

Certificate Program

Course Summary and Assessment Sample

Note: “Plagiarism, dishonesty and/or violating confidentiality of Certificate Program assessment exercises could result in discontinued enrollment and disqualification from future enrollments.”

Identification

Certificate Program: SDC X MDC _____ HRC _____

Participant: Wanta Graduate Employee ID#: **0070XX**

Course title: HR Basics online

Date(s) course taken: 06/30/20XX

Section I: Assess your knowledge gained from this course.

List the course objectives and immediately after each objective, summarize your knowledge gained from this training to accomplish each objective. (*The course objectives are listed in the SDC Program Model, provided on the SDC Program website and should be reviewed before attending each class.*)

The goal of this course is to provide participants basic knowledge of Merit System Human Resource (HR) practices and procedures.

As a result of attending this course, I will be able to:

1. Identify all available resources used to apply State merit system HR policies and procedures consistently.
 - Immediate supervisor and/or agency HR Office should be contacted first when seeking clarification of policies specific to participant’s agency.
 - DHR website: <https://dhr.delaware.gov/personnel> provides resources that address all information related to merit system HR policies and procedures.
 - The Merit Rules
 - HR Procedures Manual
 - User’s Guide for Merit System Hiring
 - Delaware Code- Title 29, Chapter 59: Merit System of Personnel Administration
 - On-line statewide new employee orientation resource
2. Restate basic information about at least three State merit employee benefit programs.
 - **Disability Insurance Program:** The State pays all premium or subscription charges for the full cost of providing coverage for the Disability Insurance Program. Consist of both a short term and long term program. Short Term Disability program provides employees partial income replacement of 75% of pre-disability base salary, including hazardous duty pay if applicable. Long Term Disability program provides enrolled employees with partial

income replacement of 60% of pre-disability salary in effect at the onset of the disability, including hazardous duty if applicable for an extended period of time should the employee become disabled as a result of a covered accident, sickness or pregnancy. Coverage is effective the first day the employee is actively at work. Dependents are not eligible to enroll.

- **Deferred Compensation:** Provides a means for employees to invest for retirement in a flexible, tax-deferred environment. The State Deferred Compensation plan is an eligible retirement investment plan under Section 457 of the Internal Revenue Code which allows employees to contribute to their retirement savings. The plan offers approximately 283 investment options from money market funds, to aggressive stock funds and is available to eligible employees at no administrative cost.
 - **Employee Assistance Program (EAP):** Provides free self-referral program for employees, pensioners, and their dependents enrolled in a non-Medicare state group health insurance plan. Eligible members receive one-on-one professional counselling services. Also available to managers and supervisors desiring to have a confidential conversation with a professional regarding a challenging work related situation. Supervisors may also direct employees to use EAP services as a performance improvement effort to address issues negatively impacting the organization.
3. Discuss the six various HR services provided by Department of Human Resources Sections.
- There are six Units assigned to the HRM Section. HRM is responsible for statewide interpretation of federal and state HR legislation and the Merit Rules.
 - **Compensation Unit:** Responsible for adjusting pay scales, and implementing salary increases as approved by the General Assembly, advanced starting salaries, premium and supplemental pays, participating in salary surveys, administering the selective market variation program and ensuring requirements of the Federal Labor Standards Act ("FLSA) are followed.
 - **Classification Unit:** Maintains the state position classification structure. Conducts occupational groupings of job classes, conducts job analysis, assigns pay grades, develops career ladders and promotional standards, analyze request for positions and establishes positions.
 - **Employment Services Unit:** Manages recruitment and hiring process. Reviews job applications and provides job counseling with suggestions for possible career fields (based on qualifications). Reviews appeals of applicants rated as Not Qualified.
 - **Employee Relations Unit:** Communicates with agencies and employees statewide to promote cooperation, problem solving and understanding of personnel policies, the Merit Rules and sensitive workplace issues. Responsibilities include EEO/Diversity, Affirmative Action, Merit Employee Confidential Hotline and Donated Leave Bank.
 - **Labor Relations and Employment Practices Unit:** Addresses policies and procedures regarding disciplining employees, which may involve just cause, due process, and employee grievances.

- **Statewide Training and Organizational Development Unit:**
Manages a variety of employee and organizational development programs. Provides training opportunities for all state employees to assist with individual performance, skill building, and career development. Provides conflict resolution services as well as workforce planning.
4. Describe State Merit system workplace expectations related to ethics, and safety and security.
 - Ethics: State ethics codes are designed to address guiding principles and values of state government. As state employees, we are under public scrutiny at all times. Our actions must be beyond reproach. The Delaware Code, Merit Rules, and the Public Integrity Commission are excellent resources to gaining insight to State ethics.
 - Safety and Security: The state strives to provide a safe and secure workplace for state employees. All state employees should have a reasonable expectation to be safe and secure from injury and violence. Formal procedures are in place to address on the job injury, workplace violence, and domestic violence.
 5. Explain State merit system (1) probationary periods, (2) performance plans and (3) performance reviews.
 - Probationary Period: After successful completion of an initial one-year probationary period, employees assigned to a merit position shall be a Merit employee. Initial probationary periods may be extended upon the HRM Director's approval. Employees may be dismissed at any time during the initial probationary period. Employees in the initial probationary period who move into another classified position must satisfactorily complete the probationary period for the new class. They shall become Merit employees at satisfactory completion of probation for the new class or two years of Merit service, whichever occurs first.
 - Performance Plans: Performance plans reflect the employee's expected work, which links to meeting the organizational mission and objectives. The duties and performance expectations should be developed within the first 30 days of employment for a new employee, or the first month of the calendar year for current employees. The plan should include three to eight major responsibilities, with measurable expectations.
 - Performance Reviews: Performance reviews are an evaluation of the employee's performance for an evaluation period. Performance is measured and evaluated based on the objectives and should be completed by the end of the calendar year.

Section II: Summarize how knowledge gained from this course contributes to your development of specific core competencies.

List the core competencies developed by this course and summarize how the knowledge you gained from this course contributes to your development of each core competency. *(The SDC Program Model on the SDC Program website list the competency or competencies intended to be developed.)*

- Personal Competencies:
 - Self-awareness: Having a clear understanding of the Performance Plan, and Performance Evaluation will assist me in recognizing my strengths and opportunities for improvement.
 - Ethics and Values: My ethics and values competencies are enhanced by the knowledge I gained from this course. Having a clear understanding of State ethics and guiding principles provides me direction needed to conduct myself in a manner expected of state employees.
- Interpersonal Competencies:
 - My knowledge of HR policies and procedures has been increased. I am able to ask more probing questions when approached by others regarding HR issues, which will contribute to my Interpersonal Communication development.
- Organizational Competencies:
 - I am able to develop my Planning and Goal Setting competencies by having a better understanding and appreciation of the big pictures. Linking the organization mission and objectives to my Performance Plan helps me to understand the role and impact I have on the state's mission.
 - My Policy and Procedure Implementation competencies will be developed through a wealth of knowledge I gained from this course about basic policies and procedures in the state system.
- Customer Focus Competency:
 - My Customer Focus competency will be developed as I apply knowledge gained from the course to respond and assist both internal and external customers, regarding a wide range of HR questions.
- Technical Competencies:
 - This course provided me with knowledge on a wide range of HR policies and procedures. I will be able to develop my technical competencies as I apply the knowledge in my duty section.

Section III: Summarize your supervisor’s coaching session and your ability to apply knowledge gained from this course.

Describe at least two examples of how you may apply your knowledge gained from this training to benefit your duty section and summarize your coaching session with your supervisor/mentor. May address how the learning points would be applied to your current or desired duties.

As a minimum, I will apply the knowledge I gained regarding Performance Plans immediately. Although I am not currently responsible for developing performance plans, I will review my performance plan, and confirm with my supervisor that my major duties have been identified and they link to my organizational mission. Additionally, I will research the Disability Insurance Program, Employee Assistant Program, and the Deferred Compensation Programs in more detail. As a result of my research, I will provide an overview of each program to my supervisor and any staff member my supervisor deem appropriate.

My supervisor and I discussed the knowledge I gained from this course, and my potential to apply the knowledge in our duty section. My supervisor pointed out sometimes HR policies can be vague and unclear. Therefore, it is always good to get a second opinion or an additional interpretation prior to responding to HR related questions. My supervisor also stated I should have a clear understanding of my agency’s HR policies. While merit rules must be complied with, so does our agency’s policies. My supervisor expressed that consistency in the interpretation and application of HR policies is enhanced between agencies not only from using the references and resources provided by this course, but through HR Managers meeting periodically in an HR Roundtable to discuss and interpret the application of HR Policies and Procedures statewide.

Participant’s signature

Supervisor’s signature

Discussion date

Course summary assessments (CSAs) are due no later than 30 days after attending training. Complete Sections I, II, and III of this electronic fillable form. Submit your responses for each Section through the Delaware Learning Center (DLC). **Save a copy of this completed electronic fillable CSA document for your records and email a copy to Statewide_Training@delaware.gov. Begin your subject line with “SDC” to ensure your email is filed in the correct folder. Emailed copies are required to ensure your entire response is provided for review because the DLC limits the number of characters that may be submitted for each response.**