

Veteran Employment Training for Federal Hiring Managers Help Page

Select a frequently asked question (FAQ) to skip to its answer.

- [How is the course organized?](#)
- [Who should take this course?](#)
- [How do I get credit for this course?](#)
- [What do all the navigation buttons do?](#)
- [How do I know what to click?](#)
- [When I click a link or a graphic, nothing happens. Why?](#)
- [I don't see a Next button. What do I do?](#)
- [What do I do if the page doesn't load properly?](#)
- [My agency places a banner across the top of all popup windows, so I can't click on the X. How do I close the window?](#)
- [Can I skip the questions in the course?](#)
- [When I entered the course today, the lessons I did yesterday weren't marked as complete. Why wasn't my progress saved?](#)
- [How do I find out the meanings of the terms used in the course?](#)
- [What tools are available to help me learn the course content and to use as a reference later?](#)
- [When I selected the "Click to Finish" button at the end of the section, it took me back to the menu page. Why?](#)
- [I have questions about the information in the course. Is there someone I can contact?](#)
- [How do I find out more information about Veteran Employment?](#)

How is the course organized?

The *Veteran Employment Training for Federal Human Resource Professionals* course is organized into three sections:

1. What Do You Already Know About Veteran Employment in the Federal Civilian Workforce?

The first section is an informal pretest that enables you to assess your knowledge about Veteran employment before taking the training.

2. Veteran Employment for Federal Human Resource Professionals

The second section is the training portion of the course, which presents the content and contains Review Questions to help you check your understanding throughout the lesson.

3. What Have You Learned About Veteran Employment in the Federal Civilian Workforce?

The final section of the course is an informal posttest that allows you to see how much you learned from the course.

[Top](#)

Who should take this course?

The target audience for the *Veteran Employment Training for Federal Hiring Managers* course includes Hiring Managers at any of the agencies of the Federal government.

There are no prerequisites for the course, and participants are not expected to have prior knowledge of the Veterans Employment Initiative before taking the training.

[Top](#)

How do I get credit for this course?

Once you have completed all units, you will be able to print a Certificate of Completion. Check with your agency's training officer or equivalent for agency-specific requirements for receiving credit for the course..

[Top](#)

What do all the navigation buttons do?

- Next: Takes you to the next page.
- Back: Returns to the preceding page.
- Refresh: Refreshes the page, resets questions, and replays any animation or audio elements.
- Menu: Takes you to a list of sections in the course and allows navigation to other sections within the course.
- Resources: Displays a PDF that contains a list of resources along with links to websites where additional information can be found.
- Glossary: Displays a PDF of terms and acronyms used throughout the course with their definitions.
- Help: Displays this PDF of frequently asked questions (FAQs) about the course.
- Exit: With confirmation, closes the course and tracks your progress.

[Top](#)

How do I know what to click?

Bold blue text is selectable and allows you to view more information about a topic in a popup window (be sure to enable popups). At the bottom of each popup window is a selectable “Close This Window” link.

A selectable graphic is indicated by the use of a hand icon placed on the graphic. The cursor will change to a pointing hand when positioned over a selectable graphic.

Other elements that are selectable include radio buttons, checkboxes, and the “Done” button used on Review Question pages.

Always read the instructions in the prompt area at the bottom of each page to ensure that you don't miss any information.

[Top](#)

When I click a link or a graphic, nothing happens. Why?

You may need to set your browser to allow popups in order for some information to appear. If you are using the Google toolbar in your browser, you may hold the Ctrl key and select the item at the same time, which allows the popup window to open. In Internet Explorer, you can adjust the settings for blocking popups by selecting Internet Options from the Tools menu, then clicking the Privacy tab.

Many of the graphics in the course are not selectable. Selectable graphics are indicated by a hand icon placed on the graphic. The cursor will also change to a pointing hand when positioned over a selectable or rollover graphic.

You may need to click the “Refresh” button at the bottom of the screen to reload the page. If the problems persist, try exiting the course by selecting the “Exit” button. Then reenter the course.

[Top](#)

I don't see a Next button. What do I do?

The Next button should appear on the lower right side of the screen. If you don't see it, first try maximizing the window. If that doesn't fix the problem, check to be sure your screen size is set to 100%. In Internet Explorer, you can find the zoom level setting at the bottom right of the window. If you continue to experience problems, contact your system administrator.

[Top](#)

What do I do if the page doesn't load properly?

If all elements of the page haven't loaded properly, click the “Refresh” button at the bottom of the page to reload the page.

If an animation or Voice of Experience audio won't play, check to be sure that you have the Adobe Flash Player installed. If it is not installed, obtain approval and/or install the Adobe Flash Player on the computer. You can find information about the Adobe Flash Player at www.adobe.com.

A low connection speed could cause the page to load slowly or improperly. In addition, keep in mind that the course was designed to run on PCs using the Internet Explorer browser (version 7 or higher).

[Top](#)

My agency places a banner across the top of all popup windows, so I can't click on the X. How do I close the window?

Each popup window in the course includes a "Close This Window" link at the bottom that you may click. You may use the "Exit" button at the top of the screen to close the course, or the "Menu" button to return to the menu where you can select a different section of the course.

[Top](#)

Can I skip the questions in the course?

No. You must answer all of the questions presented throughout the course. Generally, you will be given two attempts to answer the question correctly. You will be given feedback after an incorrect attempt. After the second attempt, you will be shown the correct answers along with feedback.

You may, at any time, use the Back button to review the content associated with a question, in order to answer any of the questions presented throughout the course.

[Top](#)

When I entered the course today, the section I did yesterday wasn't marked as complete. Why wasn't my progress saved?

Make sure you always exit the course by clicking the Exit link, located at the top of the screen. Simply closing the browser window (using the X) may not save your data. Also, clicking the "Click to Finish" button at the end of a section is added insurance that your progress will be saved.

If you properly exit the course but still experience problems, contact your learning management system (LMS) administrator.

[Top](#)

How do I find out the meanings of the terms used in the course?

You may access the glossary PDF at any time throughout the course by clicking the Glossary link at the top of your screen. You may wish to print or save this document for future reference.

[Top](#)

What tools are available to help me learn the course content and to use as a reference later?

In addition to the Review Questions that are provided in the training to help you check your knowledge of the content, the course contains downloadable tools in portable document format (PDF) that can be used as references in your day-to-day work. The Resources link at the top of the screen opens a PDF that contains a list of links to additional information about topics included in the course. The Glossary link at the top of the screen opens a PDF which contains a list of terms used in the course and their definitions. You may print these documents or save an electronic copy for future reference. These tools will reinforce the concepts you've learned in the course so you can implement effective veteran hiring practices in your agency.

[Top](#)

When I selected the “Click to Finish” button at the end of the section, it took me back to the menu page. Why?

You will be returned to the menu page as you complete each section, so you can choose to exit the course from there (by clicking the Exit button), take a section you haven't entered yet, or review sections you have already completed.

[Top](#)

I have questions about the information in the course. Is there someone I can contact?

For more information about Veterans employment, contact your agency's VEPO and/or check the U.S. Office of Personnel Management's Veterans Employment Website, <http://www.fedshirevets.gov>. You may find the answer to your question at OPM's FAQ site: <http://www.opm.gov/FAQs/topic/veterans/index.aspx>.

For questions specifically related to the Veterans Employment Training for Federal Human Resource Professionals course, please contact your learning management system (LMS) administrator.

[Top](#)

How do I find out more information about Veteran Employment?

Several helpful resources are included in the resource PDF, accessible at any time by clicking the Resources link at the top of your screen. You may wish to print or save this document for future reference. You should also contact your agency's VEPO for more information, and be sure to visit the U.S. Office of Personnel Management's Government-Wide Veterans Employment Website at <http://www.fedshirevets.gov>.

[Top](#)