Training Group of your Supervisor and lose access to your employees.* If a Manager of a Training Group transfers/retires/leaves, the lead Administrative Officer/person for the Training Group needs to notify the FOCUS Administrators ASAP to update to the new designated Manager.

If Manager/Supervisor have been assigned to the Training Group they will see ALL the Learners in that Training Group. Supervisors will see their subordinates on the management dashboard under the Direct reports block.

- If a Learner has the same Supervisor and Manager, who does the Training Request go to for approval?
    - The Supervisor role will get the email and it will appear on the Supervisor's Management Dashboard.
    - Then the Manager role will get the email and it will appear on the Training Group Manager's Management Dashboard
- Where do I go to approve training?
    - As a Manager you will receive system notifications for all training requests in your training group that need Manager level approval. You can directly review the training request information, approve/deny/or request for more information from the notification.
    - You can also go to your Manager– Management Dashboard to review the training request information, approve/deny/or request for more information.
- How do I assign / proxy someone else to be the Manager?
    - Use the Delegate Manager function on your Manager Role Dashboard; please note this is for temporary assignment (e.g. vacation)

Information Role

- How do I get access:
    - If you need statewide access a specific username and log in will need to be created for you. Contact FOCUS@parks.ca.gov
    - If you need access to just your Training Group, then request that through FOCUS@parks.ca.gov
- How do I run the reports I need?
    - Reports tab
- How do I access training records?
    - Learners tab

Instructor Role

- Instructors will have two different roles in the system:
    - E-learning Instructors: Online learning content development and delivery (primarily will be using BlackBoard).
    - Section Instructors: Roster Management for internal courses, teach in-person/online trainings, and respond to Instructor Requests (primarily will not be using FOCUS but will be using Aspire).
- We are using the Aspire platform for Instructor Requests and Course Roster Submissions:
    - Instructor Requests:

        - An Instructor Request (Course Leader Requests) tool is available to use by Training Specialists in Aspire. They will submit them to request Instructors for Training Section offered training courses.
    - Course roster submissions:
        - Please submit course rosters through Aspire.
- To be added to the Instructor list in Aspire for Course Roster Submissions and Instructor Requests:
    - If you need to be added to the Instructor list, please send an email to FOCUS@parks.ca.gov with **Instructor List** in the subject line and include the following information in the email:
        - Last Name, First Name:
        - Email address:
        - Training Group:
        - Training Group Manager (e.g. Section/Division Manager/District Superintendent):
        - Supervisor's Last Name, First Name, and Email address:
        - Domains/Areas you Instruct:

General

- Who can submit a Training Request for a Learner?
    - Only a Learner
- Who can assign a Learning Path to a Learner?
    - At this time FOCUS Administrators
- How do we do a Group Roster?
    - See above Instructor Role
- How do Learners view a roster for a course?
    - This feature is not currently available
- Who can request a program be added to the Training Schedule?
- Any Learner, please see the Learner section
- Who can assign a delegate/proxy?
    - Supervisors and Managers should delegate authority to another Supervisor/Manager in their Training Group when out of the office for an extended time
        - They must select a date range for this
- Who can un-assign a delegate/proxy?
    - Supervisors and Managers
- How do we reinstate an RA or former Learner?
    - Send an email to the FOCUS inbox requesting to reinstate them and identify their Supervisor/Training Group
- Who can request a program be added to the Catalog?
    - Anyone, submit a Course Submittal Form (available on the FOCUS page of the Intranet)
- How do you remove a Learner who is no longer with the Department?
    - To archive/remove employees:

        - please first verify that they have actually LEFT the Department (retirement, transfer, expire instead of just changed Training Groups/Supervisor)
        - If they've just moved to a new Supervisor/Training Group, please email them and ask that they have their new Supervisor add them as a Managed Learner
- If they have left the Department: please give us their names and we'll archive them
- I've attended training through CalHR / CalLearns how do I add it to my record?
    - We receive a list from CalHR of training attendance and upload it to training records 1-2 x/month.