

## HR Liaison Training FAQs

1. Is the HR Liaison Training Program mandatory?
  - Yes. In accordance with [SPB Rule 27](#), HR Liaisons are required to attend and successfully complete mandated training that is developed and administered by the California Department of Human Resources (CalHR).
2. Who developed the HR Liaison Training Program?
  - The HR Liaison Training Program is a collaborated effort between CalHR's Statewide Training Division, Selection Division and Personnel Management Division. Staff from all three divisions developed the course curriculum and serve as training instructors.
3. What is the definition of an HR Liaison?
  - HR Liaisons serve as coordinators for program-related personnel activities. HR Liaisons may perform personnel work on a full-time basis or be assigned specific personnel related tasks in addition to program work assignments. Work is typically performed for, and within an agency program area, outside of the HR Office. Human resources activities may include, but are not limited to:
    - Initiating personnel actions
    - Coordinating selection processes
    - Handling sensitive personnel-related documents
    - Involvement in sensitive personnel-related discussions
    - Serving as the program contact for the HR office
4. Who is responsible for identifying department HR Liaisons?
  - HR Officers are responsible for working directly with their department program areas to identify individuals who serve as HR Liaisons and advising them of mandatory training requirements. The department HR Officer is responsible for ensuring all new departmental HR Liaisons enroll and successfully complete the mandatory training program.
5. Are individuals who are designated as "timekeepers" or "attendance clerks" required to complete the HR Liaison Training Program?
  - Individuals who perform timekeeping tasks (e.g., collecting, entering, and/or submitting timesheets), and do not perform other personnel-related work, are only required to complete the HR Confidentiality and Security webinar. The other classes in the training program are optional for timekeepers.
6. Are the supervisors of HR Liaisons required to complete the training program?
  - No. Individuals who supervise HR Liaisons are not required to complete the training program.

7. What is the process for enrolling in the HR Liaison training classes? Who should I contact if I have questions regarding the training classes?
  - Visit the [CalLearns webpage](https://calhr.geniussis.com/PublicWelcome.aspx) (<https://calhr.geniussis.com/PublicWelcome.aspx>) for information on upcoming classes, schedules, locations and the enrollment process. Classes may be taken in any order.
  - Best Hiring Practices
  - Writing Effective Compliant Duty Statements
  - HR Confidentiality and Security Training Webinar
8. Who should take the Examination Certification and On-line System (ECOS) Training?
  - CalHR does not prescribe the ECOS training that departments should provide to their HR Liaisons. Departments should consider the type of work the HR Liaison is required to perform in ECOS to determine the level of training to provide. Departments should only provide ECOS training to their HR Liaisons if they perform personnel-related tasks that require ECOS access. HR Offices requiring information on upcoming ECOS classes, schedules, locations and the enrollment process should contact their ECOS consultant.
9. Will HR Liaisons receive a training certificate at the completion of each training class?
  - Participants will receive a training certificate 1-2 business days following completion of their training through their CalLearns profile.
10. How soon should an employee responsible for performing personnel-related tasks enroll in the HR Liaison Training Program?
  - Employees assigned to perform personnel-related tasks must be enrolled in the training program within 30 days of appointment. Employees currently performing personnel related tasks should enroll immediately (this is contingent on class availability) in order to complete the training within the one-year time requirement.
11. Who is responsible for tracking HR Liaison training?
  - Department HR Officers are responsible for maintaining HR Liaison training records. Training records should include the following information:
    - Employee name
    - Required training classes
    - Completed training certificates
    - If training was not completed within the 12-month timeframe, the reason(s) and plan to complete the training program.

12. What are the consequences if a department does not meet the requirement of ensuring all departmental HR Liaisons complete the training program?
- In accordance with [SPB Rule 27](#) and [HR Liaison Training Policy Statement 1103](#), Department HR Officers are required to ensure that HR Liaison Training Program requirements are met. Failure to comply with HR Liaison Training Program requirements may result in:
    - SPB Audit
    - Revocation of selection delegation
13. What if an HR Liaison is unable to complete the required training within the 12-month timeframe?
- If an HR Liaison is unable to complete training within the required 12-month timeframe, the HR Officer is required to contact CalHR's Selection Division, Policy Program ([SDPolicy@calhr.ca.gov](mailto:SDPolicy@calhr.ca.gov)) for guidance and assistance. The HR Officer should also document the reason(s) for failing to meet the deadline. Documentation must be retained for five years and is subject to review by SPB and CalHR.
14. Can my department develop its own HR Liaison Training Program?
- As stated in CalHR [HR Liaison Policy Statement 1103](#), the HR Liaison Training Program must be developed and administered by CalHR. CalHR's Training Program provides HR Liaisons with knowledge, resources and tools required to perform personnel-related tasks in accordance with all current applicable civil service laws, rules, regulations and policies. The goal of the training program is to provide participants with current, consistent information that applies to all individuals working as HR Liaisons in state service, and that aligns with SPB audit requirements. CalHR encourages departments to continue to create internal training programs to further develop their employees.
15. Is SPB planning to include the HR Liaison Training Program as a part of their audit?
- Yes. This requirement may be included in the audit process.
16. Are HR Liaisons who previously attended some of the training classes that are part of the HR Liaison Training Program required to retake the training classes?
- If the previously completed training classes were taken prior to July 1, 2017 (the effective date of [SPB Rule 27](#)), the HR Liaisons are required to retake the classes. HR Offices are required to maintain copies of all training certificates.