Training Request & Enrollment FAQs

Q. Can all Noblis employees use LearnSpectrum?

Yes. LearnSpectrum is available to all employees. If you are new to LearnSpectrum and have questions, feel free to contact your Learning Administration team for support at LDC@noblis.org.

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

After you receive a quote, consult your manager on the funding approval process for your area. See document, Sourcing *Training Through LearnSpectrum,* on the KNOW for more details.

Q. How long does the training approval process take?

This will vary based on your area. Please consult your manager for guidance.

Q. How is training paid for?

Training budgets come from your business area. All training project codes will be provided by your division manager. To purchase/secure training you will need an approved purchase requisition. See document, *How to Complete the LearnSpectrum Purchase Requisition,* on the KNOW for more details.

Q. Can I use LearnSpectrum for tuition reimbursement?

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

Q. Can our sub-contractors use LearnSpectrum?

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

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

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 microsite 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?

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.

Q. How do I update my certifications?

Employees are able to update certifications earned through training by going to the Pay, Performance, and Career Portal. Select licenses from the menu and add a new license.

Q. What are SEUs?

SEU stands for Spectrum Education Unit. LearnSpectrum has a program that acts like a pre-paid 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.

Q. How do I purchase SEUs?

If you are interested in purchasing SEUs for your division/business area, contact our LearnSpectrum Client Success Consultant at noblis@learnspectrum.com.