Flex - FAQ

Missed the sesion on implementation of FLEX through Academy? Click [here](#) to watch the recording.

Learner Role

1. **How to View my learning plan(s)?**

    Ans. You will find your learning plans on home page of Harbinger Academy.
    a. Log in to Harbinge rAcademy→ Top right side of your home page you have a section **Learning Plans**. You will find all yourlearning plans in this section
    b. Alternately you can also find the learning plans at your profile
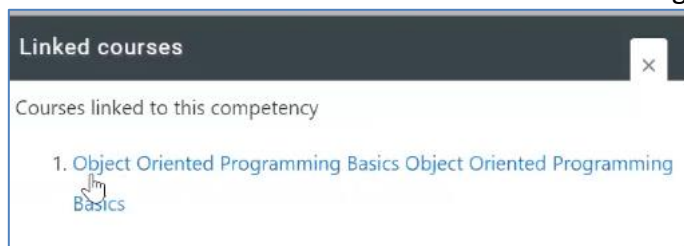   I.   User Name→ View Profile→More→ Learning plans

2. **How to take a course linked to learning plan?**

    Ans. Kindly follow below steps to take a course available in a learning plan.
    a. Click on the **learning plan** available on top right side of the Home page
    b. The learning plan will show list of comptencies. Click on **Edit** to view the list of courses linked to a competency..

    c. Click on the **course name** to enroll and start learning. All courses are self enrlllable.

3. **I recently completed a course linked to a competency? Whot is the next step?**

   Ans:- You need to attempt the assessment and score passing grade to complete a course. Once you complete all the courses of a given competency and implemetn the learning in your proejct work, you can raise a request to get it reviewed by your manager.

4. **Is it compulsory to take courses available in the learning plan serially ?**

   Ans. No, it is not. You can take courses as per your preference. But it is important that you should complete all the assessments available in a given course and score passing grade to mark it complete.

5. **I have cmopleted all the courses linked to all the competencies in a learning plan. What to do next?**

   Ans. You are requested to implement the learning in your curent work and raise a request to yoru manager to review the competencies. If you have completed (i.e got good rating on all the competencies of a learning plan) a learning plan, check with your manager for next level of learning plan to be assigned to you.

6. **An URL given inside a course is not opening? OR a coruse URL is not opening, Who can suggest the correct URL?**

   Ans. Please raise an request to academy.support@harbingergroup.com for a quick resolution.

7. **I am going through a course, but there are no assessments available? Is it the right course I am referring to ?**

   Ans. If a course linked to a competency does not have any asssessment, than it is by design. You are requested to complete the learning content availalble inside the course.

8. **I found a better learning content for a given competency, can I suggest it, if yes where can I share my suggestion?**

   Ans. You can share the learning content through the post to forum section available inside a course. You can also write flex@harbingergroup.com.

9. **My manager has already rated me on a given competency, now my reporting manager has been changed? Should I request for a review again?**

   Ans. No, if your earlier manager has rated you competent else, you need to raise a competence review request again to your new manager.

10. My competency review request is pending since a long time. What should I do?

Ans. Please discuss this in your O3.

11. I am not happy with my manager's rating. What I do?
Ans. Please discuss this in your O3.

12. Workformce Managment Team has requestetd me tl learn a new technology. Do I still need to complete the learning plan assigned to me earlier?
Ans. Yes. Your learning plan is flexible and can be customized by your manager. So you are requested to complete the given learning plan.

13. What is the duration to complete a learning plan?
Ans. The courses assigned to you in a learning plan are of shorter duration and can be completed within a few weeks time. But you can take max 6 months time to complete all the coruses and demonstrate the learning in your project.

14. I am full time occoupied in a project to deliver a few urgent items, Can I get additonal time?
Ans. The timeline for completeing a learning plan is about 6 months. So you should manager your time to complete the learning plan as per the timeline defined.

15. I falied in first attempt of a quiz available in a course, can I reattempt it?
Ans. Yes. You are requested to revise your learning before you reattempt.

16. I have already completed a quiz availble in udemy course.Do I still need to complete the quiz available in Acdemy course?

Ans. Yes, You are requested to complete the assessment available in Academy course to mark it complete.

17. I see more than one learning plan assigned to me? Which one should I take?

Ans. You are assigned learning plans based on your designation, years of experience and technology. It should be in these 3 levels – Beginner, Intermediate, Expert. If you see Expert level, it is expected that you have all the prior competencies mentioned in Beginner and Intermediate level. Thus, you will also see Learning plans for Beginner and Intermediate levels. In case your manager feels that you don't possess any of the prior competency, he/she can ask you to take the course in the competency. It is expected that before you complete the Expert level, your learning plans for Beginner and Intermediate are marked as complete.

Manager Role

1. **How will I know whose Competency I need to review?**

Ans. To find the competencies of your direct to be reviewed, follow below steps

Login to Academy→ Towards right side of the Home page, you will find a section "Competencies to review" where your direct' s competency review request is received.

2. **How to rate a competency of my direct?**
   You are requested to follow below steps to rate a competency.
   Login to Academy→ Competencies to review→Select the competency to be reviewed→ Start Review→ Rate→Give appropriate rating from the drop down along with appropriate **Experience Notes** →click on Rate→ Finish review.
   Once you click on Finish Review, an autogenerated email from academy will be sent to your direct with a link to view the rating.
3. **The direct has never got an opportunity in current project to demonstrate the competency. So, what rating should I give to direct?**

Ans. You are requested to create an opportunity in current project or create a POC where your direct can demonstrate the competency so as to validate it.

4. **Within how many days I need to review the competency of my direct?**

Ans. You should review the competency of your direct as soon as possible.

5. **The competency request received is not my direct. Can I send it back?**

Ans. Competency review request is sent automatically through academy to respective managers as per SuccessFactors. You cannot send the competency review request back. You can check with the earlier managers to collect feedback and grade the competency.

6. **The direct has not completed the learning plan as s/he has been working on it since a few months on the competencies mentioned in it. Now S/he has raised a review request. Should I rate it?**

Ans. The direct is requested to raise a review request only after completing the assessments of all the courses given in a learning plan. S/he can go through the learning content if it is required for him/her. You can grade her/him as per the demonstration of the competency on project work.

7. **Can I see the assessment score of Courses assigned through a learning plan before I rate the competency?**

Ans. Yes, you can see the grade of all assessments through respective courses Academy.

8. The engineer has resigned, and now I got a competency review request. Should I rate it?

Ans. Yes, you are requested to review the competency based on the demonstration on projects.

9. Is the rating will impact engineers' performance grade in Polestar?

Ans. In Polestar, your learning goal will have the completion status of learning plans assigned to you. So, you are requested to complete the learning goal as per timeline shared with you by your manager(s).

10. Can I delegate the review request to another person? As I have recently started working with him/her

Ans. No, you are requested to consult with the earlier manager(s) to collect feedback and grade the competency.

11. Can I see the Competency rating of my direct?

Ans. Yes, you can see it though Academy. All competencies are available at employee profile→User competencies section.

12. Can I edit the competency rating already given to my direct?

Ans. Yes, you can re-rate a competency in Academy.

   a. Go to the learning plan of your direct
   b. Click on the competency that you want to re-rate

13. The direct is only half time with me, can I request the other manager to give rating?

Ans. No, you are requested to consult with the other manager to collect feedback and rate the competency.