U.S. Department of Labor   Assistant Secretary for
Veteran's Employment and Training
Washington, D.C. 20210

October 1, 1999

ASVET MEMORANDUM NO. _____01-00_____

MEMORANDUM FOR: ALL VETS STAFF

FROM: ESPIRIDION (AL) BORREGO

SUBJECT: TRAINING AVAILABILITY

PURPOSE: To ensure all VETS staff are aware of the training opportunities that are available and to outline each individual's role and responsibility to ensure all staff are afforded these opportunities.

REFERENCES: Secretary Herman's memorandum dated September 29, 1999, subject: Lifelong Learning Kick-Off and Assistant Secretary Lattimore's memorandum dated September 30, 1999, subject: DOL's Lifelong Learning Initiative.

BACKGROUND: Training has always been a concern of the staff in VETS, whether it be that sufficient funds were not available or that employees did not have the time to attend courses. In FY 1999, I addressed this concern by setting aside $100,000 to support training requests for field staff and advising supervisors that staff were to attend training courses needed.

I have once again set aside $100,000 for training needs in the field for FY 2000. In addition to these funds, I am pleased to share with you that the Department has launched a new on-line training opportunity, *Learn2University*. Attached you will find a memorandum from Secretary Herman announcing this new educational program.

GUIDANCE: I encourage all staff to work with their supervisors to develop Individual Development Plans (IDPs) outlining the training needed and timeframes in which to accomplish the training. All training requests require supervisory approval prior to enrollment. Attached is a memorandum from Assistant Secretary Lattimore that outlines the Department's Training Policy. Included in her memorandum is a synopsis of the responsibilities of both the employee and supervisor. I would like to re-emphasize the responsibilities of both:

Employees are to:

☐ Discuss their learning and development needs with their supervisors.

☐ Participate in planning for their development, including preparing IDPs.

☐ Request advance approval for both on-line and classroom courses.

☐ Successfully complete and evaluate approved learning and development activities.

☐ Apply learning to current position in an effort to enhance and influence the organization.

Supervisors are to:

☐ Ensure that employees have the opportunity for learning and development that will enhance their present job performance.

☐ Make decisions regarding scheduling and/or approving on-line time for employees to complete learning and development activities, and evaluating the results of such activities.

Since the on-line course will be completed in the office, once the time to complete the course is approved, I expect supervisors to ensure employees are able to work on the course free from interruption.

Additionally, unless specifically required by the supervisor, course work performed outside normal business hours is not considered "hours worked" and therefore, is not compensable.

Again, I strongly encourage all staff to take advantage of these learning opportunities.

INQUIRIES: Any questions regarding this guidance should be directed to Heather Higgins on (202) 693-4712.

Attachments

U.S. Department of Labor   Office of the Assistant Secretary
for Administration and Management
Washington, D.C. 20210

Reply to the Attention of:

SEP 30 1999

MEMORANDUM FOR: ALL DOL EMPLOYEES

FROM: *[signature: Patricia W. Lattimore]*
PATRICIA W. LATTIMORE
Assistant Secretary for
Administration and Management

SUBJECT: DOL's Lifelong Learning Initiative

By now, you should have received the Secretary's memorandum of September 29 regarding the Department's efforts to provide Lifelong Learning opportunities for all DOL employees. Previously, I provided you with detailed information on the American College Advisory Service, which is designed to assist employees who are considering pursuing their undergraduate or graduate college education. Many of you have registered by calling 1-888-746-2227, and I encourage those of you considering continuation of your education to use this service.

Beginning October 1, 1999, you will also have access to easy to use computer-based training opportunities that will help develop your skills. This new program, called *Learn2University*, is an interactive, self-paced, multimedia learning program which can be accessed via the Web.

Learn2University features over 200 courses on popular software programs, such as WordPerfect, Microsoft Office Suite, Desktop Publishing and Windows NT. Non-technology-related courses, such as English as a Second Language, Interview Techniques, and Leadership Situations, are also available. You will be able to use this Web-based learning tool by accessing an entire chapter at once, or by accessing only the topic you need, when you need it. I encourage you to visit the site often as the catalog of courses will be expanded and/or upgraded on a continuing basis.

As we work to take full advantage of technology to help you with your professional development, keep in mind that our training policy requires advance supervisory approval for taking training courses. Also note that, unless specifically required by the supervisor, course work performed outside of normal business hours is not considered "hours worked" and is, therefore, not compensable. Attached is a summary of the Department's training policy which covers the roles and responsibilities of supervisors and employees relative to learning and development opportunities. If you have questions, please contact your Agency or Regional Training Officer (a listing is attached for your convenience).

You can access *Learn2University* in two ways: via the LaborNet at www.labornet/dol.gov or through your Internet Web browser (Microsoft Internet Explorer or Netscape Navigator) at http://www2.stlu.com/reseller/luonline.asp?ludol.

The attached fact sheet provides information on how to access this tool and the resources available to you should you have questions or need assistance. Most of the courses have text, audio, and video capabilities. If you have special accessibility needs, please contact your regular technical support manager or your agency IT help desk.

Be mindful that increased network traffic may result in slower access than expected during peak traffic times. You may wish to access *Learn2University* during early morning or late afternoon hours to avoid these problems. We will monitor traffic on the network and take corrective action as soon as possible to ensure that you have optimal connectivity and speed of access.

To supplement your Agency's efforts to provide you with access to this new service, the Career Assistance Centers in the ten DOL Regional Offices and the Frances Perkins Building will have common-use machines available for your use. Please contact your Career Assistance Center for more specific information, including hours of operation.

As Secretary Herman has promised, we will be providing you with additional learning tools in the coming year -- so stay tuned. In the meantime, I encourage you to take full advantage of these two installments of our exciting Lifelong Learning Initiative.

Attachments

Lifelong Learning
Everybody's Business

The restatement of current Department of Labor (DOL) policy relating to learning and development opportunities is designed to assist employees, team leaders, supervisors, and managers by providing guidance as we offer training and development opportunities utilizing technology as a method of delivery.

POLICY

A key goal of the Department is to enhance employee and organizational performance. One vehicle for doing so is to provide mission-related learning and developmental activities and opportunities. Each Agency should identify mission-related learning and development activities/initiatives to ensure that learning strategies and activities contribute to the accomplishment of the mission and organizational performance goals.

ON-LINE LEARNING OPPORTUNITIES

As with all other learning opportunities, employees must discuss and obtain supervisory approval prior to starting any on-line learning and development activity and the amount of time the employee is authorized to be on-line completing learning activities any given day. Employees should understand that unless specifically required by the supervisor, course work performed outside of normal business hours is not considered "hours worked" and is, therefore, not compensable.

RESPONSIBILITIES

Managers and Supervisors:

Managers' and supervisors' decisions on learning and development activities are as important to the successful operation of the organization as any other single management action.

Managers and supervisors are responsible for, together with the employees, assessing, planning, addressing, and evaluating the specific learning and development needs of their employees. Balancing work requirements and developmental needs, they are responsible for:

- Assuring that employees have the opportunity for learning and development that will enhance present job performance.
- Making decisions regarding scheduling and/or approving on-line time for employees to complete learning and development activities, and evaluating the results of such activities.

Employees:

Employees are responsible for cooperating with and assisting the supervisor in making informed decisions and getting the most out of the learning provided. Decisions regarding learning and development involve collaboration between the employee and the supervisors.

Employees, including supervisors and managers, are responsible for performing to the best of their ability in their present jobs and for participating in learning and development activities that will enable them to enhance their present performance and prepare them for more responsible work in accordance with their potential, interests, and the needs of their organizations. This includes:

- Discussing their learning and development needs with their supervisors.

- Participating in planning for their development, including, where appropriate, the preparation of an Individual Development Plan (IDP).

- Requesting approval of on-line time for learning and development activities.

- Successfully completing and evaluating approved learning and development activities.

- Applying learnings to current position in an effort to enhance and influence the organization.

REGIONAL TRAINING OFFICERS

Boston/NY	Joe Carroll	617/565-2002
Philadelphia	Carolyn Bing-Johnson	215/596-5115
Atlanta	Nancy Borrell	404/562-2676 x103
Chicago/Kansas City	Evelyn Hampton	312/353-8927
Dallas/Denver	Doris Shaw	214/767-6800 x237
San Francisco	Phyllis Joy	415/975-4062
Seattle	Pat Anderson	206/553-4172

NATIONAL OFFICE TRAINING OFFICERS

BLS	Jesus Salinas	202/606-6612 x312
ESA	John Howe	202/693-0357
ETA	(vacant)	202/219-6344
MSHA	Vicki Gordon	703/235-1352
CFO	Clarice (Anita) Byrd	202/219-6891
OIG	Thomas Fasser	202/219-6162
OSHA	Joseph Wassell (Acting)	202/693-2362
PWBA	Paul Antsen	202/219-6471
SOL	Linda Walker	202/219-6656 x148
OASAM/CLIENT AGENCIES	Linda Walker	202/219-6656 x148

DOL Career Counselors
202/219-4547

Continuous Learning and Career Management Center
202/219-0118

ON-LINE COURSES

Are you interested in enhancing your technological skills, or in need of some "just-in-time-training" to help you through a challenging task? Then you're in the right place!!! *Learn2University* **is for you!!!**

What is *Learn2University?*

Learn2University is an interactive, multimedia learning tool which delivers web-based training to your desktop or laptop. Over 200 courses on popular technology software and non-technological learning opportunities will be available to you. Because the Learn2University is accessible through the web browser it is universally accessible. You will be able to easily log onto the system to select and take courses on line.

What courses are available?

Offerings range from desktop applications such as word processing, graphics packages and spreadsheets to databases and programming languages. They include Microsoft Word, WordPerfect, PowerPoint 2000, Windows 98 and Java Script. Non-technological courses include such titles as English as a Second Language, Interview Techniques, and Conflict Resolution, and many more. You may choose to access an entire course chapter or just the topic you need, when you need it.

How do I access *Learn2University?*

You can access *Learn2University* simply by accessing Labornet at www.labornet/dol.gov or through your Internet web browser (Microsoft Internet Explorer or Netscape Navigator).
The URL is **http://www2.stlu.com/reseller/luonline.asp?ludol** .

o click on the **Member Log-in** button located on the upper left hand side of the screen under the DOL logo.

o Once the login is displayed on the screen select your Agency listed in the drop down menu and click on the **Registered Member** button.

o Login screen will appear. Format for login is as follows:

> **User ID** LastName<space>FirstName<space>MiddleInitial
> **Password** usdol

Please follow instruction on the page. Please note that you must have supervisory approval to access the courses.

What if I need help?

Call 1-888-231-9327 during the hours of 8:00 am and 6:00 pm Central time and a *Learn2University* Customer Service Representative will be available to answer your questions. After 6:00 pm, you may leave a message and a Customer Service Representative will return your call the next business day. You may also send an e-mail message to customer service@learn2.com. You will receive a response within 24 to 48 hours. For technical or computer problems, please call your regular technical support manager or agency help desk.
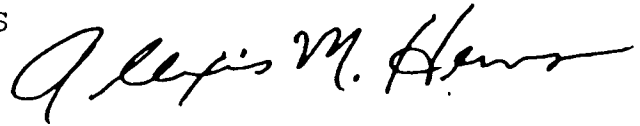
SEP 29 1999

MEMORANDUM FOR ALL DOL EMPLOYEES

FROM: ALEXIS M. HERMAN

SUBJECT: Lifelong Learning Kick-Off

As previously announced, one of my goals is to establish the Department of Labor as a Lifelong Learning Organization. When employees and supervisors view learning as a lifelong endeavor and when the organization has in place structures to support the employees' learning goals, we all benefit.

I am very pleased to announce the launching of the first major installment of our Lifelong Learning Initiative. You will soon have access to an interactive, web-based educational program, called *Learn2University*, that provides on-line courses to help enhance your technical skills in areas ranging from word processing and spreadsheets to databases and programming languages, as well as non-technical on-line courses on topics such as time management, conflict resolution, leadership and coaching. Attached is a listing of the current available courses offered by *Learn2University*, but I encourage you to keep checking the menu since new courses are continually added. In the near future, you will receive more detailed information on how to access this service and when it will be available for your use.

The second avenue to pursue Lifelong Learning that is already available for your use is the *American College Advisory Service*. This service provides you with access to expert educational advisory assistance to help you identify and pursue your undergraduate or postgraduate educational goals. It is accessible through a toll free number, 1-888-746-2227.

We have very progressive and ambitious plans for our Lifelong Learning Initiative. DOL Agencies have been working diligently to ensure that by October 1, 1999, you will have access to a computer with the lifelong learning programs and services. Our longer term goal is to provide each employee with individual desk top access.

I am excited about the excellent learning opportunities that are being made available to you and there are plans to continually increase and expand our offerings. I encourage you to support this effort and to take full advantage of these opportunities. Your continued growth and development is essential to the effectiveness of our Department for today and in the future.

Attachment

WORKING FOR AMERICA'S WORKFORCE

LEARN2UNIVERSITY.COM ON-LINE COURSES

*Offered with Text Boxes**

Office 97 Interactive
Using Word 97
Mastering Word 97
Using Excel 97
Mastering Excel 97
Using Outlook 97
Mastering Outlook 97
Mastering PowerPoint 97

Windows
Windows 98
Win 98 Timesavers
Win 98 Networking
Win 98 Internet
Windows 95

Lotus 1-2-3 97 Courses
Lotus 1-2-3 97 Introduction
Lotus 1-2-3 97 Intermediate
Lotus 1-2-3 97 Advanced
Lotus 1-2-3 97 Macros and Charts
Lotus 1-2-3 97 Special Topics

Lotus Notes 4.0

WordPerfect 8 Courses
WordPerfect 8 Introduction
WordPerfect 8 Intermediate
WordPerfect 8 Advanced
WordPerfect 8 Desktop Publishing
WordPerfect 8 Timesavers

Outlook 98 Courses
Outlook 98 - E-mailing
Outlook 98 - Scheduling

MCSE Enterprise Interactive (70-068)
Installation & Configuration
Configuring Server Resources
Managing Resources
Planning for NT Server
Internetworking NT 4 Server
Monitoring & Optimization -1
Monitoring & Optimization - 2
Troubleshooting NT 4 Server

MCSE Networking Interactive (70-058)
Networking Fundamentals
Networking Standards
Network Operations
Maintaining Networks

MCSE NT Workstation 4.0 Interactive (70-073)
Implementing NT Workstation
Supporting NT Workstation
Networking in NT Workstation

MCSE NT Server 4.0 Interactive (70-067)
Implementing Win NT Server
Supporting Win NT Server
Networking Win NT Server

MCSE IIS 4.0 Interactive (70-087)
Introduction to IIS 4.0
Component Servers of IIS
Administering Web Sites

MCSE TCP/IP with NT 4.0 Interactive (70-059)
Internetworking with TCP/IP
TCP/IP Services
Managing TCP/IP Networks

SQL Server 7.0
SQL Server–Volume 1
SQL Server–Volume 2
SQL Server–Volume 3

Access 97

Introducing the Internet

HTML Development Interactive
HTML Fundamentals
HTML Advanced Features
Dynamic HTML and VBScript

Web Development Interactive
Designing Web Pages
Designing Web Applications
ActiveX Fundamentals
Understanding Internet Security
Securing Applications on the Internet
Using Active Server Pages

Java Library Interactive
Using Packages in Java
Building GUI Applications in Java
Getting Started With Java
Implementing Java Beans
Learning Java Script

Project 98 Courses
Project 98 Introduction
Project 98 Advanced

MS Project 98 Interactive
Optimizing Projects
Scheduling & Tracking

Language Courses
English as a Second Language

Soft Skills Interactive
Listening to Lead
Leadership Situations
Relationship Strategies

Time Management

No Text Boxes Available

Office 95
Word 95
Excel 95
PowerPoint 95
Access 95
Scheduler+ 95

Office 97 Standard
Word 97
Word 97 - Special
Excel 97
Excel 97 - Special
PowerPoint 97
Outlook 97
MS Office 97

Other Applications
Publisher 97
Publisher 98
Lotus Notes Dlx. 4.5
ACT! 3.0

Soft Skills Interactive
Coaching & Counseling
Interviewing Techniques
Conflict Resolutions

FrontPage 98 Courses
FrontPage 98 Advanced
FrontPage 98 Introduction

FrontPage 97 Courses
FrontPage 97 - Introduction
FrontPage 97 - Advanced

The Internet
Internet Explorer–5.0
What is the Internet?
Internet Explorer 4.0
Communicator 4.0
Using the World Wide Web

America Online Courses
America Online–4.0

Quicken Courses
Quicken Deluxe 98
QuickBooks Pro 5.0
Quicken Deluxe 99

ACT 4.0 Courses
ACT 4.0 Introduction
ACT 4.0 Advanced
ACT 4.0 Timesavers

IIServer 4.0
IIS 4.0 Volume 2
IIS 4.0 Volume 3
IIS 4.0 Volume 5

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Mastering Word 97
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Lotus Notes 4.0

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Understanding Internet Security
Securing Applications on the Internet
Using Active Server Pages

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Using Packages in Java
Building GUI Applications in Java
Getting Started With Java
Implementing Java Beans
Learning Java Script

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FrontPage 98 Advanced
FrontPage 98 Introduction

FrontPage 97 Courses
FrontPage 97 - Introduction
FrontPage 97 - Advanced

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America Online–4.0

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Quicken Deluxe 99

ACT 4.0 Courses
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IIServer 4.0
IIS 4.0 Volume 2
IIS 4.0 Volume 3
IIS 4.0 Volume 5