Training Qualifications (TQ) Step-by-Step Guide

The below guide is meant to outline the step-by-step process for completing Training Qualification (TQ) requirements in ISNetworld.

You can view requirements, track progress, and determine next steps for completing the Training Qualification (TQ) requirement in ISNetworld by using the TQ Progress Summary. To view the TQ Progress Summary, follow the steps below.

TQ Progress Summary

1. Select Employee Information &Training
2. Select Training Qualifications (TQ)
3. Select TQ Progress Summary
4. Select the applicable Hiring Client from the dropdown

**The TQ Progress Summary indicates if you have submitted training and a TQ Report for at least one of your employees for that Hiring Client. If new employees are added to your account, please follow the steps to submit the required training and to generate a TQ Report for that employee.*

Each step highlighted in the TQ Progress Summary is also outlined below.

Step 1: Add Employees to ISNetworld

Employees must be added into ISNetworld for the employees to be available within the TQ section to assign to projects, assign activities and generate TQ reports.

Please ensure you are not creating duplicate records for employees in ISNetworld – ensure you are searching for employees before creating a new record.

1. Add Employee Details
   a. Select Employee Information & Training
   b. Select Employees
   c. Select Employee Information
   d. Select Add New Employee(s) button
   e. Step 1: Select Single or Multiple* employees
   f. Step 2: If you know the employee's existing ISNetworld Employee ID, enter it here
   g. Enter required information (First and Last Name), click Save
      i. Note: An email address must be entered for each contractor employee in order to assign them to the Online Training project
      ii. If the employee does not have an email address, a general company email address or an account administrator's email address can be entered

**Companies with more than 30 employees can upload details via Employee Data*

Step 2: View Hiring Client Activity List

Your company has the option to access the Owner Activity list to view training requirements for your employees based on their job/activity.

1. View Activity List
   a. Select Employee Information & Training
   b. Select Training Qualifications (TQ)
   c. Select View Requirements
   d. Select Hiring Client Activity List
   e. Select applicable filters (optional) and click Search
   f. Select View next to Hiring Client name
   g. Select button to the left of Activity Number to expand details

Step 3: Assign Employees to Hiring Client TQ Projects/ Update Activity Requirements

Assigning employees to the project indicates to a Hiring Client which employees are working for them and the activities the employees perform. Hiring Clients are able to pull accurate reports based on the job/activity of employees. Employees must be assigned to the project for the Hiring Client to have access to the individual training records.

1. Assign Employees to Projects* and Activities**:
    a. Select Employee Information & Training
    b. Select Project Training Assignments
    c. Filter by Hiring Client and Project
    d. Click View Details/Assign Employees
    e. Search for employees using text fields
    f. Highlight employees by clicking on the employee's name (hold 'Ctrl' to select multiple)
    g. Click Move Available Employees in orange to move selected employees to the Selected Employees box
    h. Click Save & Next, continue to Assign Employee Activity Requirements**
    i. Click the edit pencil under the View/Edit Activities Assigned column or the No – Assign Activities link
    j. Search for activities using the text fields
    k. Highlight activities by clicking on the activity name (hold 'Ctrl' to select multiple)
    l. Click Move Available Activities to move selected activities to Assigned Activities
    m. Click Save

**This can also be done on a mass level by selecting the Mass Assign Employees Clients/Projects button after step b*

***This can also be done on a mass level by selecting the Mass Assign Activities button and selecting the applicable employees and activities*

Step 4: Add Training Qualification Data for Employees

Your company can submit training qualifications using the TQ Template or by entering manually. The TQ Template option is recommended for submitting training qualifications for multiple employees.

1. Manually Adding Non-Verified Qualifications
    a. Select Employee Information & Training
    b. Select Training Qualifications (TQ)
    c. Select Manage Qualifications
    d. Select Non-Verified Qualifications
    e. Select Add New Qualification button
    f. Select Manually Enter Qualifications in the drop down
    g. Select a Hiring Client
    h. Select the Activity in the drop down (Use Additional Search Options)
    i. Click Search
    j. Select the applicable qualification(s) and click Move Available Qualifications in orange
    k. Search for the employee by typing in the name or clicking Search to view all available employees
    l. Select the applicable employee and click Move Available Employees in orange
    m. Enter Qualification Date
    n. Click Add Qualification
        i. *All existing qualifications can be viewed from this page.
2. TQ Template Upload for Adding Non-Verified Qualifications (Published hourly)
    a. Select Employee Information & Training
    b. Select Training Qualifications (TQ)
    c. Select Manage Qualifications

   d. Select Non-Verified Qualifications
   e. Select Add New Qualification button
   f. Select TQ Template Upload in the drop down
   g. Click Data Upload Template to download the current template
   h. Columns E-K are required for a successful upload
      i. *Please ensure you download a new template each time you are uploading qualifications. You will be asked to validate your file prior to uploading.

3. TQ Review – if your client is using this functionality, you are required to enter a qualification and upload the appropriate corresponding certifications
   a. Select Employee Information & Training
   b. Select Training Qualifications (TQ)
   c. Select Manage Qualifications
   d. Select TQ Review
   e. Select + Add New Qualification
   f. Step 1: *Select Hiring Client
   g. Step 2: Select New Qualifications(s)
      i. Type in the appropriate TQ REV Qualification Code or Qualification name (i.e. TQ REV 211 or Well Control)
      ii. Select Search
      iii. Select the appropriate TQ REV Qualification and select Move Available Qualifications in orange
   h. Step 3: Select Employee(s)
      i. Type in name or ISN Employee ID number
      ii. Select Search
      iii. Select employee and select Move Available Employees in orange
   i. Step 4: Enter Additional Details
      i. Add Qualification Date: this should match the completion date listed on the training certificate
   j. Select Upload Documents
   k. Select Upload Document to the right of the employee
   l. Browse for your document (in PDF format) and select Upload

*Similar to GNV Qualifications, you only need to upload a TQ REV Qualification and document once and it will apply to all clients who have that qualification on their TQ Activity List.

Step 5: Worker Readiness & Knowledge (WRK) – Online Training & Worker Acknowledgement

Assigning Employees to the Online Training Requirement:

After the applicable employees have been added in the Employee Information section of ISNetworld by the contractor, each individual employee will need to be assigned to the Hiring Client's Online Training or Worker Acknowledgement Project that contains the required training.

Please follow the below steps to assign employees to the Online Training Requirement:

1. Click Employee Information & Training
2. Select Worker Assignment
3. Select Hiring Client and allow the page to refresh
4. Click View Details/Assign Workers
5. Select the employee(s) you want to add to assign and click Next
6. Add the Location and/or Type of Work/Skill for employee(s) (If applicable)
   a. All Workers box must be selected if employee(s) are working for Hiring Client
7. Click Next
8. Review and Save

Please follow the below steps to mass assign employees to the Online Training Requirement:

1. Click Employee Information & Training
2. Select Worker Assignment
3. Select Hiring Client and allow the page to refresh
4. Click View Details/Assign Workers
5. Click Mass Update on the top right
6. Select Assign or Unassign
7. Select filters to find employees
8. Click Next
9. Add the Location and/or Type of Work/Skill for employee(s)
10. Click Save

Please note the below when assigning contractor employees to their first Online Training or Worker Acknowledgement Project:

1. The employee must have an email address entered in the Employee Information section in ISNetworld in order to be assigned to a Requirement with an Online Training or Worker Acknowledgement requirement.
2. An email notification is sent to the worker once they have been assigned to the Requirement to notify them of the Online Training / Worker Acknowledgement requirement.
    a. If the employee already has ISNetworld login information:
        i. Employee receives a system notification with a link to complete the requirement
        ii. Employee receives appropriate permissions needed to complete the requirement
    b. If the employee does not have ISNetworld login information:
        i. Employee is automatically added to the Employee Information section and is granted login access
        ii. Employee is assigned a username and temporary password, which is indicated in the email notification
        iii. Employee is sent an email with a link to complete the Online Training/Worker Acknowledgement

Completing the Online Training Requirement:

1. From Employee Information & Training, select Online Training
2. Click Complete Online Training
3. Click the dropdown arrow for Client you are taking the training for
4. Under the Status column, click Launch
5. Complete the quiz at the end of the training (if required by the Hiring Client)
6. Note: Click the "Finish/Complete/End/Save" button before closing the Online Training pop-up window to ensure completion of the training is registered in ISNetworld
7. If your Hiring Client's online training is mobile-compatible, your workers can also complete the training via ISN's Empower app.

Completing the Worker Acknowledgement Requirement:

1. From Employee Information & Training, select Worker Acknowledgement
2. Click Complete Acknowledgements
3. Click the pencil icon under View/Submit
4. After reviewing the acknowledgement, select the "I have read and agree to comply with the
5. above requirements" box
6. Select "I Agree"
7. Your workers can also complete the worker acknowledgement via ISN's Empower app.
    a. Note: To have credit applied, reach out to your Hiring Client

Applying Credit to Online Training:
(use if a Worker has completed a training onsite)

1. From Employee Information & Training, select Training Data Entry
2. Click on the Requirement name
   a. Use the Filters at the top to search by Requirement name or filter by Requirement Owner (Client)
3. Click on the Training Name
4. Search for the Worker(s)
5. Click the Apply Credit button
6. Select the Credit Date
7. Click Submit
   a. Note: You are able to mass apply credit to multiple Workers by:
      i. Check the boxes next to the Worker(s) name
      ii. From the Actions drop down, select Apply Credit
      iii. Select the Credit Date
      iv. Click Submit

Step 6: Generate TQ Reports

TQ Reports must be generated separately for each Hiring Client as they are based on specific requirements. Therefore, your employees must be assigned to the Hiring Client project. TQ reports will also generate automatically based on the triggers listed below in section.

1. Generating TQ Reports:
   a. Select Employee Information & Training
   b. Select Training Qualifications (TQ)
   c. Select Generate & View Reports
   d. Select Generate TQ Report
   e. Select Hiring Client
   f. Select Project(s)
   g. Select Activities (Recommend selecting all activities)
   h. Select Employees
   i. Select Generate & Submit TQ Report

*You can view the status of the TQ Report submission by clicking on details. If a report is unsuccessful, you can run an Activity Compliance report to determine any gaps for an employee.

2. Automatic TQ Report Triggers: **Reports will generate overnight
   a. Inactive employee is made active
   b. Inactive project is made active
   c. New qualification is entered
   d. Qualification expires
   e. Hiring Client Activity List changes
   f. Project requirements change
   g. Employee is assigned to a project
   h. Employee is suspended/reinstated from activity
   i. Employee photo is added/updated
3. Generating ActivityCompliance Report:
   a. Select Employee Information & Training
   b. Select Training Qualifications(TQ)
   c. Select Generate & View Reports
   d. Select Activity Compliance Report
   e. Select Hiring Client
   f. Select Project

g. Filter by Employee (Ability to filter by activity)
h. Select the applicable employees click Move Available Employees in orange
i. Click Run Report
j. Results will show ISN ID Number, Name, Job Title, Number of Requirements and Number of Qualified Requirements.
k. Click ISN ID to view Details
l. Select Required Activities Only radio button
    i. Not Qualified (Red text) – Employee is not qualified to perform the assigned activity. At least one of their qualifications is missing or expired.
    ii. Qualified (Blue text) – Employee is qualified to perform the assigned activity.

**Please note several sections below are permission based. Contact your account administrator or the ISN Customer Service Team if you do not have access to a particular section.*

How to Order ISN-ID Cards

The below guide is meant to outline the step-by-step process for ordering ISN-ID Cards in ISNetworld. Please follow the steps below to order your cards.

**Prior to requesting ISN-ID Cards, please ensure a photo has been uploaded for each of your employees.

1. Click Employee Information & Training from the Homepage
2. Select Employees
3. Click Employee ISN-ID Cards
4. Click the green Search button on the bottom right of the page
5. Check the box(es) under Request ID Card (via Mail) and click Submit Request

Please note, ISN-ID Cards are included in your ISNetworld subscription at no additional cost. If you already have an ISN-ID Card, you do not need to request a new one as these cards are not client specific.

Turnaround Times:

1. Hard copies of the ISN-ID Cards will be sent at the address provided in the request within 2-4 weeks after they are requested
2. **Temporary ISN-ID Cards are available for immediate print and are compatible with all kiosks and scanners

How to Setup Users in Empower

ISN's free mobile app called Empower® lets your employees easily access their digital ISN ID card, assigned trainings, and compliance status (QuickCheck) for ISN Hiring Clients while on the go.

Within your ISNetworld account, you can send an "Empower Invite" by SMS or Email to your employees. They will receive a link to download the app and instructions to setup their Empower account.

Step-by-step instructions:

1. Open the left-hand navigation bar > select Employee Information and Training > Empower > Select Worker(s)
2. Click the 'Invite to Empower' button on the right of your screen > select the invitation type in the bottom right (SMS or Email)
3. If needed, add contact information for employees with missing details
    a. Click 'Send Invite(s)' to send the email(s)
4. Click here for a video guide on inviting your Employees to Empower

Click here for a video guide on inviting your Employees to Empower.