

Managing Virginia Program FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Is the Managing Virginia Program mandatory?

Not yet. It is the State Training Council's intention to pursue an Executive Order to mandate the Managing Virginia Program (MVP) after the program is fully developed. At this time, the MVP is not mandated, although individual agencies may require it for their employees.

Who is the target audience?

The Managing Virginia Program is designed for all supervisors and managers working in state government. It can also be used by agencies as a succession planning tool to prepare future supervisors and managers.

Can non-supervisory personnel take the courses?

Yes. The Managing Virginia Program can be used as a succession planning tool with non-supervisory personnel to develop basic leadership skills in potential supervisors and managers. Non-supervisory personnel can take any of the modules for self development (as with any training, employees must receive permission to take training during work hours, and non-exempt employees must get permission from their supervisors to take any courses away from work if it is considered work time - see question below).

Can I take the Managing Virginia Program at home and will this be considered "work time" (i.e. overtime, compensation, etc.)

Our best advice is to treat the MVP courses and study time as work time for non-exempt employees in cases where the course is directly related to the employee's jobs. For example, some of the courses may relate directly to the work of a non-exempt first-line supervisor or a non-exempt personnel assistant.

If a course is not directly related to the employee's job, is after hours, the employee does no productive work, and the employee takes the course voluntarily, then it is not work time. If an agency needs help with individual situations to determine whether a course is job-related or not, they should contact the Department of Human Resource Management (DHRM).

What happens if I don't complete the Managing Virginia Program courses?

Nothing, except that you miss out on some excellent leadership training that can help you in your current position and that can help prepare you for future

positions. At this time the MVP is not mandatory. As stated previously, individual agencies may require the program, and if you work for an agency that requires it, there may be consequences within the agency.

How is the Managing Virginia Program different from other leadership programs?

The Managing Virginia Program provides basic supervisory skills training in a variety of delivery methods. It is more comprehensive than many programs, material is state-specific, and there is no direct cost to the agencies for the program.

If my agency has leadership courses, do I have to do both?

If you want the Managing Virginia Program Certificate of Completion, you must complete and pass all Module Assessments on the Knowledge Center with a score of 80% or more correct. If you have had a similar course within your agency, you may go directly to the MVP Module Assessment in each module and take the assessment. If you pass with 80% you will receive credit for that MVP module.

Will participants be able to receive credit for like/similar courses taken elsewhere?

If a supervisor has taken a similar course in the past, he/she can go directly to the Module Assessment of the on-line course and take it. If he/she can pass the Module Assessment with a score of 80% or higher correct, he/she can “opt out” or not have to take the Managing Virginia Program course on the particular subject.

Is there a cost to the agency?

- If your supervisors choose to take the courses on-line, there is no direct cost. However, there is a cost to the agency in time away from work
- If your agency chooses to have in-house trainers or subject-matter-experts facilitate the instructor-led courses, there is no cost to use the MVP instructor-led course materials. Again, there is a cost to the agency in time away from work.
- If your agency sends a participant to an instructor-led course given at the Department of Human Resource Management (DHRM), there is a minimal charge for supplies.
- If you need a DHRM facilitator to come to your agency and teach the MVP courses, there is a cost. The cost is the same for any course brought in-house to an agency, \$750 for a half-day class, and \$1,500 for a full-day course.

What are the benefits of the Managing Virginia Program to the organization?

- Reduces overall training cost to agencies,
- Increases accessibility to standard training curriculum,
- Builds a baseline of consistent management skills for all state leaders,
- Increases the opportunity to establish fairness and equity in managing and supervising employees,
- Provides opportunity to learn state policies, procedures, and laws; and apply them more equitably,
- Increases employee morale, productivity, and retention,
- Allows for the resolution of employee concerns at lowest level possible in a timely manner, and
- Puts into place a viable succession-planning tool to develop future managers.

What are the benefits of the Managing Virginia Program to the participant?

- Easy access to courses through a variety of delivery methods.
- On-line courses minimize training time away from the job.
- Increased leadership skills prepare participant for current or future leadership positions.
- Increases employee morale, productivity, and retention.

What type of certification or recognition do participants receive?

All participants completing the program will receive:

- A Certificate of Completion from the Department of Human Resource Management.
- Agencies may also want to create their own recognition program.

The MVP is not a certification program.

Does the Managing Virginia Program effect hiring and promotions?

Employees that complete the program will gain valuable knowledge that should help them be more prepared for the job of supervisor and/or manager. At this time, there is no requirement for an individual to have completed the MVP prior to being hired or promoted.

How many CEU's are allowed for this training?

The State Training Council is working on having the MVP courses get continuing education units or CEU's. This has not been established yet.

Where can I take the courses?

As always, on-line courses taken during work hours at your desk or another computer, must be approved by the supervisor/manager. On-line courses can

also be taken from a home computer (non-exempt employees must obtain approval from their supervisors to take the online courses at home if it is considered work time – see previous question on work time).

Some agencies may offer instructor-led courses at their agencies.

Department of Human Resource Management is offering all of the courses in an instructor-led format at their Personnel Development Services (PDS) Training Facility in Richmond. Check on the Commonwealth of Virginia Knowledge Center (CoVKC) for courses and dates: <https://covkc.virginia.gov>

What are the requirements of the Managing Virginia Program?

All state supervisors and managers must successfully pass the Module Assessments for each module of the Managing Virginia Program courses in order to fully meet the MVP requirements and get credit for successfully completing the Program.

Do I have to take all the courses?

If you want the Managing Virginia Program Certificate of Completion, you must complete and pass all Module Assessments on the Knowledge Center with a score of 80% or more correct.

What is the timeframe to complete the Managing Virginia Program?

Recently Hired or Promoted Supervisors & Managers – After full implementation of the Program, those who have been hired or promoted into a supervisory or management position within the last 2 years, are encouraged to complete the Program in 18 months.

Existing or Seasoned Supervisors & Managers – Those who have been supervising for more than 2 years are encouraged to complete the Program within 3 years from the Program's implementation.

After full MVP implementation, any hired or promoted supervisor or manager is encouraged to complete the Program within 18 months.

QUESTIONS CONCERNING THE COURSES

If I start an on-line course, can I stop before completion and return later?

Yes. The courses have a "Bookmark" feature that lets you mark your place and return to where you left off.

How long does it take to complete a module?

Each module takes approximately 30 minutes to complete.

Can a course or module be taken more than once?

Yes. There is no limit to how many times a course/module can be taken.

Will there be refresher courses?

Managing Virginia Program courses or modules may be taken as a refresher. MVP courses will be revised and updated as needed to keep information current. Courses may be added, as needed, to meet the business needs of the Commonwealth.

Is there a limit to how many courses I can take within a certain time period?

As always, on-line courses taken during work hours at your desk or another computer, must be approved by the supervisor/manager. (Non-exempt employees must obtain approval from their supervisors to take the online courses at home if it is considered work time – see previous question on work time).

How will participants get Managing Virginia Program credit for instructor-led courses?

The Managing Virginia Program is based on knowledge learned. Participants do not automatically get credit toward the MVP Certificate of Completion for just attending the MVP instructor-led course. They must take and pass each Module Assessment in the web-based course on the Knowledge Center with a score of 80% or higher correct.

How are Managing Virginia Program courses tracked?

Scores and course completion are automatically tracked on the participant's training transcript in the Commonwealth of Virginia Knowledge Center.

What happens if a participant doesn't pass the knowledge-based test?

Modules and Module Assessments may be taken more than once.

What are the plans for updates and/or revisions?

Courses will be updated when policy updates or revisions are necessary, or when information changes.

Can agencies add agency-specific additions/edits to the Managing Virginia Program courses?

Agencies cannot modify the Managing Virginia Program web-based courses, but they can add agency-specific material as needed.

QUESTIONS CONCERNING THE KNOWLEDGE CENTER

How do we get a portal on the Knowledge Center?

Contact the Department of Human Resource Management's Knowledge Center State Administrator at: covkadmin@dhrm.virginia.gov.

What kind of technical support will be provided to users of the Commonwealth of Virginia's Knowledge Center (CoVKC)?

Each agency with a portal has a "domain administrator" to answer Knowledge Center questions and handle problems.

Agencies without a portal do not have a domain administrator. They may email the State Administrator at: covkadmin@dhrm.virginia.gov. The Administrator will assist as time allows.

Why don't I see all the Managing Virginia Program courses listed on the Knowledge Center listing?

Multi-module courses will not show all the modules on the main course listing. For example: ***MVP Communication Skills*** course has two modules (*Frankly Speaking* and *The Art of Listening*) – only the title of the course shows up on the main listing.

If you can't find a course, contact your Information Technology support person or your domain administrator to make sure the course has been made available on your site.

Why isn't the Managing Virginia Program course completion tracking on my training transcript?

You must complete and pass each Module Assessment with a score of at least 80% correct for the module to track on your transcript. Make sure you click on the "Finish" button at the end of the Assessment, instead of just clicking on the "X" button to exit the course.

If I don't have a portal on the Commonwealth of Virginia Knowledge Center, do I still have access to the courses on the Knowledge Center?

Yes, all courses are available online, whether your agency has a portal or not.

You can also access the Knowledge Center from a home computer by using this link: <https://covkc.virginia.gov>

Who do I contact if I have technical problems with the Managing Virginia Program courses?

Contact your Information Technology person or your domain administrator first. If he/she cannot help, he/she can contact Department of Human Resource Management's Knowledge Center State Administrator at: covkadmin@dhrm.virginia.gov.