Certification Program
for HR Contacts and Business Managers
Welcome!

In Training and Development we are committed to providing professional development, consulting, and assessment services to support continual improvement of effectiveness, both for the individual employee and the organization, in alignment with the University’s strategic objectives.

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HRM Training and Development is located at 304 Thomas Boyd Hall. To reach us with general inquiries about course offerings, customized solutions, and registrations, email Chynsia Jenkins at cjenski8@lsu.edu or call 225-578-8333. To fax registrations or enrollment forms, fax to 225-578-5981.
Who should enroll?
The certification program is not required; however encouraged for current and aspiring HR Contact and Business Managers, those employees identified as the department back-up to the HR Contact or Business Manager, and those employees identified as ‘next in line’ for succession purposes.

Why should I enroll?
Earning the certification demonstrates to you and your department that you commit to a high standard, and know the most current principles and core practices. With your certificate, you also will become more marketable when you compete for an internal job and raise your professional confidence among your staff and your peers.

Certification will not guarantee a salary increase or promotion. It is intended to provide knowledge and expertise in the HR field and an additional credential for an internal job search.

How long does it take?
There is no time limit to complete the programs. Courses should be completed in a manner that allows participants to learn and apply the concepts to their positions at LSU.

Program Requirements
For the HR Contact Certificate, participants complete a series of 15 credit hours in core classes and four elective courses. For the Business Manager Certificate, participants must complete 17 credit hours and four credit hours in electives. To obtain both the HR Contact and the Business Manager Certification, participants must complete the core classes for both programs and select four certification credit hours in both programs; therefore 8 total certification credit hours must be completed in obtaining both certifications.

Admissions Process
Interested candidates must receive supervisory approval prior to beginning the program and may enroll at any time. Candidates must complete a HR Contact or a Business Manager admission application and track their own progress. Once the application is submitted, the candidate will be enrolled in the certification program on Community Moodle and all program information can be accessed through PAWS/Student Services/Community Moodle/My Community Courses.

All correspondence, including application submission, should be directed to Chynsia Jenkins at cjenki8@lsu.edu; 578-8333.

Levels of Certification
Level I: Specialist Certification: Completion of all core and elective courses required for HR Contact or Business Manager Certification and less than 2 years of experience.

Level II: Master Certification: Completion of all core and elective courses required for HR Contact or Business Manager Certification and 2 or more years of experience.

Level III: Strategist Certification: Completion of all core and elective courses required for HR Contact and Business Manager Certification and 2 or more years of experience in both human resources and business operations.

**Experience: “To have experience in a role responsible for human resources and/or business operations within an LSU division, department, or college”.

The Business Manager and Human Resource Certificate Programs offer LSU Employees an opportunity to acquire core competencies to perform their job at the highest level. Employees can choose to pursue the Business Manager Certificate, the HR Contact Certificate or both.

To become certified, employees must complete the core courses in their selected program and select a minimum of four elective courses in specific areas of concentration tailored to their current duties or as part of their own professional development aspirations.
The Curriculum

LSU’s community of Business managers and Human Resource Contacts provides facilitation and support for employment functions and processes at all levels throughout the university. HR Contacts and Business Managers provide expertise according to the size of their unit and the specific duties they are assigned. A certification program has been created to provide current and aspiring HR Contacts and Business Managers with the opportunity to acquire core competencies in both Human Resources and Business Administration to perform their job at the highest level.

Three certifications are currently offered:

☑ HR Contact Certification
☑ Business Manager Certification
☑ HR Contact/ Business Manager Certification
To achieve certification for the HR Contact Certificate, participants must complete a series of **15 credit hours in core classes** and **four credit hours of elective courses**. Certification Credit Hours are indicated below in parenthesis.

### CORE COURSES:
*Participants must complete 15 credit hours from the core curriculum.*

- Add Comp (1)
- Benefits Basics for HR Contacts (1)
- Compensation Basics (1)
- Completing Form I-9 (1)
- FMLA: Family Medical Leave Act (1)
- GLS and Reporting Tools Training (2)
- Guide to Writing an Effective Job Description (1)
- Hiring Process: More Than a Gut Feeling (3)
- HR Toolkit (2)
- HRS (1)
- Leave Tracking (1)**
- Payroll Processing Procedures (1)
- Performance Management for Classified Staff Supervisors (2)
- Retirement Basics for HR Contacts (1)
- Summer Add Comp (1)

### ELECTIVE COURSES:
*Participants must complete 4 credit hours from the elective curriculum.*

- Achieving Work-Life Balance (2)
- Anger Management (1)
- Civil Service: CPTP’s State Civil Service Foundations for HR Professionals (3)
- Civil Service: Individual Differences and Diversity in the Workplace (3)
- Civil Service E-Courses [Business, Computer, or Professional Skills] (1)
- Effective Time Management (2)
- Excellence in Customer Service (1)
- Facing Everyday Challenges: Understanding Emotional Intelligence (1)
- Good People, Bad Choices: Ethics in the Workplace (1)
- Personnel Activity Reports [PAR] (1)
- Positive Discipline (1)
- Post Award Administration Training (1)
- Preventing Sexual Harassment in the Workplace (1)
- Resolving Conflict in the Workplace (1)
- Statutorily Mandated Ethics (1)
- Violence Free Workplace (1)
- Lynda.com Videos (1)

See page 13 for course registration information.
**Business Manager Certification**

To achieve certification for the Business Manager Certificate, participants must complete a series of 17 credit hours in core courses and four credit hours in electives. Certification Credit Hours are indicated below in parenthesis.

### CORE COURSES:

*Participants must complete 17 credit hours from the core curriculum.*

- ✅ AP Year-end Processing (1)
- ✅ Budget and Planning (1)
- ✅ Bursar Ops 101 (1)
- ✅ Business Manager Toolkit (2)
- ✅ GLS & Reporting Tools Training (2)
- ✅ Introduction to Sponsored Programs (1)
- ✅ Invoice Processing (1)
- ✅ LaCarte Card Program (1)
- ✅ Personnel Activity Reports [PAR] (1)
- ✅ PRO Demo- Introduction to PRO (1)
- ✅ PRO Demo- Creating Department Solicitations (1)
- ✅ PRO Demo- Creating Requisitions & PO Authorizations for Professional, Personal, and Consulting Services (1)
- ✅ Risk Management (1)
- ✅ Sponsored Program System [SPS] (1)
- ✅ Travel Expense Reimbursement (1)

### ELECTIVE COURSES:

*Participants must complete 4 credit hours from the elective curriculum.*

- ✅ Achieving Work-Life Balance (2)
- ✅ Anger Management (1)
- ✅ Civil Service E-Courses [Business, Computer, or Professional skills] (1)
- ✅ Effective Time Management (2)
- ✅ Hiring Process: More Than a Gut Feeling (3)
- ✅ Excellence in Customer Service (1)
- ✅ Facing Everyday Challenges: Understanding Emotional Intelligence (1)
- ✅ Good People, Bad Choices: Ethics in the Workplace (1)
- ✅ Performance Management for Classified Staff Supervisors (2)
- ✅ Positive Discipline (1)
- ✅ Post Award Administration Training (1)
- ✅ Preventing Sexual Harassment in the Workplace (1)
- ✅ Property/Fleet Management (1)
- ✅ Resolving Conflict in the Workplace (1)
- ✅ Statutorily Mandated Ethics (1)
- ✅ Violence Free Workplace (1)
- ✅ Lynda.com Videos (1)
Dual Certification

To achieve Dual certification, a Human Resources Contact and/or Business Manager will be expected to complete **17 credit hours of the core Business Manager courses, 15 credit hours of the core HR Contact courses and 8 credit hours of electives.** Certification Credit Hours are indicated below in parenthesis.

<table>
<thead>
<tr>
<th>CORE COURSES:</th>
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<tr>
<td><strong>Participants must complete 32 credit hours from the core curriculum; 15 core HR Contact and 17 BM.</strong></td>
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<tr>
<td>☑ Add Comp (1)</td>
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<td>☑ AP Yearend Processing (1)</td>
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<td>☑ Benefits Basics for HR Contacts (1)</td>
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<td>☑ Completing Form I-9 (1)</td>
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<td>☑ FMLA: Family Medical Leave Act (1)</td>
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<td>☑ GLS &amp; Reporting Tools Training (2)</td>
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<td>☑ Guide to Writing an Effective Job Description (1)</td>
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<td>☑ Hiring Process: More than a Gut Feeling (3)</td>
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<td>☑ HR Toolkit (2)</td>
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<td>☑ HRS (1)</td>
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<td>☑ Introduction to Sponsored Programs (1)</td>
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<td>☑ Invoice Processing (1)</td>
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<th>ELECTIVE COURSES:</th>
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<td><strong>Participants must complete 8 credit hours from the elective curriculum.</strong></td>
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<td>☑ Achieving Work-Life Balance (2)</td>
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<td>☑ Anger Management (1)</td>
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<td>☑ Civil Service: CPTP’s State Civil Service Foundations for HR Professionals (3)</td>
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<td>☑ Civil Service: Individual Differences and Diversity in the Workplace (3)</td>
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<tr>
<td>☑ Civil Service E-Courses [Business, Computer, or Professional Skills] (1-2)</td>
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<td>☑ Effective Time Management (2)</td>
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<td>☑ Excellence in Customer Service (1)</td>
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<td>☑ Facing Everyday Challenges: Understanding Emotional Intelligence (1)</td>
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Achieving Work-Life Balance  
*Certiﬁcation Credit Hours: 2  
*Course Length: 3 hours

Achieving work-life balance is the number one challenge for employees, especially those that are doing more with less. Whether juggling dual careers with family responsibilities or struggling with the need to stay connected 24/7, workers today are facing new challenges. Throughout this course, participants will have the opportunity to discuss ways to effectively balance their work-life roles.

Add Comp  
*Certiﬁcation Credit Hours: 1  
*Course Length: 2 hours

This course introduces participants to the HRS Additional Compensation approval system. Participants will learn and understand the responsibilities of the Compensation Department and be able to accurately complete and process an Add Comp in a timely manner.

Anger Management  
*Certiﬁcation Credit Hours: 1  
*Course Length: 2 hours

This course will provide participants with an overview of the anger management process, addressing those situations that produce anxiety and anger. Additionally, participants will discuss various anger management techniques.

AP Yearend Processing  
*Certiﬁcation Credit Hours: 1  
*Course Length: 1 hour

The e-course will provide an overview of fiscal year accrual procedures for direct charges and purchase order invoices, travel expense reimbursement requests and LaCarte purchases. The session will also provide examples of the forms and cost documentation necessary to accrue expenditures.

Benefits Basics for HR Contacts  
*Certiﬁcation Credit Hours: 1  
*Course Length: 3 hours

This class will cover the eligibility and enrollment of the various benefits, supplemental benefits and retirement plans at LSU. This class covers information that HR Contacts need to know to properly advise their new, current, retired and terminated employees.

Budget and Planning  
*Certiﬁcation Credit Hours: 1  
*Course Length: 2 hours

This training will cover basic Budget and Planning procedures, process and policies. The class will cover operations involved in decision making and the planning process from semester to strategic planning.

Bursar Ops 101  
*Certiﬁcation Credit Hours: 1  
*Course Length: 2 hours

This training will cover the overall responsibilities and procedures of the Office of Bursar Operations including an overview of the Advanced Billing System (ABS), the Treasury Information System (TIS), and the Perkins Student Loan Management System (SLM). The course will cover all services of Bursar Ops from student registration to student financial aid.

Business Manager Toolkit  
*Certiﬁcation Credit Hours: 2  
*Course Length: 3 hours

This course is designed as an overview of the essentials business practices and procedures for those with business manager responsibilities in their departments. Participants will gain an understanding of the components and functions of the Accounting Services department.

Civil Service: Individual Differences and Diversity in the Workplace  
*Certiﬁcation Credit Hours: 3  
*Course Length: 8 hours

This course will examine the ways we handle the individual differences among people in the workplace. Participants will learn how and why we have different perceptions about people and how those perceptions can affect teamwork and productivity in positive and negative ways. Participants will practice dealing with different dimensions of diversity in structured exercises and learn how to create a climate in which all employees’ contributions are recognized and appreciated.
Civil Service: CPTP’s State Civil Service Foundations for HR Professionals
Certification Credit Hours: 3
Course Length: 8 hours
This program is designed to provide your beginning or less-experienced HR staff with a strong basis in HR functions in the state environment. The program covers topics such as the purpose and function of the state civil service, common myths in state government, leave management and documentation standards. Program topics are broken down into four course blocks: HR Basics, HR Basics capstone, HR Specialty courses and HR Optional Resources.

Civil Service E-Courses: Business, Computer, and Professional Skills
Certification Credit Hours: 1
Course Length: 1 hour
CPTP is excited to offer professional development courses to all state employees through LEO My Training. All state employees have access to book and complete courses on a variety of professional development topics, such as: Customer Service, Stress Management, Dealing with Difficult People, Diversity, Business Writing, Grammar and Punctuation, Project Management, Stress Management, Microsoft Office, Lotus, and Adobe.

Compensation Basics
Certification Credit Hours: 1
Course Length: 2 hours
This course is an overview of the basics of compensation at LSU including job descriptions and job titles, filling positions and setting salary levels for academic, professional and classified jobs, and pay adjustments for these jobs. Also, there is a brief discussion on overtime, additional compensation, and filling temporary staff needs.

Completing Form I-9
Certification Credit Hours: 1
Course Length: 2 hours
This class covers how to complete Form I-9 for all employees including international employees with permanent residency cards, H1-B, J-1 and other common types of work authorization visas.

Effective Time Management
Certification Credit Hours: 2
Course Length: 3 hours
When it comes to time management, do you put off more today than you could ever accomplish tomorrow? Are you having a tough time prioritizing tasks when everything seems urgent? Are you exhausted by 4:00 p.m. with only a fraction of your work done? If you're doing more and enjoying it less, it's time to get out of the time trap and back to productivity through effective time management! This workshop gives practical techniques for controlling time and making it a manageable resource.

Excellence in Customer Service
Certification Credit Hours: 1
Course Length: 2 hours
This program provides participants with strategies and skills that will help them make the most of their day-to-day interactions with people who receive their services, both inside and outside of the university.

Facing Everyday Challenges: Understanding Emotional Intelligence
Certification Credit Hours: 1
Course Length: 3 hours
Find out how to manage strong emotions positively and actually use emotions as a source of energy, information, creativity, and connection. After this course, you will be able to define emotional intelligence (EQ) and recognize the value of it in your work and personal life; Identify the four core EQ skills; Assess your own emotional intelligence to identify current EQ strengths and development opportunities; Identify ways to exercise and develop emotional intelligence; and Develop an action plan for increasing your emotional intelligence.

FMLA: Family Medical Leave
Certification Credit Hours: 1
Course Length: 2 hours
This session covers information regarding the 1993 Federal law and the University policy on family medical leave. In addition, it covers who is responsible for each step in the process of documenting approved FMLA leave.

GLS and Reporting Tools Training
Certification Credit Hours: 2
Course Length: 3 hours
This class covers basic inquiries into the General Ledger System, how to load transaction entries, governmental accounting terminology and deciphering monthly ledger printouts. This interactive class also covers how to use the PAWS Reporting Tools function to generate financial reports. Participants will learn the fundamentals of Reporting Tools, such
as how to download financial data using the different reports available, how to read the reports, how to gain access to reports, and how to print and manipulate the html and excel downloads.

**Good People, Bad Choices: Ethics in the Workplace**
*Certification Credit Hours: 1  
Course Length: 3 hours*

Ethical conduct by all employees is essential for an organization to succeed and prosper. The main objective of this session is to create awareness of ethical issues and to ensure that participants know the ethical course of action to take on the job. By the time this session is over, supervisors and managers should be able to recognize the importance of business ethics, identify ethical problems on the job, and make ethical decisions. Please note that this course will not focus on the law and LSU ethics policy. To learn about our code of ethics, you must take the yearly statutorily mandated ethics course. Please visit the Board of Ethics course on their website: [http://www.ethics.state.la.us/](http://www.ethics.state.la.us/)

**Guide to Writing an Effective Job Descriptions**
*Certification Credit Hours: 1  
Course Length: 2 hours*

Learn how to write an effective job description, understand why an effective job description is important, when a updated job description is required, and what key components should be included. Training includes practice exercises that will allow you to receive advice and guidance from Compensation experts.

**Hiring Process: More than a Gut Feeling**
*Certification Credit Hours: 3  
Course Length: 3 hours*

This course promotes improved employment practices and hiring decisions made at LSU. This class reviews the entire hiring process, from reviewing the job description, to advertising the position, to job interviewing and selection, and also discusses the legal issues of hiring. The training includes exercises that will allow you to practice the interviewing process and develop your own questions.

**HR Toolkit**
*Certification Credit Hours: 2  
Course Length: 2 hours*

This course is designed as an overview of the essential human resource practices and procedures for those with HR responsibilities in their departments. Participants will gain an understanding of the components and functions of the HRM department.

**HRS**
*Certification Credit Hours: 1  
Course Length: 2 hours*

This modular training will provide an overview of HRS for all categories of employees and all types of personnel actions. Participants will learn the following functions: appointment, change in source of funds, budget adjustments, and change in percent of effort, retirement, separation and more.

**Introduction to Sponsored Programs**
*Certification Credit Hours: 1  
Course Length: 1.5 hours*

This class is intended to assist faculty and staff with a basic understanding of sponsored programs, from both a PI and departmental perspective. The class will provide fundamental guidance regarding sponsored programs including review of basic LSU policy, Federal policy, proposal preparation, budget preparation, proposal routing, review, approval and submission as well as award and post-award procedures conducted by the Office of Sponsored Programs.

**Invoice Processing**
*Certification Credit Hours: 1  
Course Length: 2 hours*

This session will review procedures for notifying the Accounts Payable (AP) department of merchandise and services received against purchase orders. Various AP forms and procedures will be reviewed, including those to be used to process payments for professional and personal services rendered when the contractor does not provide an invoice.

**LaCarte Card Program**
*Certification Credit Hours: 1  
Course Length: 2 hours*

This class is intended to provide general information and updates on the LaCarte Purchasing Program. We address special issues and needs of card holders. Cards are not distributed at this class.

**Leave Tracking**
*Certification Credit Hours: 1  
Course Length: 1 hour*

This interactive program provides the leave keeper with instructions to account, balance, and report leave on all categories of employees. Participants will also receive instruction on the "how-to's" of making
leave adjustments.

**Lynda.com Videos**
*Certification Credit Hours: 1*
*Course Length: Varies*
Lynda.com is an online learning company that helps anyone learn software, technology, design, and business skills to achieve their personal and professional goals. Lynda.com offers a vast library of high quality, current, and engaging video tutorials. Instill self-confidence and unlock a sense of accomplishment in yourself by learning through Lynda.com.

**Payroll Processing Procedures**
*Certification Credit Hours: 1*
*Course Length: 2 hours*
This program is intended to provide departmental personnel with an overview of payroll processing procedures. It includes information on student eligibility, employment documents and the various pay types used by the university. It also includes instruction on the Employee Time and Attendance (ETA) system, which is an on-line method of entering employee work and leave time data.

**Performance Management for Classified Staff Supervisors**
*Certification Credit Hours: 2*
*Course Length: 3 hours*
This class is specifically designed for Classified Staff Supervisors. Organizations need to create a culture where coaching and feedback occurs as a routine part of each work day. This program provides managerial techniques to accomplish this and also incorporate the University’s policy and procedure regarding performance evaluations for classified employees (PS-39) and Act No. 377.

**Personnel Activity Reports (PAR)**
*Certification Credit Hours: 1*
*Course Length: 1.5 hours*
This program is intended to assist departmental personnel with the PAR processing by providing an in-depth presentation for understanding the dual purpose of a PAR form (i.e., the certification of the employee's workload distribution and the documentation of cost sharing).

**Positive Discipline**
*Certification Credit Hours: 1*
*Course Length: 2 hours*
A positive discipline system is comprised of a series of steps taken to improve performance and/or conduct. It not only replaces punishment (i.e., suspension, demotion, sanctions) with employee reaffirmation of commitment, but also emphasizes personal responsibility and decision making.

**Post Award Administration Training**
*Certification Credit Hours: 1*
*Course Length: 2 hours*
This program is intended to assist departmental personnel and principal investigators with Post Award administration by providing an overview of administering sponsored projects.

**PRO Demo – Introduction to PRO**
*Certification Credit Hours: 1*
*Course length: 1.5 hours*
This demonstration will go over creating requisitions and releasing them to the Purchasing Office, creating receiving reports and releasing them to Accounts Payable, creating Purchase Order Alterations, and using the PAWS Workspace. This course is a prerequisite to Personal Professional Consulting Services demonstration and Creating Department Solicitation.

**PRO Demo – Creating Requisitions & PO Authorizations for Professional, Personal, and Consulting Services**
*Certification Credit Hours: 1*
*Course length: 1.5 hours*
The demonstration will go over creating a Personal, Professional, and Consulting Services requisition and creating authorizations to pay.

**PRO Demo – Creating Department Solicitations**
*Certification Credit Hours: 1*
*Course length: 1 hour*
The demonstration will go over how to create a department solicitation, enter bids from vendors, set award flags, and release the awards to the Purchasing Office.

**Preventing Sexual Harassment in the Workplace**
*Certification Credit Hours: 1*
*Course Length: 2 hours*
This e-course provides information and scenarios regarding how sexual harassment issues impact the University and its faculty, how to partner effectively with Human Resources regarding the investigative process, and strategies that encourage the reporting of sexual harassment.
Property/Fleet Management
Certification Credit Hours: 1
Course Length: 2 hours
The course is designed for the property and fleet custodians who are primarily responsible for the moveable property inventory for their department as well as all employees’ responsibilities when it comes to handling state property. It will include an overview of compliance guidelines at the University and state level for both property and fleet that each department is responsible for as well as an overview of the forms that require completion prior to any disposition of equipment. It will also include a demonstration and tips for utilizing the ERI mainframe database.

Resolving Conflict in the Workplace
Certification Credit Hours: 1
Course Length: 2 hours
In this course, participants will learn how to target emotional triggers that create conflict and apply proven techniques to build an environment of cooperation. You will gain the skills to anticipate the causes of conflict and respond proactively, remove barriers to cooperation, and create positive outcomes based on mutual respect and commitment to ongoing collaboration. You learn to embrace conflict as an opportunity for team and organizational growth.

Retirement Basics for HR Contacts
Certification Credit Hours: 1
Course Length: 2 hours
The focus of this class will be to provide HR Contacts and Business Managers with foundational knowledge of the different retirement procedures that affect their current employees, prospective employees, and department procedures.

Risk Management
Certification Credit Hours: 1
Course Length: 2 hours
This class will provide an overview of the policies and procedures regarding the administration of the University’s Risk Management and insurance programs. This training will cover general insurance information, general liability, auto and property insurance, glass breakage, workers compensation, and student trip travel insurance.

Sponsored Programs System (SPS)
Certification Credit Hours: 1
Course Length: 1 hour
This class is intended to assist faculty and staff with an understanding of the Sponsored Programs System (SPS), from both a PI and departmental perspective. The class will provide instruction on how to navigate the system, load proposal information, upload attachments and route proposals. Upon completion, participants should have a complete understanding of how to use SPS.

Statutorily Mandated Ethics
Certification Credit Hours: 1
Course Length: 2 hours
Available on web and in classroom
All state employees are mandated to complete a yearly e-course on ethics and the Board of Ethics. This training can be found on the Board of Ethics website, and employees should keep the certificate as proof of completion or give it to their HR Contact to file it in their employee file. The training provides a general overview of the provisions of the Code of Governmental Ethics as it applies to public servants, including the role of the Board of Ethics, and the appeal process.

Summer Add Comp
Certification Credit Hours: 1
Course Length: 2 hours
Learn the formula for research in the summer. If you have an employee who teaches, does research or both, you need to attend this yearly workshop. Bring your calculator to practice the formulas and bring your questions to ask the Compensation experts!

Travel Expense Reimbursement Requests
Certification Credit Hours: 1
Course length: 2 hours
This session covers basic travel guidelines, with emphasis placed on contracted travel agencies, contract fares vs. lowest logical fares, and maximum amounts allowed for lodging, meals, and car rentals. The procedures governing special meals and the proper completion of the travel expense voucher will also be covered.

Violence Free Workplace
Certification Credit Hours: 1
Course Length: 2 hours
This session teaches the vital skills needed to defuse disruptive employees, students, or visitors to reduce the chance of verbal assault and physical violence in the workplace. Participants will learn how to recognize and head off a potentially violent encounter and how to turn a negative situation into a positive one.
In order for LSU employees to perform their job at the highest level, they must have access to the highest level of professional development training and resources. Through the HR Contact and Business Manager Certification Program, participants not only have access to LSU training resources but are also provided with the opportunity to take training classes offered by Louisiana State Civil Service. Civil Service offers a variety of instructor-led and online courses that participants are encouraged to complete.

Registration processes are different for LSU’s HRM training programs and Civil Service training programs. Participants must take different steps and access different websites when registering for training courses. Registration information and directions for Civil Service training programs and HRM training programs are provided below.

**Civil Service Training Programs**

**How to View and Register for Civil Service Programs:**

2. Click on ‘Comprehensive Public Training Program (CPTP)’ under “Quick Links”
3. Click on ‘CPTP Course Schedule’ (excel spreadsheet will open)
4. Select Baton Rouge from the ‘Course Location’ drop down box
5. Select class and date
6. Email your Training Coordinator, Chynsia Jenkins with your selected class and date at cjenki8@lsu.edu
7. Confirmation e-mail will be sent with registration information and instruction manual

**How to View and Register for Civil Service E-course:**

To register and complete an online course you must login to Louisiana Employees Online (LEO) using your unique ID/H-number. To receive your H-number email Chynsia Jenkins at cjenki8@lsu.edu.

Visit [https://leo.doa.louisiana.gov](https://leo.doa.louisiana.gov)

1. To log into LEO for the first time click on First Time User and follow the prompts to set up a password and security questions.
2. Your User ID will be your unique H Number: Please save this ID number.
3. To find e-course catalog: Click on My Training tab> Training> Comprehensive Public Training Program in Course Catalog> CPTP web courses> Web Courses
Register for an E-Course

1. Go to My Training tab, in your Navigation pane on the left, look for links under Course Catalog. Click the Comprehensive Public Training Program link.
2. Click CPTP Web Courses
3. Choose which class you would like to attend first. Click on the course.
4. Click Book this Course.
5. Click OK at “Do you want to book this course?”
6. Verify screen displays message, “Participation was successfully booked”
7. Click Start Course Now. The course will open in a separate window.
8. Verify you have completed all course requirements necessary to receive credit.
9. Click Exit or Close Course to leave the course.
10. Click OK at “Do you really want to exit the course?” pop box or Click YES at “Are you sure you want to exit?” message. Note: The course will close and the web-based training screen will be displayed.
11. Verify screen displays message “Your participation in this course has been completed.”

View Training Transcript

Training certificates are not available. Instead your training history is available on your Training Transcript. Be sure to allow up to two weeks for credit from instructor-led training to appear. To view a report that includes all courses completed in LSO and previously completed CPTP courses or programs:

1. Click Reports tab under My Training
2. Your Training Transcript will display on the right side of your page

Note: As additional courses or programs are completed, this report will automatically update with the additional information.

HRM Training Programs

How to View and Register for HRM Training Programs:

1. Log in to MyLSU
2. Click on ‘Employee Resources’
3. Click on ‘HRM Training Programs’
4. Validate your personal information
5. Click on ‘Training Programs’
6. Check selected class/date
7. Click ‘Register’

You will immediately receive an email confirmation of the registered course.
Is the Certification required for current HR Contacts and/or Business Managers?
The certification program is not required; however, encouraged for HR Contacts and/or Business Managers, those employees identified as the department back-up to the HR Contact/Business Manager, and those employees identified as ‘next in line’ for succession purposes.

How long do I have to complete the program?
Core and elective courses can be completed and your own pace.

Does one need the HR Contact/Business Manager Certification to apply for an LSU HR and/or Business Manager job?
No, certification is not required to apply for an LSU HR and/or Business Manager job, but it would be an additional credential on a resume.

Will completing the HR Contact/Business Manager Certification guarantee a salary increase or promotion?
Certification will not guarantee a raise or a promotion, but it will indicate to others a serious interest in your career. Participants will gain a broader and more coherent knowledge base about human resource administration and business management.

How do I find the schedule of courses?
The schedule of courses can be found in MyLSU, under Employee Resources, under HRM Training Programs. After ‘validating’ your information, the courses are listed with dates, times, and description under the Training Programs tab.

The HR Toolkit/Business Manager Toolkit course is not currently being offered, do I have to wait to take the other courses for the certification?
No. The HR Toolkit/Business Manager Toolkit is no longer a prerequisite for the certification program, but now considered a core course. However, it is considered a prerequisite for new HR Contacts/Business Managers.

If I want to obtain both the HR Contact and the Business Manager Certification, how many certification credit hours of electives do I need?
Four certification credit hours of electives are required for the HR Contact Certification and another four certification credit hours are required for the Business Manager Certification; therefore, 8 total certification credit hours must be completed if obtaining both certifications.

Any course that is part of both curriculums can only be counted for credit once. For example, GLS Training is a required course in the Business Manager Certification, but is also an elective in the HR Contact Certification. GLS would not count as both a core and an elective. GLS would count as core course only in the Dual Certification Program.

I have already completed one, or more, of the core and elective courses. Do I need to take them again?
Core and elective courses completed within the past 12 months from the enrollment date will be credited toward certification.

One, or more, of the core courses are not relevant to my job. Can a substitution be made?
Because the program has been created to provide current HR Contacts and/or Business Managers with the opportunity to acquire core competencies to perform their job at the highest level, substitutions are not encouraged. Petitions to deviate from the requirements must be submitted in writing to HRM Training and Development for consideration.

What exceptions can be made based on my level of expertise and experience in a particular subject matter?
The advisory board recognizes that each person enrolling into the certificate program will have a diversity of experience and expertise in the subject matter of each class in the program. However, the board chose not to have a testing out option to ensure that each participant has been presented with the most updated information in each subject upon
graduation. In addition, this consistency in the curriculum will ensure that each graduate will have the same core competencies upon completion.

Petitions to deviate from the requirements must be submitted in writing to HRM Training and Development for consideration. The only exception is Leave Tracking in the HR Contact Certificate Program. If you have two or more years of experience with administering leave, you may elect not to take this class.

How do I submit my candidacy for graduation?

In order to submit your candidacy for graduation, record your completion dates in the transcript template found in our Community Moodle site. Send the completed transcript to HRM Training and Development for review via e-mail or campus mail. Upon receipt of your transcript, HRM Training and Development will review the transcript for accuracy and schedule you for the first available graduation date (Fall or Spring).

How can I sign up for web courses instead of instructor led classes?

AP Year End Processing is available on the Accounts Payable and Travel website. Look for the link that says ‘Online Training.’

Statutorily Mandated Ethics is a one hour e-course found on the Board of Ethics website. (www.ethics.state.la.us)

You can now take e-courses through LEO, Civil Service’s website. Contact Chynsia Jenkins for your LEO login.

What are “other approved” courses?

You may see another course that is not part of your certificate program that would apply to your position or future career opportunities. This course may be approved as an elective course in your program. Contact HRM Training and Development to receive approval.

I can’t see my e-courses on my transcript in myLSU.

The myLSU transcript only records attendance for instructor led courses that are scheduled through the myLSU HRM Training site. You are responsible for tracking your own attendance in the program. You should use the transcripts available on our Community Moodle site to record the completion date of your e-courses.

What happens after I graduate?

To maintain your certification, you will be required to continue your education on a yearly basis. You will be required to obtain one credit hour a year to stay fresh and abreast of the latest information in your field. The credit hour may be a core or an elective course. We will add new courses each year so you will have new classes to choose from.

How do I register for classes that are “available upon request?”

There are a few courses, like Leave Tracking, that are available upon request rather than scheduled on a regular basis. Contact HRM Training and Development if interested in taking one of these courses. Please note that these are not necessarily individual trainings and you may be put on a wait list until enough people request it to justify scheduling a training session.

Who do I contact if I have questions about the program?

Chynsia Jenkins is the Training and Development Coordinator. She can be reached at 225-578-8333 or via e-mail, cjenki8@lsu.edu
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Can I drop out of the Dual Certification and complete my Business Manager and HR Contact Certificate separately?
Yes, but please note that you will not be eligible for the Strategist Certificate, which is the highest level of diploma. The Strategist certificate will receive special recognition during the graduation ceremony. If you signed up for the Dual Certification, the default status is to graduate after completing both curriculums. If you want to graduate separately in each program, you must alert Training and Development to change your graduation status.

Levels of Certification
Upon graduation you will receive a level of certification based on your years of experience. There are three levels of certification. The options are:

☑ Level I: Specialist Certification: Completion of all core and elective courses required for HR Contact or Business Manager Certification and less than 2 years of experience.

☑ Level II: Master Certification: Completion of all core and elective courses required for HR Contact or Business Manager Certification and 2 or more years of experience.

☑ Level III: Strategist Certification: Completion of all core and elective courses required for HR Contact and Business Manager Certification and 2 or more years of experience in both human resources and business operations.

Graduation FAQs
How do I submit my candidacy for graduation?
In order to submit your candidacy for graduation, record your completion dates in the transcript template found in our Community Moodle site. Send the completed transcript to HRM Training and Development for review via e-mail or campus mail. Upon receipt of your transcript, HRM Training and Development will review the transcript for accuracy and schedule you for the first available graduation date (Fall or Spring).

What happens after I graduate?
To maintain your certification, you will be required to continue your education on a yearly basis. You will be required to obtain one credit hour a year to stay fresh and abreast of the latest information in your field. The credit hour may be a core or an elective course. We will add new courses each year so you will have new classes to choose from.

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QUESTIONS?
Contact Chynsia Jenkins
cjenki8@lsu.edu
578–8333
Transcripts and Applications

**Transcripts**

Keep track of your certificate progress by filling out your transcript as you complete your courses. Print out or download the appropriate transcript and record the dates of completed courses. Be sure to save a copy for your own records. The following pages contain transcripts for the:

- Business Manager Certificate;
- Human Resource Contact Certificate; and
- Dual Certificate.

NOTE: Transcripts can also be found on the Training and Development website as well as on the Certificate Program Moodle page.

**Application**

To enroll in the program, candidates must complete a HR Contact, Business Manager, or Dual admission application and track their own progress via transcript.

The application for enrollment is found on page 21 of this guide. Additionally, an electronic PDF version of the application can be accessed on the HRM Training and Development website and Certification Program Moodle site. **Electronic applications should be submitted to Chynsia Jenkins via email at cjenki8@lsu.edu.**
HR Contact Certification Transcript

Name: ________________________________

Please use this transcript to track your progress. Submit to HRM Training & Development as documentation to be a candidate for the HR Contact Certification.
Name: ________________________________

Please use this transcript to track your progress. Submit to HRM Training & Development as documentation to be a candidate for the Business Manager and HR Contact Certification.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>Business Manager Certificate Program</th>
<th>Credit Hours</th>
<th>Date Completed</th>
<th>HR Contact Certification Program</th>
<th>Credit Hours</th>
<th>Date Completed</th>
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<td>Compensation Basics</td>
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<td>GLS &amp; Reporting Tools*</td>
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<td>Hiring Process: More than a Gut Feeling**</td>
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<td>Introduction to Sponsored Programs</td>
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<td>HRS Module ***</td>
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<td>Payroll Processing Procedures</td>
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<td>Post Award Administration</td>
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<td></td>
<td>Performance Management for Classified Staff Supervisors</td>
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<td>PRO Demo- Introduction to PRO</td>
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<td>Retirement Basics for HR Contacts</td>
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<td>PRO Demo- Creating Department Solicitations</td>
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<td>Summer Add Comp</td>
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<td>PRO Demo- Creating Requisitions and PO Authorizations for Professional, Personal, and Consulting Services</td>
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<td>Guide to Writing an Effective Job Description</td>
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<td>Risk Management</td>
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<td>Travel Expense Reimbursement</td>
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</table>

| Total BM Credit Hours | 17 |

| Total HR Credit Hours | 15 |

To be considered as a candidate for the Dual Certificate, you must have completed 17 credit hours of the Business Manager program and 15 hours of the HR Contact Program for a total of 32 credit hours.
Elective Courses
To complete the Dual Certification, you must complete 8 credit hours of elective courses from the list below.

<table>
<thead>
<tr>
<th>Civil Service Courses</th>
<th>Financial &amp; Accounting Services Courses</th>
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<tbody>
<tr>
<td>CPTP: Individual Differences and Diversity in the Workplace</td>
<td>Property &amp; Fleet Administration</td>
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<td>CPTP: CPTP’s State Civil Service Foundations for HR Professionals (web)</td>
<td>Office of Sponsored Programs</td>
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<td></td>
<td>Sponsored Programs: New Developments &amp; Important Reminders</td>
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<td>Total Elective Credit Hours 8</td>
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<tr>
<th>Civil Service E-Courses</th>
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<tbody>
<tr>
<td>Business, Professional, or Computer Skills Course *****</td>
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<th>Employee Relations Courses</th>
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<td>Positive Discipline</td>
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<tr>
<td>Preventing Sexual Harassment in the Workplace and Title IX</td>
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<td>Violence Free Workplace</td>
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<th>Other Courses</th>
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<td>Statutorily Mandated Ethics</td>
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<tr>
<td>Other Approved Courses</td>
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<tr>
<td>Lynda.com Videos</td>
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<tr>
<th>LSU Training &amp; Development Courses</th>
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<tr>
<td>Achieving Work Life Balance</td>
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<td>Anger Management</td>
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<td>Excellence in Customer Service</td>
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<tr>
<td>Effective Time Management</td>
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<tr>
<td>Facing Everyday Challenges: Understanding Emotional Intelligence</td>
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<td>Good People, Bad Choices: Ethics in the Workplace</td>
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<tr>
<td>Resolving Conflict in the Workplace</td>
</tr>
</tbody>
</table>

NOTES:
*It is not required to take GLS & Reporting Tools twice to satisfy the requirement in both curriculums.

** Employment Hiring Procedures can substitute for Hiring Process: More than a Gut Feeling

*** Attendance at just one module satisfies the requirement for HRS

**** Leave Tracking is not required as a core course if the candidate has been using LVT for one or more years. Please be prepared to submit a justification.

***** Participants may take up to two Civil Service E-Courses to use towards elective credits for the Dual certificate.
HR Contact/Business Manager Certification Application

Check One:

☐ HR Contact Certification

☐ Business Manager Certification

☐ Dual Certification: HR Contact/Business Manager Certification

Name: ________________________________________________________________

Department: ___________________________________________________________

Title: _________________________________________________________________

Email: ___________________________ Campus Phone: _______________

Campus Address: ______________________________________________________

Supervisor’s Name: ___________________________________________________

Supervisor’s Title: _____________________________________________________

I understand that to become certified I must complete all core courses, including the Toolkit course(s), and complete a minimum of four certification credit hours of elective courses/programs. Certification will not guarantee a salary increase or promotion.

Signature: ___________________________ Date: ___________________________

Supervisor Signature: ___________________________ Date: ___________________