

workforce



Partner & Employee Learning Catalog

Updated February 2023

Introduction



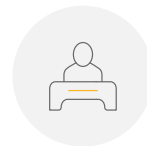
Welcome to the WorkForce Academy Partner & Employee Learning Catalog

This resource provides information on educational opportunities for you and your teams.

All courses are aligned to certifications based on product and role. Certifications provide hands-on training and access to WorkForce Software experts to assist in boosting your team's confidence and proficiency with the WorkForce Software Suite, while also building accountability and reliability for those achieving certification.

If you are interested in learning more about any of the educational opportunities, including certification and training course schedules, visit [WorkForce Academy](#).

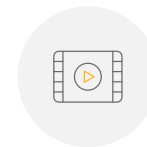
Learning opportunities are available in the following formats:



Instructor-
Led Training



eLearning



Video



Job Aids



Product Certification Benefits

- Provides deeper knowledge and experience
- Authorization to work on projects in certified role
- Grants access to WFS resources and systems for project work
- Access to the WorkForce Partner Community
 - › Product documentation, templates and release notes
 - › Knowledge Base
 - › Log tickets/cases
 - › Ideas Community
- Access to product update and release courses



WorkForce Academy Partner & Employee Learning Catalog – WorkForce Suite

Click a **blue** box on the top line to learn more about that product. Click a **green** button to learn more about the certification programs for that product.

	WorkForce Time	WorkForce Classic Demand Scheduling	WorkForce Absence Compliance Tracker	WorkForce Classic Job Scheduling	WorkForce Analytics	WorkForce Terminals	WorkForce Fatigue Management
Functional Roles							
> Sales and Solution Consultant	WorkForce Suite Sales Essentials						
> Discovery and Estimation	Discovery and Estimation						
> Project Manager > Functional Consultant	Level 1	Level 1	Level 1	Level 1		Level 1	Level 1
Technical Roles							
> Configuration Specialist > Solution Consultant	Level 1 Level 2	Level 1 Level 2	Level 1 Level 2	Level 1 Level 2			
> Interface Specialist	Level 1						
> Report Specialist	Level 1				Level 1		



WorkForce Suite Sales Essentials

Estimated Program Completion Time: 4 hours



01 [Working with WorkForce \(PT002\)](#)

02 [Partner Sales Knowledge and Tools \(PT100\)](#)

03 [Product Demonstration: Suite \(TA105\)](#)

04 [Product Demonstration: Terminals \(DCF105\)](#)

05 [Product Demonstration: ACT \(ACF105\)](#)

06 [Product Demonstration: Classic Job Scheduling \(ASF105\)](#)

07 [Product Demonstration: Classic Demand Scheduling \(FSF105\)](#)

- › Helpful information on engaging WorkForce Software throughout the sales process.
- › Provides WorkForce Software authorized partners with the knowledge and tools for successfully selling the WorkForce Suite components and allows sales and pre-sales teams to build confidence presenting the WorkForce Suite during a sales cycle.
- › Watch a demo of the Suite and Time capabilities.
- › Watch a demo of the WorkForce 7100 terminal.
- › Watch a demo of the Absence component of the Suite.
- › Watch a demo of the Classic Job Scheduling component of the Suite.
- › Watch a demo of the Classic Demand Scheduling component of the Suite.

[Learning Matrix](#)



[How to Register](#)



WorkForce Suite Discovery and Estimation

Estimated Program Completion Time: 4 hours



01

Global Services Discovery and Estimation Course



Description

This is a three-part course that includes the following modules:

- Discovery Concepts
- Estimations
- Certification Exam



Training Topics

- » Become confident conducting Discovery sessions
- » Save cost and implementation time after learning to proficiently execute Estimation Workbook

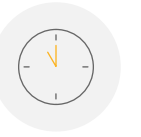
[Learning Matrix](#)



[How to Register](#)



WorkForce Time



WorkForce Time Product Description

Time & Attendance is an enterprise-grade, web-based solution to capture, schedule, monitor, and analyze time and attendance for a workforce.

Using WorkForce Time, employees can punch in and out, capture time in retrospect, request time off or respond to requests. Furthermore, employees and managers can check leave balances, schedules, banks, and reports.

WorkForce Time Partner Learning Series

For more information click the buttons below.

Functional Roles

› Project Manager

Level 1

› Functional Consultant

Level 1

Technical Roles

› Configuration Specialist

Level 1

Level 2

› Interface Specialist

Level 1

› Report Specialist

Level 1

Ongoing

› On Demand Catalog

Learning Matrix



WorkForce Time Functional Implementation Level 1

Estimated Program Completion Time: 33 hours



01 [WorkForce Software Essentials \(PT001\)](#)

- › The WorkForce Software Essentials introduces you to the WorkForce Software product suite.

02 [Working with WorkForce \(PT002\)](#)

- › Helpful information on engaging WorkForce Software throughout the sales process.

03 [Time Standard Product Functional Implementation \(PT105\)](#)

- › This self-paced eLearning opportunity provides an understanding of the WorkForce Time Standard Product.

04 [Time Functional Implementation \(PT101\)](#)

- › This course covers WorkForce Time essential product and implementation concepts. On completion, an exam is required to test skills.
- › 5 days virtual instruction

05 [Time Standard Interface Functionality \(PT107\)](#)

- › This self-paced eLearning provides a functional overview of Interfaces found in the Standard Product, the concepts behind them, and the file formats required for optimal functionality, as well as troubleshooting tips.

[Learning Matrix](#)



[How to Register](#)



WorkForce Time Configuration Specialist Level 1

Estimated Program Completion Time: 60 hrs



01 [Level 1 Configuration Specialist Pre-Work](#)

- › A series of self-paced courses that introduce the WorkForce Suite and beginning configuration topics. Approximately 10 hours to complete.

02 [Time Configuration Essentials LIVE Course \(PT102\)](#)

- › This course dives into WorkForce Time configuration concepts. On completion, an exam is required to test skills.
- › 5 days virtual instruction.

03 [Level 1 Configuration Specialist Post-Work](#)

- › Additional eLearning courses. Approximately 15 hours to complete.

04 [Level 1 Configuration Specialist Exam](#)

- › Final multiple-choice self-paced exam to complete for certification. This will take approximately 4 hours. You will be certified after passing this exam.

05 [Time Mock Project for Configuration Specialists \(PT108\)](#)

- › This final course is a self-paced sample project that gives extra hands-on experience practicing a configuration from start to finish. Approximately 20 hours to complete.

[Learning Matrix](#)



[How to Register](#)



WorkForce Time Configuration Specialist Level 2

Estimated Program Completion Time: 5 hours



01 [Level 1 Time Configuration Specialist Certification Complete](#)

02 [Time Record Grouping \(TA619\)](#)

03 [Within Schedule Determination \(TA620\)](#)

04 [Key Performance Indicator Configuration \(TA629\)](#)

05 [WebClock Configuration \(TA630\)](#)

06 [Complex Labor Distribution \(TA631\)](#)

07 [Time Level 2 Configuration Exam \(PT202\)](#)

- › The completion of the Level 1 Time Configuration Specialist Certification program is the first requirement for this program. The required certification is not included in estimated completion time.
- › Learn how to define and configure Time Record Grouping policies and reference an employee attribute in a formula.
- › Configure a Within Schedule Determination policy to work with Exceptions, Premiums and Gap Creation.
- › Define the use of Key Performance Indicators (KPIs), use of standard KPI functions, and review of Policy Editor components for KPIs.
- › Learn the basic features of the WebClock and review Policy Editor policies used to configure WebClock.
- › Build on existing Labor Distribution (LD) configuration knowledge by learning how to create and reference LD with three or more dependencies.
- › Test your skills gained in these courses with a final application exam. Successful completion of this exam will provide certification.

[Learning Matrix](#)



[How to Register](#)



WorkForce Time Interface Specialist Level 1

Estimated Program Completion Time: 44 hours



01 [Level 1 Interface Specialist Pre-Work](#)

- › A series of self-paced courses that introduce the WorkForce Suite and configuration topics. Approximately 13 hours to complete.

02 [Time Interface Essentials \(PT103\)](#)

- › This course covers WorkForce Time Interface concepts. On completion, an exam is required to test skills.
- › 5 days virtual instruction.

03 [Level 1 Interface Specialist Post-Work](#)

- › Additional eLearning courses on various topics to complete after the live course. Approximately 5 hours to complete.

04 [Level 1 Interface Specialist Exam](#)

- › Two-part final certification exam consisting of multiple-choice question knowledge validation and hands-on application exercises. Approximately 6 hours to complete.

[Learning Matrix](#)



[How to Register](#)



WorkForce Time Report Specialist Level 1

Estimated Program Completion Time: 60 hours



01 [WorkForce Software Essentials \(PT001\)](#)

- › The WorkForce Essentials course is your introduction to WorkForce Software product suite.

02 [Working with WorkForce \(PT002\)](#)

- › Helpful information on engaging WorkForce Software throughout the sales process.

03 [Tenant Manager Essentials \(PT003\)](#)

- › Through self-paced eLearning, learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time suite

04 [Time Database Schema Essentials \(PT120\)](#)

- › Learn where time and attendance data is stored and how to access it for reports, exports, or other purposes. On completion, an exam is required to test skills.
- › 3 days virtual instruction.

05 [Time Report Development Essentials \(PT125\)](#)

- › Understand WorkForce report development capabilities, learn report design basics, how to create useful reports, and how Crystal Reports and WorkForce work together. On completion, an exam is required to test skills.
- › 5 days virtual instruction.

[Learning Matrix](#)



[How to Register](#)



WorkForce Classic Demand Scheduling



WorkForce Classic Demand Scheduling Product Description

WorkForce Classic Demand Scheduling uses data from key business systems to create schedules according to the unique demands of each location and avoids any over or understaffing. WorkForce Classic Demand Scheduling allows intelligent forecasting and accurate scheduling for employees across multiple sites.

WorkForce Classic Demand Scheduling Series

For more information click the buttons below.

Functional Roles		
› Project Manager	Level 1	
› Functional Consultant	Level 1	
Technical Roles		
› Configuration Specialist	Level 1	Level 2

[Learning Matrix](#)





01 [WorkForce Software Essentials \(PT001\)](#)

- › The WorkForce Software Essentials course is your introduction to the WorkForce product suite.

02 [Working with WorkForce \(PT002\)](#)

- › Helpful information on engaging WorkForce Software throughout the sales process.

03 [Classic Demand Scheduling Functional Implementation \(PT110\)](#)

- › This course provides the information participants need to understand the Classic Demand Scheduling product and to lead the functional aspects of a Classic Demand Scheduling project. On completion, an exam is required to test skills.
- › 2 days virtual instruction.

[Learning Matrix](#)



[How to Register](#)



WorkForce Classic Demand Scheduling Configuration Specialist Level 1

Estimated Completion Time: 40 hours



01

[Level 1 Classic Demand Scheduling Functional Implementation Certification Complete](#)

- › The completion of Level 1 Classic Demand Scheduling Functional Implementation Certification program is the first requirement for this program. The required certification is not included in estimated completion time.

02

[Classic Demand Scheduling Configuration Essentials \(PT111\)](#)

- › This course provides the information participants need to understand the Classic Demand Scheduling product and to lead the configuration aspects of a Classic Demand Scheduling project. On completion, an exam is required to test skills.
- › 2 days virtual instruction.

Learning Matrix



How to Register





01

[Level 1 Classic Demand Scheduling Functional Implementation Certification Complete](#)

- › The completion of Level 1 Classic Demand Scheduling Functional Implementation Certification program is the first requirement for this program. The required certification is not included in estimated completion time.

02

[Level 1 Classic Demand Scheduling Configuration Specialist Certification Complete](#)

- › The completion of Level 1 Classic Demand Scheduling Configuration Specialist Certification program is the second requirement for this program. The required certification is not included in estimated completion time.

03

[Classic Demand Scheduling Technical Forecasting Configuration \(PT211\)](#)

- › Build on existing Classic Demand Scheduling knowledge by learning how to configure the Forecasting portion of this product. On completion, an exam is required to test skills. This program is available by special request only.

[Learning Matrix](#)



[How to Register](#)



WorkForce Absence



WorkForce Absence Product Description

WorkForce Absence is an intake and case management tool for leave cases governed by federal, state, or provincial laws. Absence breaks down leave management into three basic steps to ensure consistency and fairness within an organization.

The steps are leave determination, active case management, and compliance. Absence helps Human Resource professionals manage tasks, documents, and due dates for an absence case from the time an employee submits a request for leave until the employee returns to work.

WorkForce Absence Compliance Series

For more information click the buttons below.

Functional Roles

› Functional Consultant

Level 1

Technical Roles

› Configuration Specialist

Level 1

Level 2

Ongoing

› On Demand Catalog

Learning Matrix



WorkForce Absence Functional Implementation Level

Estimated Program Completion Time: 4.5 hours



01 [Level 1 Time Certification Complete](#)

- › The completion of Level 1 Time Functional Implementation Certification program is the first requirement for this program. The required certification is not included in the estimated completion time.

02 [ACT Functional Implementation \(PT130\)](#)

- › Learn the standard features and use of WorkForce Absence. On completion, an exam is required to test skills.

Learning Matrix



How to Register



WorkForce Absence Configuration Specialist Level 1

Estimated Program Completion Time: 2 hours



01

[Level 1 Time Configuration Specialist Certification Complete](#)

- › The completion of Level 1 Time Configuration Specialist Certification program is the first requirement for this program. The required certification is not included in estimated completion time.

02

[Level 1 ACT Functional Implementation Certification Complete](#)

- › The completion of Level 1 ACT Functional Implementation Certification program is also a requirement for this program. The required certification is not included in estimated completion time.

03

[Level 1 ACT Configuration Essentials \(PT131\)](#)

- › Build on the functional WorkForce Absence knowledge and learn how to add the Absence Extension to the Standard Base Product. On completion, an exam is required to test skills.

[Learning Matrix](#)



[How to Register](#)



WorkForce Absence Configuration Specialist Level 2

Estimated Program Completion Time: 4 hours



01

[Level 1 Time Configuration Specialist Certification Complete](#)

- › The completion of Level 1 Time Configuration Specialist Certification program is the first requirement for this program. The required certification is not included in estimated completion time.

02

[Level 1 ACT Functional Implementation Certification Complete](#)

- › The completion of the Level 1 ACT Functional Implementation Certification program is also a requirement for this program. The required certification is not included in estimated completion time.

03

[Level 1 ACT Configuration Specialist Certification Complete](#)

- › The completion of the Level 1 ACT Configuration Specialist Certification program is a requirement for this program. The required certification is not included in estimated completion time.

04

[Level 2 ACT Configuration Specialist \(PT231\)](#)

- › Build on the WorkForce Absence configuration knowledge and learn how to modify policy editor around basic customizations in Absence that customers request the most. On completion, an exam is required to test skills.

Learning Matrix



How to Register



WorkForce Classic Job Scheduling



WorkForce Classic Job Scheduling Product Description

Classic Job Scheduling is for organizations who need to match employees with a list of jobs or necessary roles.

If employees have the same job every day, even if they have rotating schedules, the scheduling capabilities of WorkForce Time are likely enough. But, if an employee might be working Job A or Job B depending on the needs of the organization and the other available employees at that time, which could include whether people are qualified for that job, you should use Classic Job Scheduling.

WorkForce Classic Job Scheduling Series

For more information click the buttons below.

Functional Roles

› Functional Consultant

Level 1

Technical Roles

› Configuration Specialist

Level 1

Level 2

Ongoing Training

› On Demand Catalog

Learning Matrix



WorkForce Classic Job Scheduling Functional Implementation Level 1

Estimated Completion Time: 3 hours



01 Level 1 Time Functional Certification Complete

- › The completion of Level 1 Time Functional Implementation Certification program is the first requirement for this program.

02 Classic Job Scheduling Functional Implementation (PT140)

- › Through self-paced eLearning, learn the fundamentals of matching employees with a list of jobs or necessary roles in the Classic Job Scheduling product. On completion, an exam is required to test skills.

[Learning Matrix](#)



[How to Register](#)



WorkForce Classic Job Scheduling Configuration Specialist Level 1

Estimated Completion Time: 18 hours



01

[Level 1 Time Configuration Specialist Certification Complete](#)

- › The completion of the Level 1 Time Configuration Specialist Certification program is the first requirement for this program. The required certification is not included in estimated completion time.

02

[Level 1 Classic Job Scheduling Functional Implementation Certification Complete](#)

- › The completion of the Level 1 Time Functional Implementation Certification program is also a requirement for this program. The required certification is not included in estimated completion time.

03

[Classic Job Scheduling Configuration Essentials \(PT141\)](#)

- › This course focuses on configuration of the Classic Job Scheduling product. On completion, an exam is required to test skills.
- › 4 days virtual instruction.

Learning Matrix



How to Register



WorkForce Classic Job Scheduling Configuration Specialist Level 2

Estimated Completion Time: 4 hours



01 [Level 1 WorkForce Time Configuration Specialist](#)

- › The completion of Level 1 WorkForce Time Configuration Specialist certification is a requirement for this program. The required certification is not included in estimated completion time.

02 [Level 1 Classic Job Scheduling Functional Implementation](#)

- › The completion of Level 1 Classic Job Scheduling Functional Implementation certification is a requirement for this program. The required certification is not included in estimated completion time.

03 [Level 1 Classic Job Scheduling Configuration Specialist](#)

- › The completion of Level 1 Classic Job Scheduling Configuration Specialist certification is a requirement for this program. The required certification is not included in estimated completion time.

04 [Level 2 Classic Job Scheduling Configuration Specialist \(PT241\)](#)

- › This exam tests your advanced technical configuration skills, best practices, and knowledge of WorkForce Classic Job Scheduling.

[Learning Matrix](#)



[How to Register](#)



WorkForce Analytics



WorkForce Analytics Product Description

WorkForce Analytics empowers users to quickly and easily build custom views of labor-related data and share that information with executives, supervisors, and coworkers across the business.

WorkForce Analytics Series

For more information click the buttons below.

Technical Roles

› [Analytics Report Specialist](#)

[Level 1](#)

[Learning Matrix](#)



WorkForce Analytics Report Specialist Level 1

Estimated Program Completion Time: 42 hours



01 [WorkForce Software Essentials \(PT001\)](#)

› The WorkForce Software Essentials course is your introduction to the product suite.

02 [Working with WorkForce \(PT002\)](#)

› Helpful information on engaging WorkForce Software throughout the sales process.

03 [Tenant Manager Essentials \(PT003\)](#)

› Learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time suite.

04 [Time Database Schema Essentials \(PT120\)](#)

› Learn where WorkForce Time data is stored and how to access it for reports, exports, or other purposes. On completion, an exam is required to test skills.

05 [WorkForce Analytics Custom Reporting \(PT121\)](#)

› This course covers the basics of customizing the WorkForce sample universe and how to create and work with WorkForce Analytics reports. On completion, an exam is required to test skills.

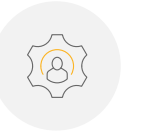
[Learning Matrix](#)



[How to Register](#)



WorkForce Terminals



WorkForce Terminals Product Description

WorkForce Software provides a variety of Data Collection Terminal (DCT) options for our customers. These devices provide secure, convenient, and reliable ways for employees and contractors to enter time and job data.

From biometrics to weatherized terminals for heavy duty work environments, we can meet any range of business and operating requirements. Further, a host of badge readers; including magnetic stripe, barcode, and proximity designs support time entry, multiple assignments, labor distribution, and more, all with a simple swipe.

WorkForce Terminals Series

For more information click the buttons below.

Functional Roles

› Project Manager

Level 1

› Functional Consultant

Level 1

Learning Matrix



WorkForce Terminals Functional Implementation Level 1

Estimated Program Completion Time: 1 hour



01

[Level 1 Time Functional Implementation Certification Complete](#)

- › The completion of the Level 1 Time Functional Implementation Certification program is a requirement for this program. The required certification is not included in estimated completion time.

02

[WorkForce Terminals Functional Implementation \(PT160\)](#)

- › In this course, you will learn what WorkForce Terminals are available, their features, and compatibility considerations. On completion, an exam is required to test skills.

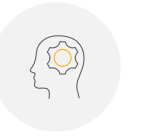
Learning Matrix



How to Register



WorkForce Fatigue Management



WorkForce Fatigue Management Product Description

Fatigue Management (FM), an integrated part of the WorkForce Time suite, automates all facets of fatigue risk mitigation to ensure employee work hour limits are enforced and that employees are fit for duty.

Fatigue Management Petrochemical Industry Pak (FMPIP) is a template that uses exception reporting for petroleum (petrochem) customers. A pre-defined list of exceptions based on the RP755 standard by American Petroleum Institute is used in this template. Exceptions help with Classic Job Scheduling rules and are mostly acknowledgeable.

WorkForce Fatigue Management Series

For more information click the buttons below.

Functional Roles

› Project Manager

Level 1

› Functional Consultant

Level 1

Learning Matrix



WorkForce Fatigue Management Functional Implementation Level 1

Estimated Program Completion Time: 1.5 hours



01

[Level 1 Time Functional Implementation Certification Complete](#)

- › The completion of Level 1 Time Functional Implementation Certification program is a requirement for this program. The required certification is not included in estimated completion time.

02

[Level 1 Classic Job Scheduling Functional Implementation Certification Complete](#)

- › The completion of Level 1 Classic Job Scheduling Functional Implementation Certification program is a requirement for this program. The required certification is not included in estimated completion time.

03

[FM Functional Implementation \(PT150\)](#)

- › This self-paced course provides an overview of the WorkForce Fatigue Management solution. On completion, an exam is required to test skills.

[Learning Matrix](#)



[How to Register](#)



On Demand Training Options



Individual Courses

Flexible product training anytime. The Partner & Employee Courses Catalog includes individual courses that can be taken for free. Once enrolled, there is no time limit, and the courses can be taken when it is convenient.

Titles Available On Demand

- » End User Training courses for WorkForce Suite
- » Standard Product Functional Implementation
- » Standard Product Configuration
- » Product Update / Release Training
- » Level 2 Configuration courses for Absence, Classic Job Scheduling and Time

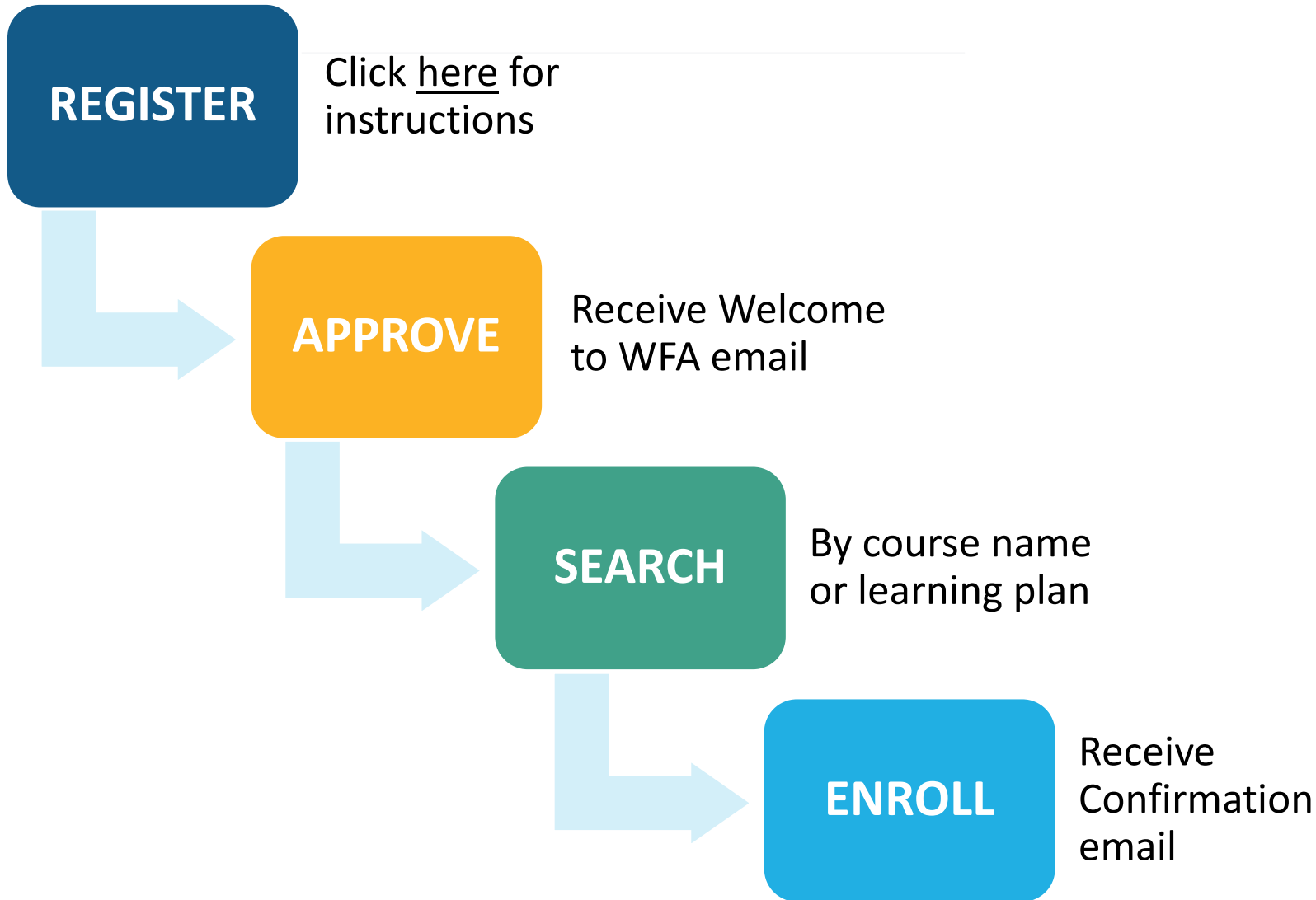
[Learning Matrix](#)



[How to Register](#)



How to Access WorkForce Academy (WFA)



**Make Sure
to Set Up Your Account in the
Partner Success Center!**

Click [here](#) to register

User Login

E-Mail Address or Username

Password

Remember Me

[Create an Account](#)

[Forgot Password?](#)

[Forgot Username?](#)


and Create an Account



Register/Enroll in WorkForce Academy



- 1 Click [here](#) to access WorkForce Academy.**
Note: Bookmark WorkForce Academy for future access.
- 2 Click the Register button in the upper right corner.**
Note: If you already have an account in WorkForce Academy continue with step #6.
- 3 Complete all required fields on User Profile tab.**
Email, First Name, Last Name, Password, Language, Time Zone, Privacy Policy acceptance and Terms and Conditions acceptance.
- 4 Click Next and complete the required fields on the Additional Fields tab.**
Company Name and Country.
- 5 Click Register.**
Note: You will be notified by email within 24-48 hours of registration approval. Look for the Welcome to WorkForce Academy email.
- 6 Return to WorkForce Academy from your registration approval email or your bookmark and Sign In.**

- 7 Click the User menu icon  in the upper left corner and click on the Course Catalog option.**
- 8 Locate the Categories and Search field to find the courses you wish to enroll in.**
- 9 Click Categories to be able to select a WFS product line or click into the Search field and enter the Course Code for a specific course/learning plan.**



Note: Once you select Categories > product line you will have two options, Functional and Technical. Choose Functional or Technical based on your role and then review the course/learning plan options for Partner Certification.

- 10 Click Add to Cart/Enroll and complete the information as requested.**
- 11 Click Check Out and check I Agree with Terms and Conditions of Service and click Confirm Order.**
Note: The message 'Your payment has been processed successfully' will appear. An email confirmation of your enrollment will arrive in your inbox.

