# Liaison and Liaison Coordinator Training Program

## Introduction

To increase the knowledge, skills, and recognition of liaisons, a formal training program for all liaisons has been implemented. The training required is customized for each liaison based on his or her areas of responsibility. The liaison training program, requirements, and workshops are described below. Should you have questions, contact the Liaison Administrator at hrnetwork@tamu.edu or 979-862-3854.

## Functional Areas

The training requirements are determined by the functional areas indicated on the Liaison Designation Form. Liaisons responsible for more than one functional area will be required to complete all of the training listed for each area.

## Training Assignments

In general, training is assigned based on the functional areas indicated for the liaison on his or her completed and signed Liaison Designation Form (see detail for Liaisons and Liaison Coordinators below). Thus, each liaison has a customized training plan based on his or her responsibilities. The Liaison Administrator makes the training assignments and notifies each liaison of his or her training plan. The list of current training requirements for each functional area is below. Training requirements may be added as policies and procedures and information change. Liaisons with responsibilities in more than one functional area will complete all required training within each area. All questions and concerns about training assignments should be directed to the Liaison Administrator.

> **Liaison Coordinator**—serves as the highest-level liaison in departments, colleges, and divisions. The Coordinator must complete all training developed for liaisons to assure that the Coordinator is knowledgeable in all areas and about all compliance requirements for which his/her department/unit will be held accountable.
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> **Liaison**—serves as the second-level liaison in departments, divisions, and colleges. Liaisons are required to attend all workshops developed for each functional area for which he or she is responsible. In addition, liaisons will be required to complete a "Liaisons Basics Course" and workshops covering Employee Policies (Employee Relations and Employee Assistance Program).

## Training Deadline

Newly designated liaisons have 9 months to complete the training; workshops are scheduled quarterly. Liaisons that do not timely complete the training will be placed in a temporary suspension status, their user access will be removed for all assigned online systems, and they will be removed from the network listserv.

To avoid the suspended status, the department head may submit a one-time only written request to the Liaison Administrator for a six-month training extension. Justification, why the liaison could not meet the original training deadline and needs the extended timeframe, should be included in the request.

If the liaison has already been placed in the suspended status, the liaison may be granted a one-time reinstatement for the ADLOC(s) the department head designates with a new Liaison Designation Form.

## Training Delivery

Training will be available both face-to-face and online. At this time most training is offered face-to-face. In addition, fact sheets, step-by-step instructions, checklists and other resources are available and will be added to our webpage for your use.

Listed below are the training modules for each functional area.

## Recognition

A Liaison or Liaison Coordinator who completes ALL of the training offered across all functional areas will receive a certificate. This certificate indicates knowledge of all necessary content for each functional area and all systems used for human resources and payroll functions. This achievement will be recognized via a framed certificate as well as on the individual's training transcript.

## Training Registration

Registration for all liaison-related training will be available via WebTEA at http://vpfninet.tamu.edu/twa/do/events/list.

## Training Tracking and Documentation

Training assignments and completions will be tracked and officially documented via TrainTraq in HR Connect (https://sso.tamus.edu/).

## Refresher Training

Refreshing training may be offered as determined by the functional area managers.

## LIST OF LIAISON TRAINING

**Training Modules by Functional Area**
The following courses are for accurate, complete, audit related training in critical competencies for liaisons.

**Liaison and Liaison Coordinator Basics**
This course provides liaisons with the structure, roles, and educational requirements for the Liaison Network, and an overview of the compliance issues facing liaisons.

### Training & Systems

*Training, Systems, & Professional Development*
This workshop provides instruction on the various systems accessible under Single Sign On specifically focusing on HRConnect Functions (NEES, emergency contact Information, TrainTraq/state mandated training, recording overall Performance Evaluation ratings, SSO Departmental Administrator). In addition, you will be acquainted with various Professional Development Opportunities and how to use the WebTEA registration system.

### Leave & Accrual

*Leave Policies & Procedures Overview*
This workshop provides liaisons and liaison coordinators with information relating to the policies, regulations, interpretations, and procedures of leave benefits administration, including Family and Medical Leave Act leave, vacation and sick leave, and various other paid and unpaid leaves the University offers.

### Employee Relations

*Employee Relations Overview*
This course provides an overview for liaisons who are frequently called upon to assist department administration in “managing” the employee performance process. It reviews the information, policies and procedures addressing disciplinary actions, the termination process, the termination codes used in completing the EPA, and additional job-related matters that may impact other functions and areas such as appropriate documentation, privacy protections, public information requests and reference checks, to name a few.

*Employee Personnel Files – What’s In, What’s Out*
This course reviews the multitude of employee records that are generated at the University and best practices for determining if, where, how and by whom these records are kept.

### Employee Assistance Program

*The Employee Assistance Program - Personal Counseling and So Much More*
The workshop provides liaisons with an overview of services provided to employees through the Employee Assistance Program. It includes information regarding mental health and referral services as well as consultation and crisis services. An in depth summary of the Workplace Violence Prevention Program and Threats of Violence and Response to Trauma Programs is also presented.

## Payroll

*Payroll Informational Overview*

This session provides the liaison with a basic knowledge of how the university payroll system operates. The liaison will be familiarized with the documentation required for payroll processing of a new employee. The various systems used to process new employees will be discussed, including Canopy, SSO and Document Imagining. The instruction allows the liaison to provide responses to payroll's frequently asked questions regarding pay dates, employee pay, and direct deposit. Additionally, the liaison will develop a fundamental understanding of the processes involved in emergency/cancelled checks and the forms required to pick up checks

*Nonresident Alien Tax Issues and the GLACIER Processing System*

GLACIER is a nonresident alien tax compliance system designed to allow institutions to efficiently and effectively collect information, make tax residency and treaty determinations, manage paperwork, maintain data, and file reporting statements with the IRS. Texas A&M University uses this web-based tool to insure tax compliance on payments made to foreign nationals.

*Employee Payroll Action Training*

This course covers the process for creation and approval of employee payroll actions, including employee termination coding.

## Employment, Classification & Compensation

*Hiring Procedures & Security Sensitive Processes Overview*

This workshop is designed for both the experienced and the novice employee liaison. Find out about the requirements for Criminal Background Checks as well as how to submit the new Hiring Procedures Compliance Checklist. The overall hiring process, along with record retention requirements, will be presented.

*Compensation Administration - What Liaisons Need to Know*

This session covers salary administration basics, including essential knowledge to help liaisons understand the various processes, rules and regulations that apply to changes in employees' pay, and how those changes get accomplished. Critical aspects of compliance with federal overtime regulations are also covered. The session should be useful to both new and experienced liaisons.

*Online Position Descriptions*

This workshop provides liaisons with basic information for using the Online Position Description System. Topics include accessing the website, using the primary functions for common actions such as updating position descriptions, certifying position descriptions and changing user access, inactivating/reactivating position descriptions, creating user accounts for new hires, and future developments to the system. Additional tips will be given on implementation steps and on maintaining accurate information online.