



## 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 Directory](#) of the Human Resources website

**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 Yes, you will receive an email to say your application to attend a course has been received. 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. 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?**

A.7 You can book onto a course through the Employee Self-Service under Learning & Development. Please refer to [ESS L&D User Guide](#)

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

A.8 You can cancel through the Employee Self-Service under Learning & Development. Please refer to [ESS L&D User Guide](#)

**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](mailto:learning.development@mu.ie) or call ext. 7446