NOTED: PRES: 2-4-14
EXEC VP: 2/3
SECY:

FEB 03 2014

LABOR RELATIONS

UNITED STATES POSTAL SERVICE

To File

Ex Board

January 31, 2014

Mr. Louis Atkins
President
National Association of Postal Supervisors
1727 King Street
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7013 1090 0002 4435 6928

Dear Louis:

As a matter of general interest, Professional & Skills Development intends to provide instructions to the field concerning an issue that has surfaced regarding the current Sales & Service Associate course program completion in the Learning Management System (LMS). The issue that has arisen from the field involves training records, specifically, the inability to close out a course program in LMS when someone fails the 421 exam. This is primarily an administrative/LMS issue, however, it does impact the training and the new instruction will be added to the administrative guide during the next review of content. The instruction is as follows:

> **Issue:** Course Program 10283, *Sales and Service Associate* cannot be followed up when an employee fails the test component of the course program (LMS Course Type 100211148, *Sales and Service Associate Exam 421*).
>
> **Resolution:** When an employee fails the course type for the SSA Exam (LMS #10021148), the employee should be unsubscribed from the course program using LMS transaction ZLS_UNSUB_CRS_PGM – DAA Course Program Unsubscribe tool. If the employee is given a retest opportunity, the event must be recorded in the LMS. If the employee successfully passes the 421 on retest, they must be subscribed to the course program again. Normal procedures for recording the OJT portion must continue and the course program must be followed up.

There will be no impact to the employee's individual training records as a result of these instructions.

If there are any questions, please contact Rickey Dean at extension 7412.

Sincerely,

Patrick M. Devine
Manager
Contract Administration (APWU)

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