



Learn Module Guide

How do I enroll in countywide training provided by Human Resources (HR) and Risk Management?

A user-friendly training deck has been created to assist employees and managers with the training enrollment process - see the attached for instructions. **We strongly encourage you to visit the training hub before you sign into CV360 for the first time.** Use the links below to access the following resources:

- **Employees** - [Employee Self-Service Training Deck \(see attachment\)](#)
- **Managers** - [Manager Self-Service Learn Training Deck \(see attachment\)](#)

How do I enroll in my department-sponsored training?

There are a limited number of participating departments in the first phase of implementation. Each participating department will make an internal announcement regarding their go-live date.

Is there a supporting training video?

The support training video for employee self-enrollment is forthcoming. Visit the CV360 Training Hub to access the video when you receive the announcement.

What are the key functional roles to ensure the Learn Module success?

Upon self-enrollment or assignment by a manager, the additional roles available to manage the module are:

CV360 Roles	Definition
Learning Administrator	Manages all learn/training and training administrative functions for all of DeKalb County – Human Resources OED Team & Risk Management Team
Learning Coordinator	Assigns courses and offerings to employees and/or create courses and offerings specific to their department; coordinates with HR and Risk Management for final course registration approval
Learning Content Developer	Creates content, questionnaires, and assessments specific to their department

What is the difference between a course and an offering?

A **course** is a class summary that highlights the training goal, key learning objectives, and costs (if applicable). An **offering** has one or more specific date options to enroll in a course.

What are the functionality highlights?

- **Electronic Self-Enrollment** – paperless process
- **Certificates** – for most training courses and accessible to both employee & manager in CV360
- **Transcripts** – includes a seven-year history imported from PeopleSoft
- **Featured Learning** – active list of current offerings; replaces monthly Training Alert
- **Announcements** – real-time announcements for Human Resources events, new trainings, etc.
- **Catalog** – available courses specific to your department, HR, and Risk Management

What are the available enrollment options?

- **Required** – mandatory training assigned to an employee by the manager, department head, Human Resources, CEO's Office, etc.
- **Voluntary** – an employee initiated voluntary request to enroll in a course offering
- **Recommended** – a training class recommended by the manager, department head, Human Resources, CEO's Office, etc.

What are the available offering types?

- **Instructor-Led (IL)** – an in-person or virtual training provided real-time
- **Self-Paced (SP)** – a learning opportunity provided to employees for completion within a specified time period at their own pace
- **Blended (BL)** – a learning that includes a combination of instructor-led and self-pace activities to earn a completion status

**Note – Until further notice, HR sponsored training will continue in a virtual environment.*

How do I log into CV360?

- If you have a County Network Account, [CLICK HERE FOR INSTRUCTIONS TO SIGN IN](#) or refer to the attached document '**CV360 Login Guidance for Users with County Network Account**'
- If you **DO NOT** have a County Network Account, [CLICK HERE FOR INSTRUCTIONS TO SIGN IN](#) or refer to the attached document '**CV360 Login Guidance for Users WITHOUT County Network Account**'

What if I need Help?

We know adjusting to a new system can be a big change, but we are here to help. If you are experiencing CV360 issues, support is available. Log a ticket in ServiceNow [CLICK HERE TO LOG A TICKET](#) or contact your Department's Learning Coordinator for assistance – see the attached list.

Where can I locate a Self-Service Kiosk/Computer in my Department?

We have provided Kiosk/Computer access in many Departments through the County. Check this list to see the locations of these computers [CLICK TO SEE COMPUTER LOCATIONS](#)

For additional information or to learn more about how to utilize CV360 to manage and track your department specific training contact us at hrtraining@dekalbcountyga.gov