

## Verifying Completions of Mandatory Courses

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Training courses deemed mandatory for all health care employees by legislation or policy are available through the Shared Health Learning Management System (LMS). When an employee completes a training course through the LMS, the system automatically records the course completion. At sites where mandatory courses are provided as in-class sessions, course completions are manually entered into the LMS by the trainer.

Twice per month, mandatory course completion data is uploaded from the LMS to SAP. Training completions from January 1, 2023 onwards are captured in SAP, enabling Shared Health/WRHA to provide reporting as needed. This also supports Org Chiefs in managing the requirements of their staff.

On a quarterly basis, emails are sent to Org Chiefs and their Org Chief “one ups” to identify employees who need to do one or more of the following:

- Complete foundational training course(s) as part of their requirements as a new hire and/or
- Submit required security check(s) as a condition of hire
- Complete a renewal of certain mandatory training courses as required by legislation or policy

**If you receive a report that shows training courses as not completed and you have reason to believe otherwise, take the following steps:**

**1. Check the date of the report.**

Information on training completions is pulled from the Shared Health Learning Management System (LMS) and uploaded into SAP twice a month: on the 1<sup>st</sup> and the 15<sup>th</sup> or the following business day if an upload date falls on a weekend or stat holiday.

If the course was very recently completed, check SAP using T-code [ZHR Qualif](#) after the next upload date.

**2. Ask the employee to check their LMS account to ensure it reflects their SAP Person ID number exactly as required by the LMS.**

If the SAP Person ID number is not included in the employee’s LMS account – or if it was not entered exactly as specified – training completions will not be captured in SAP.

The LMS requires the SAP Person ID to be entered as an eight-digit number. If necessary, zeroes must be added to the beginning of the number to create eight digits.

New employees can find full instructions on setting up an LMS account, including entering the SAP Person ID number, in the [Shared Health LMS Frequently Asked Questions](#). For information limited to the SAP Person ID number, see the [Adding SAP ID Quick Reference Guide](#).

Once the SAP Person ID is added or corrected in the LMS, mandatory training completions as of January 1, 2023 will be available in SAP after the next sched

**3. Ask the employee to check their Learning History tab in their LMS account.**

*Is the course showing as completed?*

If the course is showing as incomplete or is absent from the Learning History tab and the employee declares it was completed, you can contact the Computer Training Services (CTS) team for investigation.

*When was the course completed?*

If the course was completed prior to January 1, 2023 and the employee's SAP Person ID number was only recently added to their LMS account, contact the CTS group for follow-up. The CTS group will verify the course completion and submit a request to have the SAP record updated.

*Contacting CTS*

Contact CTS via the Service Desk by calling 204-980-8500 or 1-866-999-9698 or sending an email to [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca) with ATTN: CTS in the subject line. Provide the employee's name, SAP Person ID number, course name(s), and any other relevant information.

**4. Follow up with the site educator or site HR if the course was completed in an in-class session.**