

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. 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 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

3. 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.

4. 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.

5. Who developed the HR Liaison Training Program?

The HR Liaison Training Program is a collaborated effort between CalHR’s Selection Division and Personnel Management Division. Staff from both divisions developed the course curriculum and serve as training instructors.

6. What is the process for enrolling in the HR Liaison training classes? Who should I contact if I have question regarding the training classes?

Use the following processes to enroll in classes for the HR Liaison Training Program:

Best Hiring Practices and Writing Effective Compliant Duty Statements

Visit [CalHR's Statewide Training](#) webpage for information on upcoming classes, schedules, locations and the enrollment process.

HR Confidentiality and Security Training Webinar

CalHR has provided the following two options to access the webinar and quiz:

CalHR's Grapevine

Access to the webpage requires a user ID and password. HR Offices requiring assistance accessing Grapevine should contact their ECOS Consultant. The webinar and quiz can be accessed by selecting the following link: [HR Liaison Training Program](#).

CalHR's YouTube

The webinar may be accessed using the following link:

[HR Confidentiality and Security Webinar](#)

Upon completion of the webinar, HR Liaisons must complete a quiz. The quiz may be accessed using the following link:

[HR Liaison Confidentiality and Security Quiz](#)

Examination Certification and On-line System (ECOS) Training

CalHR does not offer HR Liaison, ECOS training. Departmental HR offices are obligated to train their HR Liaisons to perform their designated HR Liaison duties. HR Offices requiring information on upcoming ECOS classes, schedules, locations and the enrollment process should contact their ECOS Consultant.

7. What type of ECOS training should departments provide to HR Liaisons?

CalHR does not prescribe the ECOS training that departments should provide to their HR Liaisons. Department should consider the type of work the HR Liaison is required to perform in ECOS to determine the level of training to provide. CalHR recommends that all HR Liaisons complete the ECOS orientation webinar as part of their ECOS training.

8. Do the classes need to be taken in a specific order?

No. Classes may be taken in any order.

9. If an HR Liaison is not required to access ECOS as a part of their personnel related tasks, are they still required to attend ECOS training?

No. Departments should only provide ECOS training to their HR Liaisons if they perform personnel-related tasks that require ECOS access.

10. 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.

11. Who is responsible for ensuring that departmental HR Liaisons enroll and successfully complete the training program?

The department HR Officer is responsible for ensuring all new departmental HR Liaisons enroll and successfully complete the mandatory training program.

12. 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.

13. 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:

1. Employee name
2. Required training classes
3. Completed training certificates
4. If training was not completed within the 12-month timeframe, the reason(s) and plan to complete the training program.

14. Will HR Liaisons receive a training certificate at the completion of each training class?

Yes. HR Liaisons will receive a training certificate at the completion of each training class.

15. How long does it take to receive a training certificate after completing the HR Liaison Confidentiality and Security training webinar?

Participants will receive a training certificate within two weeks of completing the HR Liaison Confidentiality and Security training webinar. Training certificates will be sent via e-mail to participants.

16. 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 policy statement [1103 - Human Resources \(HR\) Liaison Training](#), Department HR Officers are required to ensure the 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

17. 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) 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.

18. What if there are no available training classes?

If an HR Liaison is unable to enroll in training due to lack of class availability, the HR Officer must contact CalHR to identify upcoming training classes, waiting lists and/or other options available to complete the training program. The HR Officer must document and maintain the following information:

- Date HR Liaison initially tried to enroll in the training program
- Date HR Office contacted CalHR to discuss training options
- Plan to complete the training program

19. Can my department develop its own HR Liaison Training Program?

As stated in CalHR policy statement [1103 - Human Resources \(HR\) Liaison Training](#), 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.

20. Is CalHR planning to add any additional classes to the required HR Liaison Training Program?

At this time, there are no plans to add any additional classes to the training program. CalHR does, however, reserve the right to revise the training curriculum if needed. If changes to the training program occur, department HR Officers will be notified.

21. 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.

22. What should I do if I receive an error message when trying to access the HR Liaison Confidentiality and Security webinar?

Contact your Information Technology (IT) Division to determine if the browser you are using is compatible for viewing the webinar or if there are other technical issues on your end that prevent viewing the webinar. If the issue is not resolved after contacting your IT Division, send an e-mail detailing the issues you are experiencing and a copy of the screenshot displaying the error message to SDPolicy@calhr.ca.gov. A Policy staff member will review the e-mail and contact you to resolve the issue.

23. Do HR Liaisons who previously attended some of the training classes that are a 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.