



Learn Center Development Plans

Learn Center Development Plans	1
What are Development Plans?	2
How Do I Choose Development Plans?.....	2
Things to Consider When Selecting Development Plans	3
What Happens After I Return My Spreadsheet?	3
Get Started: Development Plan Options.....	4
Manager & Supervisor All Courses (MGR01)	4
Manager & Supervisor Core (MGR02)	4
Student All Courses (STU01)	5
Student Core (STU02)	5
Board Governance (BRD10)	6
Food & Beverage (FAB10)	6
General Safety (GEN10)	6
Golf Car & Driver (DRV10).....	6
Maintenance & Outdoor Services (MNT10)	6
Manager Human Resources Specialty Pack (MGR03).....	7
Pool Area (POL10)	7
Additional Cost Plans	7
ALCOHOL SERVER LICENSE (ALC_10)	7
FOOD HANDLER CERTIFICATION PREP COURSE (FHP_10)	7

What are Development Plans?

Development Plans are the course bundles to which an employee is assigned. The Development Plan controls which courses an employee sees when s/he logs into their Learn Center homepage.

The document, *Course Library & Descriptions*, will help you decide which development plans suit the needs of your employees.

For example

John User is part of the Maintenance Crew at the Dream Club. He is assigned to the “Student Core” development plan and also to the “Maintenance & Outdoor Services” development plan. He is assigned these two plans because Student Core covers topics relevant to most employees, regardless of job title, and Maintenance & Outdoor Services covers job-specific topics, such as *Hearing Conservation*.

How Do I Choose Development Plans?

After your subscription purchase, you will receive a Welcome Packet from CLI staff. You will need to:

1. Read the Library & Course Descriptions document.
2. Read the *Learn Center Development Plans* document.
3. Use the *Learn Center Development Plans* and *Course Library & Descriptions* documents to choose courses for your employees.
4. Complete the *Roll-on Spreadsheet*. Provide as much detail as you can:
 - a. Fill out employee information.
 - b. Indicate each employee’s supervisor/manager.
 - c. Choose courses for employees (plan codes are in the sheet).
5. If you would like supervisors/managers/department heads to have the ability to view their direct report’s course progress, you must indicate the:
 - a. employees who are supervisors of other employees, and
 - b. names of the employees who fall “under” the supervisors indicated.
6. Return your completed spreadsheet to CLI staff at support@clublearninginstitute.org.

Things to Consider When Selecting Development Plans

- An employee can be assigned to more than one development plan and any combination of plans. In fact, most employees are assigned to two or more, unless the “All Courses” plan is chosen.
- If there is an overlap in course titles between two separate development plans, the course score received in one development plan will be reflected in all plans in which the course appears. This leaves no need for duplicated effort.
- Course duration estimates listed in the *Course Library & Descriptions* document do not include the time it takes to successfully complete a course quiz.
- The average time to complete a course quiz is usually under 10 minutes. However, time factors may be significantly affected based on an employee’s literacy, skill and comfort level using computers.

What Happens After I Return My Spreadsheet?

CLI staff will review the spreadsheet information and begin the data prep and upload process, which includes:

- file preparation,
- username and password creation,
- Learn Center design,
- employee development plan assignments,
- supervisor / manager reporting setup, and
- administrator panel setup (if applicable).

After initial setup is complete, CLI staff will send you an email with your organization’s usernames and passwords attached. You will be ready to use your Learn Center.

Need to Add or Delete Employees After Setup?

Email us and we’ll do the rest. Here is the basic information we will need from you....

- **To remove an employee**, we will need the employee’s first and last name. We will deactivate the employee’s username, but the system will retain their training completion records.
- **To add a new employee**, we will need the employee’s complete information in order to maintain reporting capabilities. We recommend that you save a clean copy of the *Roll-On Spreadsheet* so you can easily input the information.

For assistance, call 877.814.4254 or email support@clublearninginstitute.org.

Get Started: Development Plan Options

The development plan options appear below. Please select the appropriate plan(s) for each of your employees.


Manager & Supervisor All Courses (MGR01)

This development plan is designed for managers that are assigned all available courses. This development plan contains:

- Bloodborne Pathogens
- Diversity in the Workplace
- Drug-Free Workplace
- Food Handling Safety
- Golf Car Safety
- Hazard Communication
- Hearing Conservation
- Heat Illness Prevention (Cal/OSHA compliant)
- Lightning Safety 
- Lockout /Tagout (LOTO)
- Personal Protective Equipment (PPE)
- Pool Safety & Liability
- Sexual Harassment – Managers*
- Slips, Trips & Falls

Manager & Supervisor Core (MGR02)

This development plan includes core courses applicable to managers and supervisors. This development plan contains:

- Bloodborne Pathogens
- Diversity in the Workplace
- Drug-Free Workplace
- Hazard Communication
- Heat Illness Prevention (Cal/OSHA compliant)
- Lightning Safety 
- Sexual Harassment – Managers*
- Slips, Trips & Falls

** Sexual Harassment for California Managers and Supervisors is available (CA AB 1825 Compliant – 2 hours)*


Student All Courses (STU01)

This development plan is designed for students who are assigned to all of the available courses. This development plan contains:

- Bloodborne Pathogens
- Diversity in the Workplace
- Drug-Free Workplace
- Food Handling Safety
- Golf Car Safety
- Hazard Communication
- Hearing Conservation
- Heat Illness Prevention (Cal/OSHA compliant)
- Lockout /Tagout (LOTO)
- Lightning Safety 
- Personal Protective Equipment (PPE)
- Pool Safety & Liability
- Sexual Harassment – Student
- Slips, Trips & Falls

Student Core (STU02)

This development plan includes core courses applicable to students. This development plan contains:

- Bloodborne Pathogens
- Diversity in the Workplace
- Drug-Free Workplace
- Heat Illness Prevention (Cal/OSHA compliant)
- Hazard Communication
- Lightning Safety 
- Sexual Harassment – Student
- Slips, Trips & Falls

Board Governance (BRD10)

This development plan is designed for Board Members and executives. This development plan contains:

- New Board Member Orientation with Kopplin & Kuebler

Food & Beverage (FAB10)

This development plan is designed for servers and kitchen workers. It is used in addition to Student Core or Manager & Supervisor Core development plans. This development plan contains:

- Food Handling Safety
- Lockout /Tagout (LOTO)
- Slips, Trips & Falls

General Safety (GEN10)

This development plan includes courses that focus on general safety / risk identification throughout the club. This development plan contains:

- Lockout /Tagout (LOTO)
- Personal Protective Equipment (PPE)

Golf Car & Driver (DRV10)

This development plan is designed for staff members who may need to drive golf cars. It is used in addition to Student Core or Manager & Supervisor Core development plans. Please remember that Maintenance automatically gets Golf Car Safety in their development plan. This development plan contains:

- Golf Car Safety

Maintenance & Outdoor Services (MNT10)

This development plan is designed for grounds crew and contains most OSHA-based courses. It is used in addition to Student Core or Manager & Supervisor Core development plans. This development plan contains:

- Golf Car Safety
- Hearing Conservation
- Lockout /Tagout (LOTO)
- Personal Protective Equipment (PPE)
- Slips, Trips & Falls

Manager Human Resources Specialty Pack (MGR03)

This development plan is designed for managers who wish to increase their skills. This development plan contains:

- Managing Within the Law (Management Video): Wrongful Termination
- Managing Performance (Management Video)
- Resolving Conflict (Communication Video)

Pool Area (POL10)

This development plan is designed for students who work in or around the pool and spa areas of the club. Employees who monitor, guard, maintain, clean or serve in the pool, wading pool, and hot tub areas of the club should be assigned this development plan. This development plan contains:

- Pool Safety & Liability

Additional Cost Plans

ALCOHOL SERVER LICENSE (ALC 10)

If your state law allows, you may elect to purchase additional course codes to take the online alcohol server program. Contact support@clublearninginstitute.org for more information about this development plan option.

FOOD HANDLER CERTIFICATION PREP COURSE (FHP 10)

Certain states and municipalities require food handler employees to become certified. This online course prepares employees to sit for the state proctored exam. This course does not issue a certificate at completion but it is designed to assist employees in preparation for the certification exam. Most state-required certificates are proctored by Prometrics and you can schedule an exam time online.