Employee Self-Service (ESS) Learning & Development –
Learning Administration System

Frequently Asked Questions and Answers

Q.1 Where are the full suite of Learning & Development course outlines available?

A.1 All course outlines are available on the Learning & Development webpage of the Human Resources website: https://www.maynoothuniversity.ie/human-resources/learning-and-development

Q.2 Where is the User Guide for the Learning & Development section of the Employee Self-Service Available?

A.2 The User Guide to help you navigate the Learning Administration System is available here on the Human Resources website.

Q.3 Do you receive an email when you apply to book on a course?

A.3 You will receive an email when you have been approved to attend a course (scheduled on a course) by Learning & Development, Human Resources. You can see your pending application on the online system under the table icon on the top right of the screen. Refer to User Guide for further information.

Q.4 Is there a cancellation fee charged to my Department if I cancel from the course?

A.4 Yes.
All Learning & Development courses and seminars run by HR are free of charge however, **cancellation fees** will apply. Each place on a course represents a cost to the University. If you are unable to attend an activity you should let us know at **least 3 working days** beforehand by cancelling your place online through the Employee Self-Service (ESS) so that we can attempt to fill your place. If you do not give sufficient notice, €150 will be charged to your Department to reimburse the cost of your non-attendance. Extenuating circumstances will be taken into consideration.

**Q.5** Does my Head of Department/Manager need to approve my attendance at training?

**A.5** Yes, you require approval from your Head of Department or their nominee/line manager. It is the employee’s responsibility to receive approval to attend **before** they register on the course.

**Q.6** Is the online Learning Administration System available to use off campus?

**A.6** Yes, it is.

**Q.7** How do I book on to a course?


**Q.8** How do I cancel from a course?


**Q.9** Who do I contact if I cannot book on a course?

**A.9** If the course is run through Human Resources and you are trying to book via the ESS and cannot, please email learning.development@mu.ie or call ext. 7446

**Q.10** Is there a certification of completion available for attending the course?

**A.10** In the current version of Core L&D there is not, however in the next version due to go live mid-2020, certificates of completion will be available.