

Virtual Telework Training Tip Sheet

1. How do I access the virtual telework training?

The following link can be used to access the Telework Fundamentals trainings on Telework.gov: <https://www.telework.gov/training-resources/telework-training/virtual-telework-fundamentals-training-courses/>

2. What web browser should I use to access the virtual telework training?

Some users report the course works best in the Google Chrome browser. We recommend attempting to complete the course in this browser.

3. I am having other technical issues, what should I do?

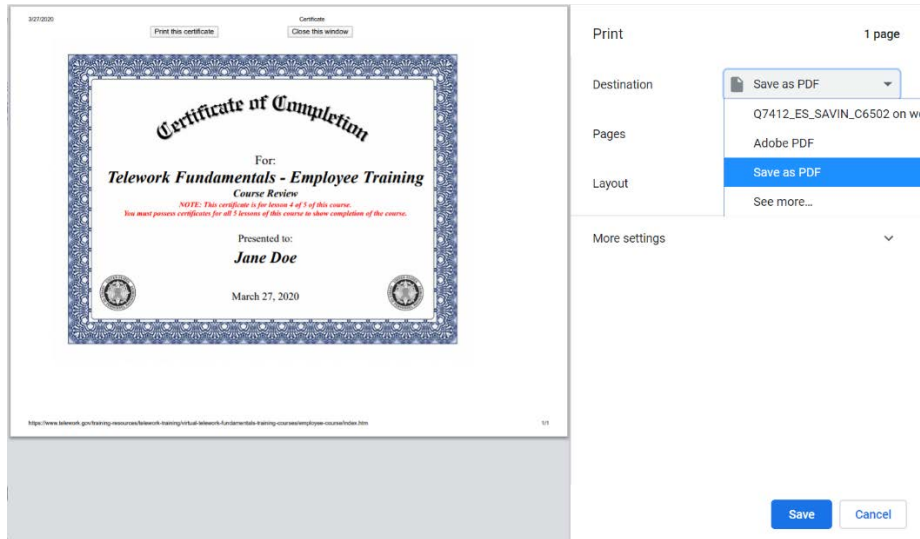
Widespread technical issues are uncommon with the course, and your agency browser or firewall settings are likely the cause of the issue. We recommend reaching out to your internal agency IT department for support.

4. How do I save my certificate of completion?

Telework.gov **DOES NOT** save completion certificates in a user profile, nor can OPM access certificates from previously completed trainings. To save an electronic version of the certificate, you must enter your information and click "Print Certificate." Select the Adobe PDF option as the printer destination to save the PDF version of the certificate (see screenshots for reference). We would advise testing the certificate functionality using the "Course Review" module before proceeding. Please also note that course certificates are generated based on COMPLETION and not accuracy.



Virtual Telework Training Tip Sheet



5. Do I need the certificate from each module?

Check your agency telework requirements. OPM advises agencies that employees may submit either the final completion certificate **OR** the 5 module certificates as proof of course completion. This is to accommodate users who may not be able to finish the training in one setting. Unless your agency specifically requires submission of the individual module certificates, the final certificate should be sufficient for training certification.

6. Can OPM send me a copy of my certificate?

Telework.gov **DOES NOT** save certificates in a course profile, and we are unable to access completion certificates from previous training sessions. If you are unable to locate a copy of your training certificate, you will have to complete the training again.

7. Does OPM require a copy of my certificate?

No, OPM does not require a copy of your final training certificate.

8. How often am I required to retake telework training?

- Because the Telework Enhancement Act does not explicitly specify training renewal requirements, the decision of training frequency is often up to agency discretion. We recommend reaching out to your agency telework coordinator or HR department for additional guidance. OPM's Work-Life Contact tool can be used to identify your agency coordinator: <https://www.opm.gov/CCLContact/>

9. I am a manager. Do I need to take the virtual telework training?

Yes, the Telework Enhancement Act requires all Federal employees, including managers, to complete telework training unless specifically waived by the agency head. Because the content of the Manager and Employee trainings is largely the same, OPM advises the manager training can be used to fulfill the telework training requirement.



Virtual Telework Training Tip Sheet

10. Can my agency place the virtual telework training on our Learning Management System (LMS)? If so, How?

Both the employee and the manager course SCORM packages are available for download at the bottom of the following Telework.gov page:

<https://www.telework.gov/training-resources/telework-training/virtual-telework-fundamentals-training-courses/>

SCORM (Shareable Content Object Reference Model) packages are a specific way training content is created so it can be shared with other SCORM compliant LMS.

The SCORM packages that are on the Telework website are the most current SCORM 1.2 versions of both courses. The .ZIP files include all the HTML/JavaScript source code needed to edit the courses for your agency's LMS.

As a note, these files were developed by a private contractor in 2016. OPM no longer has a contractual relationship with the contractor, and we are unable to provide any support services to agencies regarding the SCORM files. Additionally, our office lacks the technical expertise and resources to troubleshoot LMS compatibility issues. OPM makes the telework training and SCORM files available to Federal agencies via the telework website as a free and voluntary service.

