LICENCE MANAGEMENT

This module is implemented to manage the life cycle of licences required by an employee’s job/position, ad hoc licences and public licences.

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User Manual

Introduction to Licence Management

This document explains and illustrates the functionalities and rules within the Licence Management module. This module is implemented to manage the life cycle of licences required by an employee’s job/position, ad hoc licences and public licences.

Process Flow

The following diagram portraits the process flow when a workflow is not required for Licences:



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User Manual

Licence approval workflow overview

Introduction

The licence approval workflow process was developed to manage the administration, approval, printing and issuing of an employee’s licences as a Senior Training Officer, an Engineer and a Licence Administrator.

Basic Sequence of Events

The licence workflow process has a basic sequence and are explained below:

2.1. Basic Sequence of Events

The below diagram displays the basic sequence of events during the licence workflow approval process.



Figure 1: Licence approval workflow - flow chart

- The employee completes the training and obtains all the licence requirements. All requirement learner records exist and are valid.
- During processing the licence status updates to ‘Outstanding’ and a workflow instance is created with a unique reference number.

STEP 1: The Senior Training Officer (STO) evaluates whether the attached documentation is sufficient for the Engineer to decide on the approval of the licence. The STO either submits the licence to the engineer for approval or declines. Workflow closes if the licence is declined on step 1

and the licence status updates from ‘Outstanding’ to ‘Outstanding-declined’.

STEP 2: The Engineer evaluates the licence and either approves or declines. If the engineer approves then the workflow is sent to the Licence Administrator and the licence status changes from ‘Outstanding’ to ‘Valid’. If the engineer declines, then the workflow is returned to the STO and the licence status changes from ‘Outstanding’ to ‘Outstanding-declined’.

STEP 3: The licence administrator prints and issues the licence card. A licence can only be issued if it has already been printed. The licence administrator sends a notification to the line manager to inform the manager that the employee’s licence is ready for collection. After closing a workflow, the licence can still be actioned on the employee’s licence dashboard in manage employees.

View Workflows for My Attention

Upon login, the workflow owner (Senior Training Officer, Engineer or Licence Administrator) selects the ‘My Worklist’ menu item and navigates to the ‘Workflows for my attention’ section. Here the workflow owner can view all licences, currently in workflow, he/she is expected to action.

2.2. View Workflows for My Attention

Path: Portal menu | My Worklist | **Workflows for my attention**

- Log in as a workflow owner.
- Navigate to ‘Workflows for my attention’.
- From the list of workflows, select and open a workflow.
- Action the licence approval workflow.



Figure 2: Workflows for my attention

A workflow configuration setting (‘Allow employees to action their own workflows when the workflow is with them’) is available to either allow or prevent a workflow owner to action their own licences when they are in workflow.

- If '**Allow employees to action their own workflows when the workflowis with them'** is ON, workflow owners will see their own licences in the list of 'Workflows for my attention'.
- If '**Allow employees to action their own workflows when the workflowis with them**' is OFF, workflow owners will NOT see their own licences in the list of 'Workflows for my attention'.

Action the Licence Approval Workflow

The licence workflow approval page brings all relevant information together that might be of importance when a licence is evaluated for approval.

2.3. Action the Licence Approval Workflow

Path: Portal menu | My Worklist | Workflows for my attention | **Open**

- Evaluate the licence with all relevant documentation.
- Submit, approve, decline, print, issue or close the workflow depending on the role of the workflow owner currently logged in.

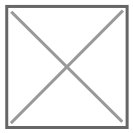


Figure 3: Licence approval workflow page

The different sections on the licence workflow approval page are listed below with a brief description of each:

- Smart art at the top of the page indicates the progression, sequential steps in the workflow approval process.
- The banner underneath the smart art reflects the grouping licence, grouping colour and the expiry date. This will also be the colour of the licence card when printed.
- **Employee detail**: Displays the core employee detail and appointment detail.

- **Licence detail:** Displays detail relevant to the licence in workflow. The workflow owner can click on the ‘View licence requirements [and the employee’s status on them]’ link to view requirements and the documents and assessment transcripts linked to each (View transcripts).



Figure 4: Licence approval workflow: Requirements for a licence

- **Engineer Detail**: Details of the location and workflow recipients.
- **Public Licences**: Valid public licences, on the employee’s profile, will reflect in this section. Documents uploaded to the licence will be available to view.
- **Other licences**: Any licences linked to the employee, either via the job requirements or ad hoc on the employee’s profile are listed in this section. Licences currently on the same step in the workflow process that have the same employee licence type and location relationship can be included and actioned simultaneously with the active licence workflow.



Figure 5: Licence workflow approval: Other licences

- **Upload documents**: Additional documents can be uploaded to the workflow if in the upload documents section.
- **Audit trail:** Displays detail related to any action taken on the workflow up to date.



Figure 6: Licence workflow approval: Audit trail

Manage Workflows from the Licence Dashboard

The licence dashboard was developed to show a list of all open workflows and their core detail. The dashboard is not available to workflow owners unless they have administration rights. The administrator can track the progress of workflows and can also action workflows (view/edit, override or re-route) when required.

2.4. Manage Workflows from the Licence Dashboard

Path: System Administration | Modules | Manage Employees | Administration | **Licence Dashboard**

- Log in as an administrator.
- Navigate to the licence dashboard.
- Click ‘Search’.



Figure 7: Licence dashboard: List of workflows

2.4.1. Override a Workflow Step

Path: Licence dashboard | Action | **Override workflow step**

The override workflow functionality enables an administrator to action a workflow instance without having to log in as the actual workflow owner. When an administrator is overriding a workflow step he/she views the same approval workflow page as would the workflow owner. The audit trail of the workflow will reflect the details of the administrator who actioned the licence and not the details of the original owner. The override workflow step functionality is only available on step 1 and step 3 of the workflow process.

- Click ‘Action’ and select ‘Override workflow step’.
- Evaluate the licence with all relevant documentation.
- Select a reason for overriding the workflow.



Figure 8: Licence approval workflow: Reason for overriding the workflow

- Submit, approve, decline, print, issue or close the workflow depending on the workflow step the licence is currently on.

2.4.2. Re-route a Workflow to Another Owner

Path: Licence dashboard | Action | **Re-route workflow**

The re-route workflow functionality enables an administrator to move a workflow instance from one workflow owner to another. Only employees configured as workflow location recipients will be available for selection in the ‘move to’ dropdown.

- Click ‘Action’ and select ‘Re-route workflow’.
- Select a new workflow owner from the ‘move to’ dropdown.
- Click ‘Re-route workflow’ to complete the action.



Figure 9: Licence dashboard: Re-route workflow

Manage an Employee's Licences

Introduction to Employee's Licences

The licences section in the Manage Employees module enables an administrator to manage the public licences, ad hoc licences as well as job/position related licences of each employee individually. This section is not restricted to administrators only but can also be accessed by users with the appropriate subgroup permissions, if you are not an administrator and you need to manage licences please ask your administrator to set up the subgroup permissions for your user.

Employee Licence Dashboard

3.1. Employee Licence Dashboard

Path: Modules | Manage Employees | View / Edit Employee | Employee Profile | **Licences**



3.1.1. Licence Status

Indicates the current status of the licence record. Can be any one of 5 statuses.

- Not set
- Outstanding
- Expired
- Suspended
- Valid
- Invalid
- Outstanding-declined
- Not in use

3.1.2. Process Status

Before an employee can collect a licence, there are several steps in the licence process that needs to be completed. This section indicates these steps and the current status of each. There are 5 process statuses.

- Not Set
- Licence Pre-Requisites Met
- In Workflow
- Approved
- Collected
- Declined

Public Licences and PrDP Permits

The public licence section is used to manage public licences an PrDP permits. They are managed separate from ad hoc and job/position related licences because they do not follow the same rules. Only licence definitions configured as a public licence can be linked to the public licence section. When working with public and PrDP licences the correct set-up is crucial.

3.2. Public Licences and PrDP Permits



Figure 10: Public licences acquired by the employee

3.2.1. Basic Sequence of Events

The below diagram displays the basic sequence of events of a public licence. No licence workflow approval is required for licences linked in this section.



Figure 11: Public licence - flow chart

- The employee obtains the public licence or PrDP permit at the municipality.
- The administrator adds a record for the public licence or PrDP permit to the employee’s profile.
- The licence status updates to ‘Valid’.
- During processing a learner record is created for the public licence or PrDP permit. The ‘Training date’ on the learner record is equal to the ‘Valid From date’ of the licence record.

3.2.2. Add a Public Licence or PrDP Permit

A licences configuration setting (‘Allow adding of public licences’) is available to either allow or prevent an administrator from manually adding a public licence.

- Log in as a licence administrator.
- Navigate to an employee’s licence dashboard in manage employees.
- If ‘Allow adding of public licences’ is ON, the ‘Add public licence’ button will be enabled.
- Click ‘Add public licence’.
- Complete the public licence detail.
- Click ‘Save’.

- If the record was added with valid dates, **the licence status updates from ‘Not set’ to ‘Valid’.**
- If the record was added with invalid dates, **the licence status updates from ‘Not set’ to ‘Expired’.**
- Return to the employee’s licences.
- Process licences for this employee.

3.2.3. Public Licence Detail



Figure 12: Public licence detail

Licence name:	From the licence definitions library select a public licence.
Valid From:	Select the start date of the licence from the calendar.
Valid For:	Automatically populated with the Default Expiry Period configured on the licence definition (and training intervention).
Until:	Automatically calculated based on the default expiry period.
Public licence code:	Select a value from the dropdown. The list of values returned in the dropdown is master data that needs to be pre-populated by the administrator.

3.2.4. Edit or Delete a Public Licence or PrDP Permit

- To edit a public licence or PrDP permit:
  - In die ‘Action’ column click ‘Action’ and select ‘View / Edit’.
  - Make the required changes to the record.
  - Click ‘Save’ and return to the employee’s licences.
  - Process licences for this employee.
-
- To delete a public licence or PrDP permit:
  - Mark the licence in the ‘Delete’ column*.
  - Click ‘Delete Public Licence’.
  - Process licences for this employee.

* Cannot delete a licence with a suspension history, these records will be locked.

AD HOC Licences

The ad hoc licences section is used to manage additional licences that are not a requirement by the employee’s job/position profile.

3.3. AD HOC Licences Acquired by the Employee



A licences configuration setting (‘Ad-hoc licence must ALWAYS follow requirement learner records validity dates’) is available per schema to specify if a licence in this section should follow the requirement learner records or not.

- If **‘Ad-hoc licence must ALWAYS follow requirement learner records validity dates’** is ON, the licence's start and expiry date should always follow the training and expiry dates of the requirement learner records.
- If **‘Ad-hoc licence must ALWAYS follow requirement learner records validity dates’** is OFF, the licence's start and expiry date should ONLY follow the training and expiry dates of the requirement learner records when the licence’s custom selected validity dates fall outside the bounds of the requirement learner record dates.

3.3.1 Add an ad hoc licence

A licences configuration setting (‘Allow adding of new ad-hoc licences’) is available to either allow or prevent an administrator from manually adding an ad hoc licence.

- Log in as a licence administrator.
- Navigate to an employee’s licence dashboard in manage employees.
- If **‘Allow adding of new ad-hoc licences’** is ON, the ‘Add ad hoc licence’ button will be enabled.
- Click ‘Add ad hoc licence’.

- Complete the licence detail.
- Click ‘Save’.
- The licence status is set to **‘Outstanding’**.
- Return to the employee’s licences and process licences for this employee.

3.3.2 Licence detail



Licence Name:	From the licence definitions library select a licence.
Valid from: *	Custom select the start date of the licence from the calendar.
Valid for: *	Select the period that the licence will be valid for. If a ‘Default Expiry period’ is configured on the licence definition detail, then this field will be automatically populated.
Until: *	Automatically calculated based on the valid for period selected or custom select an expiry date.
Reason for licence:	Select a reason from the dropdown.
Required:	Select if the licence is required for compliance and should display on the employee’s PDP.

3.3.3 Edit/delete an ad hoc licence

- To edit an ad hoc licence:
  - In die ‘Action’ column click ‘Action’ and select ‘View / Edit’.
  - Make the required changes to the record.
  - Click ‘Save’ and return to the employee’s licences.
  - Process licences for this employee.
-
- To delete an ad hoc licence
  - Mark the licence in the ‘Delete’ column*.
  - Click ‘Delete’.

* Cannot delete a licence with a suspension history, these records will be locked.

3.3.4 Validity dates configuration setting

Path: System Administration | Tools | Configuration | Framework | Human Resources | Licences

The ad hoc licence section can be configured to either follow the requirement learner records, to determine the licence validity dates, or not. For this a licence configuration setting is available and can be configured per schema.



Figure 13: Setting - Ad-hoc licence must ALWAYS follow requirement learner records validity dates

Licences required by a job/position

Licences in this section cannot be randomly added or removed from an employee’s licence dashboard. Licences will only display in this section when they are linked to an employee’s active job/position licence requirements.

3.4 Licences required by the employee's current job/position



Actions that can be taken on a Licence

In this section, there will be explained what actions can be performed when the "actions" button is selected

3.5 Actions

3.5.1 Add / view (download) a document

The documents tab allows an administrator to upload documents to a licence record, the administrator can also download and view documents again if required. Documents are managed for each licence record individually.



Figure 14: Documents tab

- In die ‘Action’ column click ‘Action’ and select ‘View / Edit’.
- Select the ‘Documents’ tab.
- Click ‘Add’.
- Complete the document upload.
- Click on the icon in the ‘Download File’ column to view it.

3.5.2 Print a licence card

This functionality enables an administrator to print a licence card and at the same time to save a copy of the printed licence.

In die ‘Action’ column click ‘Action’ and select ‘Print’.

Select an option from the ‘I want to’ dropdown.

Select Yes/No, ‘Is document going to be given to the employee?’

Click ‘Print PDF’.

Close the ‘Licence report’ window.



3.5.3 View / download printed licences

The licences tab displays a print log of the current licence and a link to download previously printed licence cards (if the option was selected to save a document at the time the licences was printed).



Figure 15: Printed licences tab

- In die ‘Action’ column click ‘Action’ and select ‘View / Edit’.
- Select the ‘Printed Licences’ tab.
- Click on the icon in the ‘Download file’ column.

3.5.4 Issue a licence

This functionality enables an administrator to update the licence process by indicating that the licence was collected by the employee.

In die ‘Action’ column click ‘Action’ and select ‘Collect’.

Complete the actual time and date the licence was collected.

Add a comment if applicable.

Click ‘Collect Licence card’.

Select Yes/No, ‘Do you also want to close the workflow?’

* The collection date and time cannot be before the printed date and time.



3.5.5 Re-route Workflow

This functionality enables an administrator to move a workflow instance from one workflow owner to another. Only employees configured as workflow location recipients will be available for selection in the ‘move to’ dropdown.

- In die ‘Action’ column click ‘Action’ and select ‘Re-route workflow’.
- Select a new workflow owner from the ‘move to’ dropdown.
- Click ‘Re-route workflow’ to complete the action.

3.5.6 Create Workflow

This functionality was developed to enable a system administration to force a licence into workflow. A licence administrator will be able to force a licence into workflow when:

- All requirements are met, and
- Workflow is required for approval, and
- Workflow does not already exist.

3.5.7 View History

The history displays a detailed change log of the licence record. The log also displays the licence status at the time of each log.

- In die ‘Action’ column click ‘Action’ and select ‘View history’.
- Click ‘Export’ to export the data to excel.



Figure 16: View history

3.5.8 View Requirements for a Licence

An information icon in the action column allows an administrator to view all the requirements of a licence and the employee’s progress in obtaining them.

- In die ‘Action’ column click on the information icon.
- The status column indicates the status of each requirement.



3.5.9 Suspend a Licence Record

- In die ‘Action’ column click ‘Action’ and select ‘View / Edit’.
- Click ‘Suspend licence’.
- Complete the Licence suspension details.



Figure 17: Licence suspension details

Suspend from:	Select the date of the suspension.
Upload document:	Provide suspension documentation (optional).
Comment:	Add a comment (mandatory).

- Click ‘Suspend licence’ and return to the employee’s licences.
  - The licence process status updates to ‘Not set’.
  - If a valid record was suspended, the licence status updates from ‘Valid’ to ‘Suspended’.
  - If an expired record was suspended, the licence status updates from ‘Expired’ to ‘Suspended’.



Figure 18: Suspended licence record

- The licence expiry date updates from the initial expiry date to the date of suspension.
- The licence status of any licence that depends on the suspended licence (where it is a requirement on the licence definition) also updates to suspended.



Figure 19: Suspended licence requirement

- Click ‘View / Edit’ on any licence that depends on the suspended licence.
- Locate the section: ‘The following licence(s), which are requirements for this licence, has been suspended:’



3.5.10 Lift the Suspension from a Licence Record

- In the ‘Action’ column click ‘Action’ and select ‘View / Edit’.
- Click ‘Lift Suspension’.
- Complete the lift suspension licence details.



Figure 20: Lift suspension licence details

Lift suspension on:	Select the date on which the suspension will be lifted.
Upload document:	Provide suspension documentation (mandatory).
Comment:	Add a comment (mandatory).

- Click ‘Lift Suspension’ and return to the employee’s licences.
- Individually lift the suspension from any licence that was affected by the suspension. Thesuspension will not be automatically lifted from any other licence that depends on the previously suspended licence (where it is a requirement on the licence definition).
- When the suspension was lifted from an Ad hoc or job/position related licence, the licence status updates from ‘Suspended’ to ‘Outstanding’.
- When the suspension was lifted from a public licence and the licence record dates are valid, the licence status updates from ‘Suspended’ to ‘Valid’.
- When the suspension was lifted from a public licence and the licence record dates are invalid, the licence status updates from ‘Suspended’ to ‘Expired’.
- Process licences for this employee.
  - See Licence Processing (Rules) section in this document.
  - The licence expiry date updates from the date of suspension to the actual expiry date.

3.5.11 View Workflow Audit

When a licence is currently in workflow the workflow ref. #number is displayed in the ‘In Workflow’ column. The ref. #number is also a link that enables the administrator to view the workflow audit of the current licence.

In the ‘In workflow’ column click on the ‘ref. #number’ link to open the workflow audit window.



Job Requirements Configuration

How to link a Job Requirements

Link the licences required by an employee’s current job/position. The licences linked here will display accordingly on the employee’s licence dashboard.

Path: Modules | Job Management | Job Profiler | Requirements Profile | Licences

From the licence definitions catalogue, select the licences required for the employee’s job profile. Licences listed here will also reflect on an employee’s PDP/IDP.

- Click **‘Add a licence’**.
- Select a licence from the licence definitions catalogue.
- Indicate if the licence is mandatory or not.
- Selected the appointment category that the licence should apply to (required for).



Figure 21: Job profile licence requirements

Licence Record Validity Dates

Introduction to Licence Record Validity Dates

Licence record validity dates are managed within the system either by following the requirement learner records or by custom selected validity dates depending on the licence section of the licence and the value of a licence configuration setting.

Learner Record Validity Dates

5.1 Always follow the requirement learner records

When we say that a licence will always follow the requirement learner record validity dates, it means that the start and expiry date of the licence record will always be derived from the requirement learner records. The start date of the licence record will be the maximum requirement valid from date and the expiry date will be the minimum requirement valid to date.

- A licence in the current job/position requirements section will always follow the requirement learner record validity dates.

- When configuration setting‘Ad-hoc licence must ALWAYS follow requirement learner records validity dates’ is **ON**, the system overrides the custom selected validity dates and updates to follow the training and expiry dates of the requirement learner records.

Please see the below example of how the licence record validity dates are derived from the requirement learner records:

Three requirements are linked to the licence definition and all three requirements have been obtained by the employee on different dates. There is a learner record for each on the employee’s profile.

	Valid From	**Valid To (Expiry)**								
Requirement learner record 1	2018/02/14	2020/02/13								
Requirement learner record 2	2017/12/07	2018/12/06								
Requirement learner record 3	2014/06/12	9999/12/31								
Licence record	2018/02/14	2018/12/06								

- Maximum requirement valid from date (the most recent valid from date) = valid from date of requirement learner record 1 (2018/02/14).
- Minimum requirement valid to date (the earliest expiry date) = valid to date of requirement learner record 2 (2018/12/06).
- Window of validity (maximum and minimum validity dates): = 2018/02/14 – 2018/12/06
- Licence record start date = Maximum requirement valid from date (2018/02/14).
- Licence record expiry date = Minimum requirement valid to date (2018/12/06).

Custom Validity Dates

5.2 Custom selected dates

When configuration setting ‘Ad-hoc licence must ALWAYS follow requirement learner records validity dates’ is **OFF** and a licence is added to the ad hoc section the administrator can select custom validity dates.

- When the custom selected validity dates fall within the bounds of the requirement learner records’ validity dates, the system keeps the custom selected validity dates.
- When the custom selected validity dates fall outside the bounds of the requirement learner records validity dates, the system overrides the invalid custom selected validity dates and updates to the valid validity dates of the requirement learner records.

Please see the below example of how the licence record validity dates will update when the custom selected validity dates fall outside the bounds of the learner records validity dates (window of validity):

Three requirements are linked to the licence definition and all three requirements have been obtained by the employee on different dates. There is a learner record for each on the employee’s profile and the window of validity will be derived from these records.

	Valid From	**Valid To (Expiry)**								
Window of validity	2018/02/14	2018/12/06								
Custom selected dates	2017/12/01	2018/11/30								
Licence record	2018/02/14	2018/11/30								

- Custom selected licence record validity dates: 2017/12/01 – 2018/11/30.
- Maximum requirement valid from date (the most recent valid from date) = valid from date of requirement learner record 1 (2018/02/14).
- Minimum requirement valid to date (the earliest expiry date) = valid to date of requirement learner record 2 (2018/12/06).
- Window of validity (maximum and minimum validity dates): **2018/02/12 – 2018/12/06.** Custom selected validity dates will only be accepted if they fall within this window.
- Custom selected licence record start date Maximum requirement valid from date (2017/12/01 2018/02/14). *Invalid – outside bounds
- Custom selected Licence record expiry date Minimum requirement valid to date AND Custom selected Licence record expiry date Window of validity valid from date (2018/11/30 2018/12/06 AND 2018/11/30 2018/02/14). * Valid – still within bounds
- Licence record start date = Maximum requirement valid from date (2018/02/14).
- Licence record expiry date = Custom selected valid to date (2018/11/30).

Licence Processing (Rules)

How to Process a Licence

Licence processing is a procedure that creates and updates all employee licence records as well as workflow instances based on a set of pre-defined rules. This procedure can be scheduled to be executed automatically, or it can be executed for each employee individually from Manage Employees.

6.1 Move active workflows to Senior Training Officer

When a workflow instance has been with an engineer (workflow approver) for more than 24 hours, the workflow instance is moved to the senior training officer.

6.2 Process public licences

Public licences are not processed with the standard licence processing rules. The below rules apply to public licences only:

- When a new licence record was added to the public licences section, a learner record is created for the public licence requirement. The ‘Training date’ on the requirement learner record is equal to the ‘Valid From date’ of the licence record.

- When the licence name or validity dates changed on the licence record, the requirement learner record updates accordingly.

- When a ‘Valid’ record was updated with invalid dates, the licence status updates to ‘Expired’.

- When an ‘Expired’ record was updated with valid dates, the licence status updates to ‘Valid’.

- When the licence record was deleted, the requirement learner record is deleted.

6.3 Reset ‘Excluded from processing’ status

With the licence import, the administrator can import licences with a flag ‘Excluded from processing’. When ‘Excluded from processing’ = **True**, the licence record will not be processed and will remain as it is even if the requirements are outstanding. Processing will only update the ‘Excluded from processing’ status of a licence record from ‘True’ to ‘False’ and will continue to follow the standard licence processing steps when:

- All requirements are met, and
- Changes to the requirement learner records causes the start date or expiry date of a licence record to change, and
- Workflow is required. Or,
- The licence record reached the expiry date.

6.4 Create new licence records

When a licence meets all licence requirements for the first time:

- A new licence record is created, and
- The licence status updates to ‘Outstanding’.

6.5 Update existing licence records

Licences with a ‘Suspended’ or ‘Outstanding-declined’ status will not be considered for processing even if all requirements are met, they require a manual action to update the status.

- Updates the status of a licence to ‘Outstanding’ when all requirements are met, and workflow is required for approval.

- Updates the status of a licence to ‘Valid’ when all requirements are met, and workflow is not required for approval.

- Updates the status of a ‘Valid’ licence to ‘Outstanding’ when:
  - Changes to a requirement learner record caused the validity dates of the licence record to change, and
  - The requirements are still met, and
  - Workflow is required for approval.
-
- Updates the status of a licence to ‘Expired’ when (except for Exception Rule #1):
  - Changes to a requirement learner record caused the validity dates of a ‘Valid’ licence record to invalid dates, or
  - The requirements are no longer met (i.e. at least one requirement learner record is expired), or
  - The licence reached the expiry date (this will apply to ad hoc licences if custom validity dates are used).
-
- Exception Rule #1 - Updates the status of an ‘Outstanding’ licence to ‘Outstanding’ and not to ‘Expired’ when:
  - The requirements are no longer met because a requirement learner record is ‘Expired’, and
  - **The licence has not been approved via workflow up to date**.
-
- Exception Rule #2 - Updates the status of a licence (from ‘Outstanding’, ‘Expired’, ‘Valid’, ‘Outstanding-declined’ or ‘Not in Use’)to ‘Outstanding’ and not to ‘Expired’ when:
  - A requirement learner record is ‘Outstanding’ and the requirements are not met (the number of requirements > the number of completed requirements).

6.6 Create and close workflows

- Create workflow instances for licence records (new and existing) when:
- All requirements are met, and
- The licence status is ‘Outstanding’, and
- Workflow is required for approval, and
- A workflow instance does not already exist.
- When an employee’s location changed and all requirements are still met.

- Close active workflow instances when:
  - A licence record wasremoved from an employee’s current job/position and moved to the previous job/position requirements section of an employee’s licence dashboard.
  - Licence requirements have changed on the licence definition.
  - Changes have been made to licence requirement learner records and caused the licence validity dates to change.
  - An employee’s location changed.
  - A licence has been issued.
  - A licence definition no longer requires workflow for approval.

6.7 Licence movement between sections

- Moves a licence record to the previous job/position requirements section of an employee’s licence dashboard and updates the licence status (from ‘Outstanding’, ‘Expired’, ‘Valid’, ‘Outstanding-Declined’ or ‘Suspended’) to ‘Not in Use’ when:
  - A licence was removed from an employee’s current job/position requirements or,
  - An employee was transferred from one position to another and the licence is not a job/position requirement on the new job/position or,
  - An employee was terminated.
- Note: A licence in the previous job/position requirements section will always have a ‘Not in Use’ status.

- When a licence in the previous job/position requirements section of an employee’s licence dashboard was added to the employee’s current job/position requirements, the licence

record is moved to the current job/position requirements section of an employee’s licence dashboard and the licence status is updated from ‘Not in Use’ to ‘Outstanding’, ‘Valid’ or ‘Expired’.

- When a licence in the previous job/position requirements section of an employee’s licence dashboard was selected to be used as an ad-hoc licence, licence record is moved to the ad-hoc licences section of an employee’s licence dashboard and the licence status is updated from ‘Not in Use’ to ‘Outstanding’, ‘Valid’ or ‘Expired’.

Licence Types

Define licence types that will be used to categorise licence definitions. The type of a licence definition will be used, within an employee location and licence type relationship, by the licence approval workflow process to determine the workflow recipients who will be required to action the workflow.

7.1 Licence Types

Path: System Administration | Modules | Manage Employees | Master data | Licence Type

Define licence types that will be used to categorise licence definitions. The type of a licence definition will be used, within an employee location and licence type relationship, by the licence approval workflow process to determine the workflow recipients who will be required to action the workflow.

- On the licence type page click ‘Add’ to add new licence type.
- Complete the licence type detail and click ‘Save’.



Figure 22: Licence Type Detail

- When a licence record was moved to the current job/position requirements or ad-hoc section of an employee’s licence dashboard and a requirement is ‘Suspended’,the licence status is updated from ‘Not in Use’ to ‘Expired’.

Licence Master Data

Licence Types

Define licence types that will be used to categorise licence definitions. The type of a licence definition will be used, within an employee location and licence type relationship, by the licence approval workflow process to determine the workflow recipients who will be required to action the workflow.

7.1 Licence Types

Path: System Administration | Modules | Manage Employees | Master data | Licence Type

Define licence types that will be used to categorise licence definitions. The type of a licence definition will be used, within an employee location and licence type relationship, by the licence approval workflow process to determine the workflow recipients who will be required to action the workflow.

- On the licence type page click ‘Add’ to add new licence type.
- Complete the licence type detail and click ‘Save’.



Figure 22: Licence Type Detail

Definition Catalogue

Define licence definitions that will be linked to an employee’s job/position profile, added to the employee’s ad hoc licence section or added to an employee’s public licence section. In the licence definitions we differentiate between public licences and ‘other’ licences because they are managed with separate rules. Public licence specific set-up and configuration is explained seperately.

7.2 Licence definitions catalogue

Path: System Administration | Modules | Manage Employees | Master data | Licence definitions

- On the Licence Definition Catalogues page click ‘Add’.
- Complete the licence definition detail accurately.
- Add Prerequisite licences.
- Add Training interventions.
- Add Standards.

* It is highly recommended to add at least one requirement to a licence definition. Training, standard and licence requirements are linked to a licence definition to ensure that an employee completes all the requirements before a licence is issued to the employee by the system.



Figure 23: Licence definitions

7.2.1 Complete the licence definition detail

Carefully think through the following settings/values and populated them as accurately as possible. These settings play a crucial role in the management of licences:

Licence type:	Select a type to categorise the licence definition.
Default Expiry Period:	Select the period that the licence will be valid for. Applies to public licences and ad hoc licences (only if ‘*Ad-hoc licence must ALWAYS follow requirement learner records validity dates*’ is OFF).
Approved via workflow:	Select if the licence requires workflow for approval. YES: Set the licence status to Outstanding and send it for approval via workflow. NO: Set the licence status to Valid without sending it for approval via workflow.

This licence is used to group other licences:	Select if this licence definitions will be used to group other licences and select the licence types that should be grouped with this licence. Figure 24: Group the following licence types If a person has this licence and other licence(s), this licence will be the primary licence. If printed any other licences, of the selected licence types, will be grouped under this licence and will also be printed on same the licence card. You will not be able to print any licences if there is no primary licence on an employee's profile.
Public licence:	Select if this licence definition will be used as a public licence.
Colour to Display In:	If printed, this colour, will determine the colour of the licence card if the licence is a grouping licences.



-

Figure 25: Licence definition detail

7.2.2 Add prerequisite licences

If the validity of a licence is dependent on the validity of another licence, then the required licence is linked as a prerequisite licence to ensure that an employee completes all the required licences. All training intervention and unit standards linked to a prerequisite licence will also be requirements on the licence definition it is linked to.

- Activate the Prerequisite licences tab.
- Click 'Add'.
- Select a licence from the licence definitions catalogue. Only licences with a licence definition status (licence definition detail) = 'Can be used' will be available for selection.

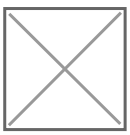


Figure 26: Prerequisite licences

7.2.3 Add Training Interventions

If the validity of a licence is dependent the completion of specific training courses, then the required courses are linked to the licence definition to ensure that an employee completes all the required courses.

- Activate the Training interventions tab.
- Click ‘Add’.
- Select a training intervention from the library.



Figure 27: Training intervention requirements

7.2.4 Add Standards

If the validity of a licence is dependent the completion of specific unit standards, then the required unit standards are linked to the licence definition to ensure that an employee completes all the required standards.

- Activate the Standards tab.
- Click ‘Add’.
- Select a unit standard from the library.



Figure 28: Unit standard requirements

Licence Code

Define licence codes that will be used to manage public licences. When a public licence is added to an employee’s profile the licence code is a mandatory field.

7.3 Licence code

Path: System Administration | Modules | Manage Employees | Master data | Licence Code

- On the licence code page click ‘Add’
- Complete the licence code detail and click ‘Save’.



Figure 29: Licence code detail

Public Licence

7.4 Public licence set-up and configuration

- Create public licence training interventions e.g. *Code B; Motor Vehicle Licence*.
- Set the learner record expiry options.



Figure 30: Public licence learner record expiry options

- Set up equivalent training interventions (training intervention related courses).



Figure 31: Public licence training intervention equivalents

- Create a licence type = Public Licence.



Figure 32: Public licence type

- Create a licence definition for each public licence training intervention. The name of the training intervention and the licence definitions should be an exact match.
- Configure the licence definition as a public licence.



Figure 33: Public licence configuration

- Set the default expiry period = learner record expiry options.



Figure 34: Public licence default expiry period

-
- Link the training intervention to the licence definition.



Figure 35: Public licence definition

Licence Approval Workflow Configuration

Location Configuration

Locations are defined and linked to employees. The location is used, within an employee location and licence type relationship, by the approval workflow process to determine the workflow recipients who will be required to action the workflow.

8.1 Locations

8.1.1 Location master data

Path: System Administration | Workflow | Licence approval workflow | Master data types | Locations



Figure 36: Master data types | Locations

- Click ‘Open’ to open the list of locations.
- Click ‘Add’ to add a new location.
- Save the new location.

8.1.2 Employee location configuration

Path: Modules | Manage Employees | View / Edit Employee | Employee Profile | Personal Information

An employee should be linked to a location if he/she is expected to obtain licences. The location can be manually updated from the front end or the location can be imported with the employee import. The location is used, within a location - licence type relationship, by the approval workflow process to determine the workflow recipients who will be required to action the employee's workflows.



Figure 37: Employee Profile | Location

Location Recipients Configuration

8.2 Location Recipients

Path: System Administration | Workflow | Licence approval workflow | Master data types | Location Recipients



Figure 38: Master data types | Location recipients

- Click 'Open' to open the Workflow Location Administration window.

8.2.1 Senior Training Officer(s)

Configure Senior Training Officer(s) who will be required to action licence approval workflows. The Senior Training Officer will receive the workflows based on the employee location and licence type relationship. When there is no Senior Training Officer configured for a specific employee location and licence type relationship then workflows will be directed to the default Senior Training Officer, if a default is configured.

- On the Workflow Location Administration window activate the Senior Training Officer(s) tab.

- Click ‘Add’ to add a new senior training officer, employee location and location type relationship.
- Complete the relationship detail.



Figure 39: Add a Senior Training Officer, employee location and licence type relationship

8.2.2 Engineers

Configure Engineer(s) who will be required to action licence approval workflows. The Engineer will receive the workflows based on the employee location and licence type relationship. When there is no Engineer configured for a specific employee location and licence type relationship then workflows will be directed to the default Engineer, if a default is configured.

- On the Workflow Location Administration windowactivate the Engineers tab.
- Click ‘Add’ to add a new engineer, employee location and location type relationship.
- Complete the relationship detail.



Figure 40: Add an Engineer, employee location and licence type relationship

8.2.3 Licence Administrators

Configure Licence Administrator(s) who will be required to action licence approval workflows. The Licence Administrator will receive the workflows based on the employee location and licence type relationship. When there is no Licence Administrator configured for a specific employee location and licence type relationship then workflows will be directed to the default Licence Administrator, if a default is configured.

- On the Workflow Location Administration window activate the Licence Administrators tab.
- Click ‘Add’ to add a new licence administrator, employee location and location type relationship.
- Complete the relationship detail.



Figure 41: Add a Licence Administrator, employee location and licence type relationship

8.2.4 Defaults

Configure the various Defaults for Senior Training Officer, Engineer, Licence Administrator who will be required to action licence approval workflows. The default recipients will receive the workflows when there is no recipient configured for a specific employee location and licence type relationship.

- On the Workflow Location Administration window activate the Defaults tab.



Figure 42: Default workflow recipients

Override Reasons Configuration

8.3 Reasons Override

Path: System Administration | Workflow | Licence approval workflow | Master data types | **Reasons override**



Figure 43: Reasons override

Licence Cards

Printing of Licence Cards

A licence print form is used to print a licence card for an employee from the Licence workflow approval or from Manage Employees. The print form is developed in the format of a report and then it is uploaded to the reporting tree structure.

9.1 Licence print form configuration

Path: System Administration | Tools | Configuration | Framework | Configuration Settings | Human Resources | Licences

Each report is saved with a **Reference no** (ObjectId), when printing licences, this reference number is used to point the system to the desired print form.

- Navigate to the reporting tree structure (***Path**: Reports* | *Manage Reporting Structure*).
- Add the Licence print form.



Figure 46: Reporting tree structure

- Make a note of the reference no (ObjectId).



Figure 47: Licence print form Reference no (ObjectId)

- Navigate to the Licences configuration settings (***Path**: System Administration* | *Tools* | *Configuration* | *Framework* | *Configuration Settings* | *Human Resources* | *Licences*)
- Locate the **Licence – Print form ObjectId** setting.



Figure 48: Setting: Licence - Print form configuration

- Change the setting value to the reference number (ObjectId) of the report. Only one print form can be configured per schema.
- Click ‘Update settings’.
- Click ‘Clear Application Cache’.

9.2 Licence card details and print rules (Client specific)

This section consists of the licence card details and rules specific to each of the three Assmang operations.

9.2.1 Assmang Schema 1: Khumani

- A licence card can only be printed if there is a valid **grouping licence** on the employee’s profile.
- The grouping licence determines the **colour** of the licence card.
- All **valid** licences are printed on one licence card.
- Only the **public licence expiry** date is displayed, not the start date.
- The **public licence code**, is the short code configured on the public licence.
- The **Mine licence expiry** is determined by the expiry date of the grouping licence.
- **Authorised by** conveys the information of the engineer (incl. signature) whom approved the licence you are printing from.
- To print a **photo** on the card you need to add a photo to the employee’s profile.



Figure 49: Khumani licence card

Administrative Users

Workflow Administrative Users

The roles that an Administrator requires are explained next.

10.1 Workflow administrator





Licence Administrative Users

The roles that an Administrator requires are explained next.

10.2 Subgroup permissions (licence administrator)



Employee Licence Import

Licence Record Import

The licence import functionality enables a system administrator to import licence records from the administration portal. The administrator can do a bulk import of licence records that will reflect on the employees' licence dashboards. This will typically be used for temporary or contract workers. The import cannot be used to update current data.

Path: System Administration | Import data | Employee Licence Import

11.1 Import fields

Accurately populate all the fields in the import file to ensure that the import completes without encountering any errors. The fields are listed below each with a short description.

*Mandatory/required fields.

SchemaId*	The schema on which the employee is appointed and to which the licence must be imported.
EmployeeNumber*	The employee number of employee who must receive the licence.
Licence Section*	This refers to the licence sections on the employee's licence dashboard where the licence will be imported. There are only three valid sections in the database: Public, Ad Hoc and Position.
Licence Type*	**Path**: Modules | Manage Employees | Master Data | Licence Types You can get the relevant licence type value from the licence definition in the licence definitions catalogue (Path: Manage Employees | Master Data | Licence definitions). The licence type should exist in the licence types library and should also be linked to the licence definition of the licence that you want to import.

Licence Name*	**Path**: Modules | Manage Employees | Master Data | Licence definitions The licence should exist in the licence definition catalogue and the licence name in the import file should be an exact match to the licence definition title.
Start Date*	The start date of the licence.
End Date*	The expiry date of the licence.
Licence Number	
• **Licence Code*** *Only public licences*	**Path**: Modules | Manage Employees | Master Data | Licence Code Only mandatory when importing public licences. The code should exist in the licence code library and the import file should only be populated with B, C, C1, EC etc.
Mine Licence Number	Unique Code provided.
Is International Licence	A 'Yes' or 'No' option.
Place of Issue	The location where the licence was issued.
Comments	General comments to be loaded against the licence.
Last Collection Date	The last issue date of the licence.
Last Printed Date	The date when the licence was last printed and provided to the employee.
First Issue Date	The initial date when the licence was first issued.
Primary Approver	The engineer serving as the primary approver for the licence on the date of issue.
Document Name 1 - 10	The unique document name with extension of the document e.g. document.jpeg.
Document Description 1-10	The description to be displayed on the document list.

11.2 Importing licences into the different sections

11.2.1 Public

- A public licence can only be imported for an employee if it has not been added to the employee’s licence dashboard yet. No duplicate records will be created.

- Licence section = Public.
- It is mandatory to populate the licence code.

11.2.2 Ad Hoc

- An ad Hoc licence can only be imported for an employee if it does not already exist in the ad hoc or the current job/position requirements section of the employee’s licence dashboard.
- Licence section = Ad Hoc.

11.2.3 Position

- A position licence can only be imported for an employee if it is linked to the employee’s current job/position requirements in Job Profiler and,
- If a licence record does not already exist for the licence you want to import.
- Licence section = Position.

11.3 Flag imported data (Excluded from processing)

Path: System Administration | Tools | Configuration | Framework | Configuration Settings | Human Resources | Licences

This functionality includes an optional setting to flag imported data, the setting can be enabled/disabled per schema. The flag indicates that no processing/validation will be done on the imported records until they reach their expiry date or meet all the requirements. This will only apply to ad-hoc and current job/position licences.



Figure 50: Licence import configuration setting

- When configuration setting ‘Exclude all imported licences from being processed, …’ is ENABLED, all imported licences will be flagged ‘Excluded from processing’ = TRUE.

- When configuration setting ‘Exclude all imported licences from being processed, …’ is DISABLED, all imported licences will be flagged ‘Excluded from processing’ = FALSE.

11.4 Document server link

The licence import allows for the import of a local document server link, up to ten documents with a corresponding description. The document itself is uploaded to the file server directly and the corresponding name is then used to dynamically generate the download link for each document. This functionality is optional when importing licence records.

11.5 Import validations

Several validations have been implemented to ensure that only valid date can be imported to the system. The following validations are included in the validation script:

- All required fields have been supplied.
- No duplicate records.
- The employee exists in the database.
- The start date or end date is valid dates.
- The licence sections exist in the database.
- The licence types exist in the database.
- The licence definition exists in the database.
- The position type licence is required by the employee’s active position.
- The licence definition exists in the database.
- The employee licence does not already exist for employee.
- The employee position does not require the ad hoc licence.
- The public licence has a valid licence code.
- The Last Printed and Last Collected Date is either empty or has a valid date.
- The first issue date is a valid date when provided.
- The primary approver exists in the system, when provided.
- The existence of the document in the document table.
- The system is configured in FilesServer mode and the FilesServer is setup when Document Name is provided.
- When a document description is provided, the document name is also provided.
- Valid document name for use in a URL.

Configuration Settings

How to Switch on the Module

The following configuration settings are needed for the Licence Module

12.1 Workflow – configuration settings

Configure the workflow module setting per schema.

Path: System Administration | Tools | Configuration | Framework | Framework | Workflow

- Workflow - Allow employees to action their own workflows when the workflow is with them.



Figure 44: Setting: Allow employees to action their own workflows

12.2 Portal web part administration

Allow workflow recipients to access the ‘My Worklist’ portal menu item by enabling the below portal web part.

Path: System Administration | Tools | Configuration | Framework | Portal web part administration



Figure 45: My Worklist portal web part administration

Quick Reference Guides and Practical Exercises

COMING SOON....

