



## The 20-Hour Training Policy

The County initiated a 20-Hour Training Policy to further develop and promote a highly skilled workforce that values continuous learning and skill development. As such, all regular, permanent, provisional and term County employees are expected to attend a minimum of 20 hours of training annually. Additionally, as part of these 20 hours Supervisors/Managers are required to take a minimum of 8 hours of supervisory training.

Managers and supervisors need to encourage and support attendance at training and development programs and activities. The County's Training Policy promotes and fosters individual and organizational effectiveness by:

- Optimizing employee development, growth and productivity
- Enhancing organizational productivity, effectiveness and accountability
- Creating, promoting and fostering an organizational environment that values development and growth opportunities for all employees

### How can I meet the County's 20-Hour Training Policy?

Employees can reach their 20 hours in a variety of ways, including:

- **Internal:** Internal training includes training offered/hosted by your department and/or the County during worktime through the [LMS](#) and [Training Guide](#).
- **External:** With your Supervisor's approval, you can also apply [external training](#) toward the 20-Hour Training Policy. External training can include training taken outside the County, including training while off-duty (college courses, professional association meetings, etc.)

### What types of training may be applied toward the 20-Hour Training Policy?

- **On-the-job training:** Training that you received during the first few weeks of employment and/or new position.
- **Division/Unit in-services:** On-the-job in-services, presentations, retreats, etc., where new workflows, practices, procedures were taught and/or demonstrated.
- **Special projects/assignments:** Training that you received as a result of additional duties/opportunities.
- **Department-specific trainings.**
- **Profession/career-specific training:** Academic coursework, continuing education units (CEUs), recertifications, workshops, seminars, conferences, informational brown bag lunches, professional association meetings, etc.
- **Training sessions provided by the County, both instructor-led (classroom) and online offerings.**
  - [www.smcgov.org/LMS](http://www.smcgov.org/LMS)
  - <https://hr.smcgov.org/trainingcatalog>

## How are my 20 hours of training tracked each fiscal year?

Training hours for sessions entered in the County's LMS will be shown on your transcript and will appear on LMS department reports. You will need to manually add [external training](#) (training not created/entered in the LMS) into LMS for hours to be captured. The County Manager provides a bi-annual report to your department head to show your department's progress towards the 20-Hour Training Policy. Reports are typically provided to your department head mid-fiscal year (December) and again in May just prior to the end of the fiscal year. Supervisors can check their team's progress by running their own [reports in LMS](#).



## How can my department's LMS Administrator help?

Each department has one or more designated [LMS Administrators](#) who possess LMS expertise. Their roles are critical in capturing the training activity for your department and in helping employees be successful when accessing and navigating the LMS. Their role and duties include:

- Entering department-specific training events and sessions when requested to do so by their department in order for training hours to be tracked in LMS
- Running department reports upon request to show progress and compliance with the 20-Hour Training Policy
- Providing LMS help desk services when users have difficulty navigating or accessing the LMS

**For a list of LMS Department Administrators visit**  
<https://hr.smcgov.org/county-lms-administrators>

### Supervisor Approval is Required

All trainings, workshops, conferences, etc., that you wish to apply toward the County's annual 20-Hour Training Policy must be approved by your supervisor.

### Who should I contact with any questions about this Policy?

If you have questions, talk directly to your supervisor and/or manager. Having conversations about this 20-Hour Training Policy is ideal in your one-on-one meetings, where you can share and discuss your development goals and career aspirations. At these meetings, you and your supervisor will have the opportunity to plan your 20 hours of training each fiscal year.

\* Library employees – To access LMS, visit [sanmateocounty.csod.com](http://sanmateocounty.csod.com) and use your 9-digit employee ID as your user name.