Training Request & Enrollment FAQs

Q. Can all Empower AI employees use LearnSpectrum?

Yes. LearnSpectrum is available to all employees. As a full spectrum managed learning services provider, LearnSpectrum can save Empower AI thousands of dollars a year on training related expenses - not just in the hard costs, but in labor costs resulting from time saved as well, since LearnSpectrum takes care of sourcing the right training for our employees. If you are new to LearnSpectrum and have questions, feel free to contact your HR personnel or the Learning Administration team for support.

Q. How do I request approval for my training enrollment?

Using the customized microsite, enter the data for the requested course. The form will open with all the fields you need to submit for registration. Note: You will need to know the name of your direct supervisor, division manager and the charge code to charge for training.

Q. What if I don't know the project code for training?

You may leave this field blank if you do not know it and LearnSpectrum will request it from the managers. However, it is recommended you try to find the information out to not delay registration.

Q. How is training paid for?

Training budgets come from your operating unit. All approvals for any training related expenses will also come from your direct supervisor and your division manager. All training project codes will be provided by your manager division manager.

Q. How is training approved if there is not a training budget and my operation does not have a training fund?

A. All training funds come from the operation level. If you need training talk with your management team to find out how it will be funded.

R. How long does the training approval process take?

A. The approval process beings immediately upon submission of a registration request. An email will be sent to the direct supervisor and budget approver simultaneously, asking them to respond with their approvals. If LearnSpectrum has not received all approvals back with 48 -72 hours, they will reach out to managers directly.

S. Can I use LearnSpectrum for personal training?

A. Yes. LearnSpectrum extends their discount to all our employees as well. If you are interested in taking a course for personal / career development indicate so in the comments field. LearnSpectrum will contact you directly regarding payment methods and procedures. Typically, employees will pay with a personal credit card.

T. Can I use LearnSpectrum for tuition reimbursement?

A. No. Requests covered under our tuition reimbursement program must be processed through our standard process.

U. Can our sub-contractors use LearnSpectrum?

A. Yes. Subcontractors may use the LearnSpectrum services as well. They need to contact our account representative directly.

V. Can LearnSpectrum coordinate a private offering for our project?

A. Yes. If your project has a need for a private offering (several employees needing the same training at the same time) enter the data in the portal and add a comment regarding the number of employees. LearnSpectrum will contact you regarding the

event. Note that most private offerings require a minimum of 8-10 students.

Q. What do I do if I need to cancel or reschedule my training?

A. Training requests can be canceled or rescheduled by contacting LearnSpectrum directly, but the training providers' cancelation policies may still apply. LearnSpectrum will work with their partners to reduce the impact of late cancelations when possible. However, no-shows will receive the full charge for the training.

R. How will my training get credited to my transcripts in our LMS?

A. Employees will be able to upload any external training they take in our LMS directly.

S. How do I submit my professional certifications?

A. Employees will be able to upload any professional certifications directly into our LMS directly.

T. How do I pay for the training?

A. Follow our standard procedure.

U. What are SEUs?

A. SEU stands for Spectrum Education Unit. LearnSpectrum has a program that acts like a credit system. If you have training dollars left at the end of the year, you can purchase SEUs from LearnSpectrum to apply to future training enrollments. Unlike vouchers or learning credits from training providers, LearnSpectrum SEUs do not expire. It is important to work with your division finance staff to ensure proper reporting of the funds used.

V. How do I purchase SEUs?

A. If you are interested in purchasing SEUs for your division/operation contact our LearnSpectrum Client Success Consultant at empower_ai@learnspectrum.com.