

SCOTTSDALE, AZ

City of Scottsdale

City-Wide Training Program



City of Scottsdale Training Program

Contents

Program Overview	3
Purpose	3
Human Resources/Training and Workforce Development.....	3
Training Advisory Committee (TAC).....	4
Training/Learning Activities	5
Mandatory Training	5
Adjunct Training.....	5
Employee Development Training.....	6
Registering for Classes	8
Scottsdale University	8
Tuition Reimbursement	10
Purpose of the Tuition Reimbursement Program.....	10
Who is Eligible?	10
What is covered?	10
How do I apply?	10
What happens if I leave the City?	11
Who to Contact?	11
Supporting Documents	11
Resources.....	12

Program Overview

Purpose

In support of the City's strategic priority of reinvesting in a high performance organization and work culture, the City of Scottsdale Training Program is designed to improve continuous learning and growth for employees at all levels of the organization. The City-Wide Training Program will serve as a foundation for identifying, producing, organizing, coordinating, and communicating training opportunities to City of Scottsdale employees with an end result of providing timely, relevant and consistent training and development solutions.

Human Resources, with the approval of the City of Scottsdale's leadership, reserve the right to revise this document based on the organizational needs, workforce demands, and/or resource availability.

Human Resources/Training and Workforce Development

The Human Resources/Training and Workforce Development team provides oversight to the City-Wide Training Program. Our goal is to design and enhance opportunities for the professional and personal growth of all levels of employees—general workforce, supervisors/managers and directors/charter officers—for the current and future well-being of the City of Scottsdale. To that end, training activities focus on development specifically related to employee performance management competencies and the City of Scottsdale Employee Values.

All available Human Resources-sponsored, instructor-led training and computer-based training (CBT)/online activities are posted on the City's learning management system – Scottsdale University. Employees can access Scottsdale University from the CityLink home page (<http://citylink.ci.scottsdale.az.us/>). Once there, they can view and enroll into Human Resources-sponsored training as well as training posted by other departments.

We also provide a City-wide orientation for new employees, opportunities for educational advancement through the Tuition Reimbursement Program, and an ongoing commitment to employee health and wellbeing through our Live Life Well program.

Mission Statement:

Training and Workforce Development provides the administration and management of training programs and development opportunities for all City of Scottsdale employees to provide simply better service for a world-class community.

Vision Statement:

Empowering employees to improve their knowledge, skills and abilities so they are able to serve the community in the best ways possible.

City of Scottsdale Training Program

Training Advisory Committee (TAC)

TAC is made up of City of Scottsdale employees from departments throughout the City. The purpose of this City-wide committee is to provide support and input on the City's training and development needs. The committee is responsible for serving as a liaison between Human Resources/Training and Workforce Development and the individual departments. Recommendations from the committee are submitted to Scottsdale's leadership team for final approvals.

Mission Statement:

The mission of TAC is to provide feedback and recommendations for continuously improving training and development opportunities for City of Scottsdale employees.

Training/Learning Activities

Mandatory Training

Mandatory training refers to training required for all or specific groups of employees. It includes City-wide mandatory training (required of all employees) as well as training required by specific divisions, departments and/or job classifications.

City-Wide Mandatory Training

New Employee Onboarding and New Employee Orientation are mandatory for all **new** employees. Among other topics, New Employee Orientation includes training on Ethics, HR Compliance, Beyond Race and Gender (Diversity), Technology Security and Safety Computer Based Training (CBT).

Currently, Ethics, Technology Security and Safety CBT are also refresher trainings, which are annual for **all** city employees.

Division/Department/Job-Specific Mandatory Training

Divisions, departments and specific job categories may require additional mandatory training/certifications. Employees should consult their supervisors and departmental policies and procedures for more information.

Adjunct Training

At various times, departments (other than Human Resources) offer training activities to employees City-wide. This training is conducted by City employees, management staff, or outside vendors. Registration is made available via Scottsdale University. Examples include, but are not limited to, the following:

- Budget
- Cash Handling
- Defensive Driving*
- Diversity & Inclusion *
- First Aid/CPR
- Microsoft Office/Technology
- Records Retention
- Safety Training
 - Emergency Preparedness*
 - Evacuations*
 - Hazard Communications (Required Annually)*
- Scottsdale U

* Classes currently considered mandatory

City of Scottsdale Training Program

Employee Development Training

City employees, with supervisor approval, may participate in a wide variety of employee development training opportunities provided or sponsored by Human Resources/Training and Workforce Development. These trainings are designed to enhance employee performance by addressing needs directly related to the City’s Employee Values and the competencies identified in the City’s employee performance evaluations.

The training classes listed are those we anticipate implementing in FY 2015/16. Any classes that require greater resources and/or preparation will be reviewed for possible implementation at a later date. Classes will be advertised when available.

Employee Performance Competencies	Training Classes (Click to View Course Descriptions)	Target Audience (General Workforce or Supervisors/Managers or Executives)
Accountability	Can We Count on You?	General Workforce, Supervisors/Managers and Directors
	Ethics	General Workforce, Supervisors/Managers and Directors
	New Employee Onboarding	General Workforce, Supervisors/Managers and Directors
	New Employee Orientation	General Workforce, Supervisors/Managers and Directors
	Performance Management Administrative Regulation 355	General Workforce, Supervisors/Managers and Directors
	Real Colors®	General Workforce, Supervisors/Managers and Directors
	Working with You is Killing Me	General Workforce, Supervisors/Managers and Directors
	Performance Coaching for Supervisors	Supervisors/Managers and Directors
	Performance Management - NEOGOV-PE	Supervisors/Managers and Directors

Customer Service	Can We Count on You?	General Workforce, Supervisors/Managers and Directors
	Customer Service	General Workforce, Supervisors/Managers and Directors
	Essential Telephone Skills	General Workforce, Supervisors/Managers and Directors
	Ethics	General Workforce, Supervisors/Managers and Directors
	Fish! Catch the Energy Release the Potential	General Workforce, Supervisors/Managers and Directors
	New Employee Orientation	General Workforce, Supervisors/Managers and Directors
	Working with You is Killing Me	General Workforce, Supervisors/Managers and Directors

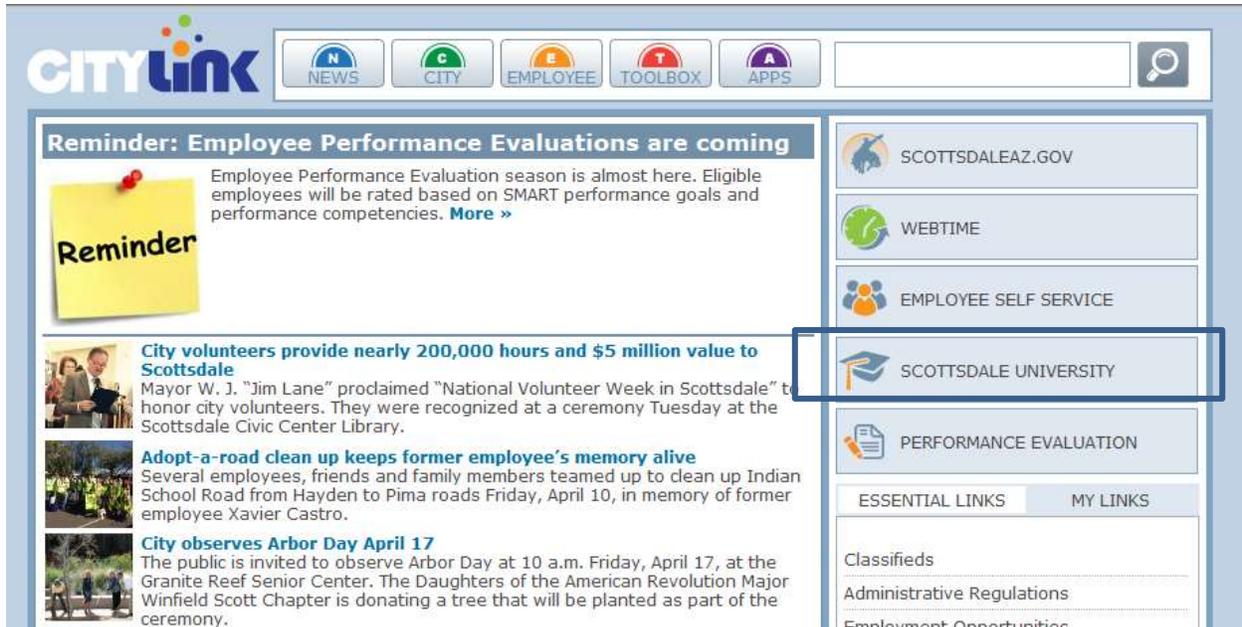
City of Scottsdale Training Program

Teamwork	Can We Count on You?	General Workforce, Supervisors/Managers and Directors
	Change Management: Taking Charge of Change	General Workforce, Supervisors/Managers and Directors
	Ethics	General Workforce, Supervisors/Managers and Directors
	Fish! Catch the Energy Release the Potential	General Workforce, Supervisors/Managers and Directors
	New Employee Orientation	General Workforce, Supervisors/Managers and Directors
	Real Colors®	General Workforce, Supervisors/Managers and Directors
	Working with You is Killing Me	General Workforce, Supervisors/Managers and Directors
	Performance Coaching for Supervisors	Supervisors/Managers and Directors
	Performance Management - NEOGOV-PE	Supervisors/Managers and Directors
Diversity & Inclusion	Generations M.E.E.T. for Respect in the Workplace	General Workforce, Supervisors/Managers and Directors
	New Employee Orientation	General Workforce, Supervisors/Managers and Directors
	Real Colors®	General Workforce, Supervisors/Managers and Directors
	Working with You is Killing Me	General Workforce, Supervisors/Managers and Directors
Develop Employees	Performance Coaching for Supervisors	Supervisors/Managers and Directors
	Performance Management - NEOGOV-PE	Supervisors/Managers and Directors
	Live Life Well for Health and Wellness	General Workforce, Supervisors/Managers and Directors
Managing Resources	Change Management: Taking Charge of Change	General Workforce, Supervisors/Managers and Directors
Communication	Essential Telephone Skills	General Workforce, Supervisors/Managers and Directors
	New Employee Orientation	General Workforce, Supervisors/Managers and Directors
	Difficult Conversations	Supervisors/Managers and Directors
Global Perspective	Change Management: Taking Charge of Change	Managers and Directors

Registering for Classes

Scottsdale University

Scottsdale University is the City's Learning Management System and is accessible via the City of Scottsdale's CityLink home page.



By clicking on the Scottsdale University link, employees are able to view training for which they have been scheduled, view their transcripts, report training taken externally, and access a catalog of available courses.

In addition, employees can view a calendar of upcoming training activities and enroll into the training they desire. All HR-sponsored City-wide training is displayed along with many training opportunities sponsored by other departments.

To enroll, employees click on the name of the training event and follow enrollment instructions. For HR-sponsored activities, the employee and his or her supervisor will receive a confirmation email from Scottsdale University.

City of Scottsdale Training Program

QUICK LINKS

 SCHEDULED TRAINING

 COURSE CATALOG

 MY TRANSCRIPT

 MY EVALUATIONS

 MY SELF-REPORTED TRAINING

 INSTRUCTOR SCHEDULE

UPCOMING EVENTS CALENDAR

Start Date	End Date	Event Name	Seats Available
04/22/2015	04/23/2015	Access 2010 Level 2 (4/22/14)	8
05/26/2015	05/27/2015	Access 2010 Level 1 (05/26/15)	3
04/30/2015	04/30/2015	Business Writing Workshop	1
05/13/2015	05/13/2015	CPR/AED/First Aid Training 05/13/2015	0
08/12/2015	08/12/2015	CPR/AED/First Aid Training 08/12/2015	0
11/11/2015	11/11/2015	CPR/AED/First Aid Training 11/11/2015	8
04/24/2015	04/24/2015	Defensive Driving Class (04/24/15)	2

Tuition Reimbursement

In addition to internally-sponsored training activities, the City of Scottsdale provides employees opportunities to further their college educations through the Tuition Reimbursement Program, which is governed by AR375 – Tuition Reimbursement.

Purpose of the Tuition Reimbursement Program

The purpose of the Tuition Reimbursement Program is to provide tuition reimbursement for courses taken at an approved accredited college or university for credit that are beneficial to the City of Scottsdale.

Who is Eligible?

Regular full-time, part-time, and job-share employees are eligible to participate in this program after their first day of employment.

What is covered?

This city council-approved program covers tuition expenses only. Full-time employees are eligible to receive up to 100% of their tuition costs. Job-Share and part-time employees are eligible to receive up to 50% of their tuition costs. Any and all other expenses (e.g., books, administrative fees, financial services fees, student services fees, technology fees, parking, surcharges, etc.) are not eligible for tuition reimbursement.

Courses must be taken for academic credit. **Non-credit** courses and certification programs are not eligible for tuition reimbursement, with the exception of capstone, thesis and/or dissertation related courses.

Employees taking graduate and undergraduate courses will be eligible for reimbursement for obtaining an “A” or “B” grade, up to the tuition reimbursement limit and in keeping with the employee’s benefited status. Pass/Fail classes are reimbursable if they are a part of an Associate, Bachelor’s, Master’s or Doctorate program of study and taken for academic credit.

An itemized tuition statement from the accredited school, listing the tuition amount separate from other expenses, is required for reimbursement. The employee is responsible for providing the itemized tuition statement for reimbursement purposes.

How do I apply?

The application process takes place in two phases: Request for Pre-Approval and Request for Reimbursement.

City of Scottsdale Training Program

Request for Pre-Approval

The following required documents must be submitted to the HR Analyst at least fifteen (15) days in advance, but not sooner than thirty (30) days prior to the start of the course.

- Tuition Reimbursement Agreement and Application
- Document from college or university attesting that it is accredited
- Letter of Verification or Admission from the school or institution, which they are attending or are planning to attend
- A copy of the required curriculum of the employee's program of study or class schedule if taking individual classes, provided by the school/institution they are attending or are planning to attend

Approval from the employee's supervisor and Human Resources must be obtained before the employee begins the class(es) to be eligible for reimbursement.

Request for Reimbursement

Within the payroll fiscal year and 30 days of course completion, the employee must submit via the Tuition Reimbursement Program process, an official final grade transcript, itemized statement/receipt, and acknowledge and sign section IV of the application.

- Human Resources will retain documentation according to AZ Statute for record retention.
- Reimbursement information is communicated to Payroll and included in the employee's paycheck.

What happens if I leave the City?

An employee terminating employment with the City while taking classes is not eligible for tuition reimbursement upon completing the class(es). An employee who is part of a reduction in workforce (Section 14-63) will not be responsible for repaying reimbursements.

Per AR375 – Tuition Reimbursement, "...if an employee terminates employment with the City within six (6) months of receiving tuition reimbursement, the City will deduct the amount of the reimbursement received within the past six (6) months from the employee's final paycheck. Employees whose final paycheck cannot cover the full amount of tuition reimbursement owed will have a period of six (6) months from the termination date to repay all amounts due to the City. Employees who fail to repay this obligation will not be eligible for rehire and the remaining balance will be referred to collections."

Who to Contact?

Contact Seth Dusek, Tuition Reimbursement/Employee Wellness Coordinator at 480-312-7632 or sdusek@scottsdaleaz.gov

Supporting Documents

[AR375-Tuition Reimbursement Program](#)

Resources

Training and Workforce Development Team:

Vernon Goode, Training and Development Coordinator: 480-312-7232

Beth Erickson, Trainer: 480-312-2810

Seth Dusek, Tuition Reimbursement/Wellness Coordinator: 480-312-7632

Training Email Address:

Training@Scottsdaleaz.gov

Training and Workforce Development Web Address:

http://citylink.ci.scottsdale.az.us/Employees/Training_and_Development

Live Life Well Web Address:

<http://citylink.ci.scottsdale.az.us/Employees/LLW>

Employee Performance Management Web Address:

http://citylink.ci.scottsdale.az.us/Employees/Employee_PerformanceManagement

Scottsdale University (Learning Management System) Web Address:

<http://su/SU/>

CityLink Web Address:

<http://citylink.ci.scottsdale.az.us/>