FAQs for Managers and Employees

FAQs for Managers

How do I find the training requests that need my approval?

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Training requests can be found through the **HR Processes** widget on the **Dashboard** when it is enabled, or through the envelope icon in the **System Inbox**. From there, open the **HR Processes** module and review the requests waiting for your approval.

The employee’s manager is also notified by email when approval is required. The email contains a link to the training request on the **HR Processes** module.

What does it mean when a request is waiting for my approval?

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It means an employee has submitted a booking request for an event that requires manager approval. The request is pending your review before the employee can attend.

What information do I get before I approve or decline a request?

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The approval screen shows the event details, including the event name, start and end dates, and the session schedule. You can also add notes and upload files if needed.

Using the **REQUEST MORE INFO** button on the approval screen, you can ask the employee for additional information before approving or declining the request.

How do I approve or decline training requests?

How do I approve or decline training requests?

From the System Inbox, open the **HR Processes** module. Go to **Awaiting Your Approval**, and select **APPROVE/DECLINE** to process the request.

Once you approve the request, the employee may attend the event, and the booking is moved forward in the system. If you decline the request, the employee will not be approved for that event.

If the **HR Processes** widget is enabled on the **Dashboard,** you can navigate directly to the **HR Processes** module.

How do I view historical approval requests I handled before?

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Historical approvals can be accessed from the left-hand menu in the **HR Processes** module.

Do I need to be an Event Scheduling administrator to approve requests?

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No – a line manager with the relevant managerial rights can handle manager approvals without being a system administrator. Some events require manager approval, some require administrator approval, and some may require both.

Can an administrator override my decision?

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Yes, Event Scheduling administrators can override manager approvals.

Can I attach notes or supporting documents to my approval decision?

Can I attach notes or supporting documents to my approval decision?

Yes, the approval screen allows the manager to add notes about the request. Additionally, managers can upload files from their devices in the approval pop-up window.

What if the employee has already booked something else at the same time?

What if the employee has already booked something else at the same time?

The system warns employees about conflicting bookings when they try to register for a new event. This suggests that you should review the request carefully to check for timing conflicts.

Can I book employees onto events myself?

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Yes, managers can book employees from specified people groups onto events.

Can I view attendance or completion status for my team after the event?

Can I view attendance or completion status for my team after the event?

If a manager has the required access rights, they can pull an attendance report for an event. Additionally, a completion and compliance report can be pulled once an event is completed.

FAQs for Employees

How do I find events that I can book onto?

How do I find events that I can book onto?

Employees can access available events through the Calendar View or List View in the **Event Scheduling** module. They can view upcoming events, session dates, event details, and booking availability directly from these views.

Why can I see some events but not others?

Why can I see some events but not others?

Employees only see events they have been linked to, events that are open for booking, or events they already have access to through configured booking permissions.

Why can’t I book onto a specific event?

Why can’t I book onto a specific event?

There are several possible reasons:

- The event may require manager approval, administrator approval, or both.
- Booking deadlines may have passed.
- The event could already be full. If there is an active waitlist with available spots, you will be added to it.
- The event may not be available to your people group.

What happens after I request to book onto an event?

What happens after I request to book onto an event?

Depending on the event configuration, your booking may either be confirmed immediately or routed for approval. If approval is required, the request will be sent to your manager, an Event Scheduling administrator, or both. You can view the event details on the Calendar View and download any available documents.

How do I know whether my booking has been approved?

How do I know whether my booking has been approved?

Email notifications are used throughout the booking and approval process. You will receive an email notifying you that the manager has approved or declined your booking request. Additionally, you can view the booking status in the **Event Scheduling** module.

Can I cancel or reschedule my own booking if I can no longer attend?

Can I cancel or reschedule my own booking if I can no longer attend?

Yes. Employees can use the **CANCEL BOOKING** option from the event details screen, or click **MODIFY BOOKING** to choose another slot (if available).

What happens if I try to book onto two overlapping events?

What happens if I try to book onto two overlapping events?

The system warns you when an event overlaps with another booking in your calendar. When this happens, you must either cancel the conflicting booking or select a different event timeslot.

Can I book onto more than one event at the same time?

Can I book onto more than one event at the same time?

Yes. On the Calendar View, there is a **BOOK MYSELF ON MULTIPLE EVENTS** option that allows employees to submit bookings for multiple events.

How do I get more information about an event?

How do I get more information about an event?

The event details include venue and session information. Events can take place in physical venues, rooms, or via virtual channels such as Teams or Zoom. The session start and end times, as well as the event date, are also included in the event details. For more information, you can contact the event coordinator.

What documents can I download from an event?

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Employees can download attendee-facing documents that administrators upload to the event. Documents such as venue directions, training materials, event programs, and other informative materials can be downloaded from the event details section.

How is attendance recorded for an event?

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Attendance can be captured manually by administrators or through QR code scanning.

What is the difference between attendance, completion, and competency?

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Attendance
Attendance refers to whether a learner or attendee was present for a scheduled training event or session. Attendance simply confirms participation in the event and does not indicate whether the learner successfully completed the training or demonstrated competency.

Completion
Completion status refers to the overall outcome of a learner's participation in a training event or course. It indicates whether the learner successfully completed the event requirements and may include statuses such as Completed, Not Completed, Cancelled, or Rescheduled. Completion status focuses on the learner's progress and outcome rather than just their presence.

Competency
Competency status refers to whether a learner has demonstrated the required level of knowledge, skill, or capability linked to the training intervention. Competency is usually assessed against defined criteria and may include statuses such as Competent, Not Yet Competent, or Not Applicable. Competency status measures ability and proficiency, not attendance or course completion alone.

Revision #3
Created 2026-04-23 08:26:53 UTC by Chanan Stenden

Updated 2026-05-13 12:29:34 UTC by Chanan Stenden