GDMS - LearnSpectrum Pilot FAQ

1. **What type of training requests can go through LearnSpectrum?**
   LearnSpectrum accommodates any training request except those for compliance requirements or coaching. Requests for coaching and compliance-related training should be submitted directly to L&OD using the External Supplier Request form.

2. **I need to request training but do not need the training until Q3. Should I submit my request through LearnSpectrum?**
   Yes – During the pilot, LearnSpectrum will accept training request submissions from 4/1/2025 to 6/30/2025 for any training needs to occur in Q2 and Q3. Training delivered in Q3 must be completed by 9/30/2025.

3. **Does LearnSpectrum assist with group training requests?**
   Yes – LearnSpectrum assists with public and private booking requests for groups of 6 or more participants. Group requests are invoiced separately, and the training costs will be charged back to each participating employee's department.

4. **Does LearnSpectrum assist with individual training requests?**
   Yes – LearnSpectrum assists with booking requests for 5 or fewer participants. Individual requests will be paid for via the training requestor's corporate AMEX.

5. **Is my training approved by my manager?**
   For individual training requests, LearnSpectrum will obtain your manager's approval via email with a link to the LearnSpectrum enrollment page within 2-3 business days before you can register for the training. For group training requests, it is understood that you already have approval to register the group when you submit the initial request.

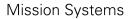6. **What if I need to cancel or reschedule my training?**
   Training requests can be canceled or rescheduled by contacting LearnSpectrum directly. However, the training providers' cancelation policies may still apply. LearnSpectrum will work with their partners to reduce the impact of late cancelations when possible. No-shows will still be charged 100% of the training cost.

7. **How will my training completion be recorded?**
   For individual training completions, please refer to the attached guide: Entering External Training. For group training, LearnSpectrum will send the completed roster to the GDMS L&OD team, who will record the training completion.

8. **What if LearnSpectrum does not have a partner (training supplier) for the training I need?**

Have any questions? Contact the GDMS LearnSpectrum account representative Tara Adams at 703.200.1080 or via GDMS@learnspectrum.com.

If LearnSpectrum is unable to source your requested training, please fill out the External Supplier Request Form through L&OD on the Hub.