

Appendix F -- Master Training Plan for CHRM Clerks and Assistants

On-the Job or Formal Training	Source	Type	Target Audience	Priority
New Employee Orientation	CPOC	Export	Assistants & Leads	II
Introduction to Human Resources	CPOC	Export	Assistants & Leads	II
Management of Inbox	CPOC	OJT	GS-203-04 & 05	
Modern DCPDS Training	CPOC	Export	GS-203-04 & 05	II
Research Skills	CPOC/CPAC	OJT	GS-203-04 & 05	
Customer Service	CPOC/CPAC	OJT	GS-203-04 & 05	
Using the Guide to Processing Personnel Actions	CPOC/USDA	Export TBD	GS-203-04 & 05	II
Payroll Interface	CPOC	Export	GS-203-04 & 05	II
Employee Benefits Processing	CPOC	Export	GS-203-04 & 05	II
Service Computation Dates	CPOC	Export	GS-203-04 & 05	II
Personnel Assistants Course	CPOCMA	Class	Assistants & Leads	II/III
Effective Writing	CPOC, CPAC, USDA	OJT & Class	Assistants & Leads	III
In/Out Processing	CPOC, CPAC Business Process Maps	OJT	Assistants & Leads	III
Retirement Systems and Benefits Course (Specifically for ABC-C staff)	CPOCMA / DOD FAS	Class	Assistants & Leads	III
DOD Priority Placement Program	DOD CARE	Class	Assistants & Leads	III

Codes for type of training: Class = Classroom; Corr = Correspondence