

# Attention

Save, print and read this information. This document will provide insight on issues that will help you through the course.



You can download this document to your mobile device by following the QR code link above

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Dear SDC Participant,

## Welcome to the Supervisor Development Course (SDC):

The SDC is a complete revision of the legacy course. It is a major result of the National Defense Authorization Act of 2010 (NDAA 2010) which requires that all Government Civilian Supervisors and Military that supervise government civilians receive training in the topics specified in the NDAA 2010. Content was designed and developed by a team of subject matter experts and vetted through topic area proponents across the Army. You have 120 days from the time of enrollment to complete this course. Once 120 days has passed, you will have to reregister and begin again. **No extensions are granted!**

## Section 508 compliance

A new Text Only version of each lesson is available via the button on the first page of each lesson. This version has been tested to be compatible with *Job Access With Speech* (JAWS) assistive software.

## How to access the content:

You should have received a notification message that instructed you to initially log in to the Army Learning Management System (ALMS) server. The course lessons and content should be available to you in the “Current Enrollments” area of the ALMS. If the lesson is completed or opened and then closed without completion it will move to the “Detailed Training Records” area (formerly Transcripts). If you have technical problems with the course, or require a test reset, please contact the Army Management Staff College dL Team via the Army Training Help Desk (ATHD). To submit an ATHD ticket; log in to AKO and then paste the url <https://athd.army.mil> into your browser.

## Login and Launch Content

### (Detailed instructions are provided at the end of this memo)

- Log into ALMS via AKO (using CAC or AKO UserID and Password) then use the “Self Service” Dropdown and the “My Education” link or go directly to the ALMS at <https://www.lms.army.mil/>.
- You will be prompted to enter your AKO Username and Password information if you go directly to <https://www.lms.army.mil/>.
- You are now logged into the ALMS. You are on your homepage.
- Click on the “Current Enrollments” button and your registered course lessons will be displayed with the option to launch them directly. Lessons will not be listed in order and you should sort them alphabetically. Please note you will have to repeat this sort each time you log into the ALMS to view your lessons in Alphabetical order. We are working to improve this feature.
- Click the content (lesson) “Launch” button

- Upon completion of the first lesson, to access the next lesson, in the **“More Actions”** box click the **“Go to Enrollments”** link

Once you have completed the lessons and closed the course, your completion is reflected in your **“Detailed Training Records”**. You may view your status (how many lessons you have completed) from the **“Detailed Training Records”** area. You can also replay a completed lesson from the **“Detailed Training Records”** area.

## The lessons and recommended sequence are:

SDC_Desk_Reference (PDF)	
Introduction	Overview
Course Introduction	Supervisor Transition
Module 1: Workforce Management	Lesson 1: Workforce Planning
Module 1: Workforce Management	Lesson 2: Position Management & Classification
Module 1: Workforce Management	Lesson 3: Hiring
Module 1: Workforce Management	Lesson 4: Merit System Principles & Prohibited Personnel Practices
Module 2: Performance Management	Lesson 1: Onboarding
Module 2: Performance Management	Lesson 2: Performance Management
Module 2: Performance Management	Lesson 3: Employee Training and Development
Module 2: Performance Management	Lesson 4: Recognition, Incentives and Awards
Module 2: Performance Management	Lesson 5: Coaching Counseling and Mentoring
Module 3: Labor and Employee Relations	Lesson 1: Leave Administration
Module 3: Labor and Employee Relations	Lesson 2: Workers' Compensation
Module 3: Labor & Employee Relations	Lesson 3: Labor Relations
Module 4: Supervising a Diverse Workforce	Lesson 1: Supervising a Diverse Workforce
Module 4: Supervising a Diverse Workforce	Lesson 2: Hostile Work Environment
Module 4: Supervising a Diverse Workforce	Lesson 3: Reasonable Accommodation
Module 4: Supervising a Diverse Workforce	Lesson 5: Creating an Engaging Work Environment
Module 4: Supervising a Diverse Workforce	Lesson 4: Managing Conflict
Module 4: Supervising a Diverse Workforce	Lesson 6: Valuing Individual Differences
Module 5: Leading Change	1: Leading Change
SDC Posttest	
SDC End of Course Critique/Evaluation	

## Final Examination:

The honor code is important for any distance learning completions. Please realize that this course must be taken individually and the honor code focuses on your responsibility as a student.

Please take the time to review the lesson material prior to taking the exam. You may experience problems passing the exam without studying. The Final Examination (Posttest) is comparable in difficulty with a graduate level college comprehensive examination. You should take notes during the course. Each testable lesson has a print feature that allows you to print out the content for taking notes during the lesson and studying for the examination. You should allocate at least 50 minutes to an hour to complete the exam.

The exam contains 40 questions which are displayed one question at a time. You can backtrack to the previous question once a question is answered. Once the last question is answered, the examination will close and then display your score. Your completed examination question can be viewed in the “Detailed Training Records” area. For exam feedback you will see an abbreviated version of your question, the answer chosen, and if you answered correct or incorrect. You will not see correct answers for questions answered incorrectly.

## **Course Completion**

You will have two attempts to pass the final exam and must score an 80% or above. If you fail to pass the exam after your second attempt, your supervisor will be notified and you must retake the course. Please note: grades in the ALMS are recorded as a decimal; an 80% pass would be reflected and scored as .80. The two exam attempts are on two separate and different exams.

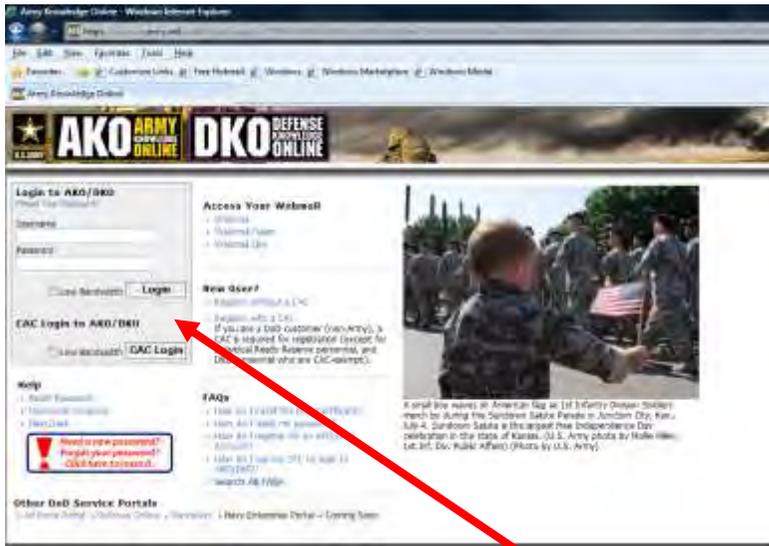
After you have completed all lessons, the final exam and **End of Course Critique**, you can access your diploma in CHRTAS. Please allow 1-2 days after completion for processing. Once signed into CHRTAS, go to the left hand menu, hover over the “Student” menu selection, trace down to “Training Certificates” and click on “**Training Certificates**”. We recommend you use buff colored paper, print it on a color printer, and display it in a prominent place. There is no need for you to print a completion certificate from the ALMS. If your certificate is not listed in CHRTAS after 48 hours please contact the Army Management Staff College dL Team via the Army Training Help Desk (ATHD).

## **Feedback:**

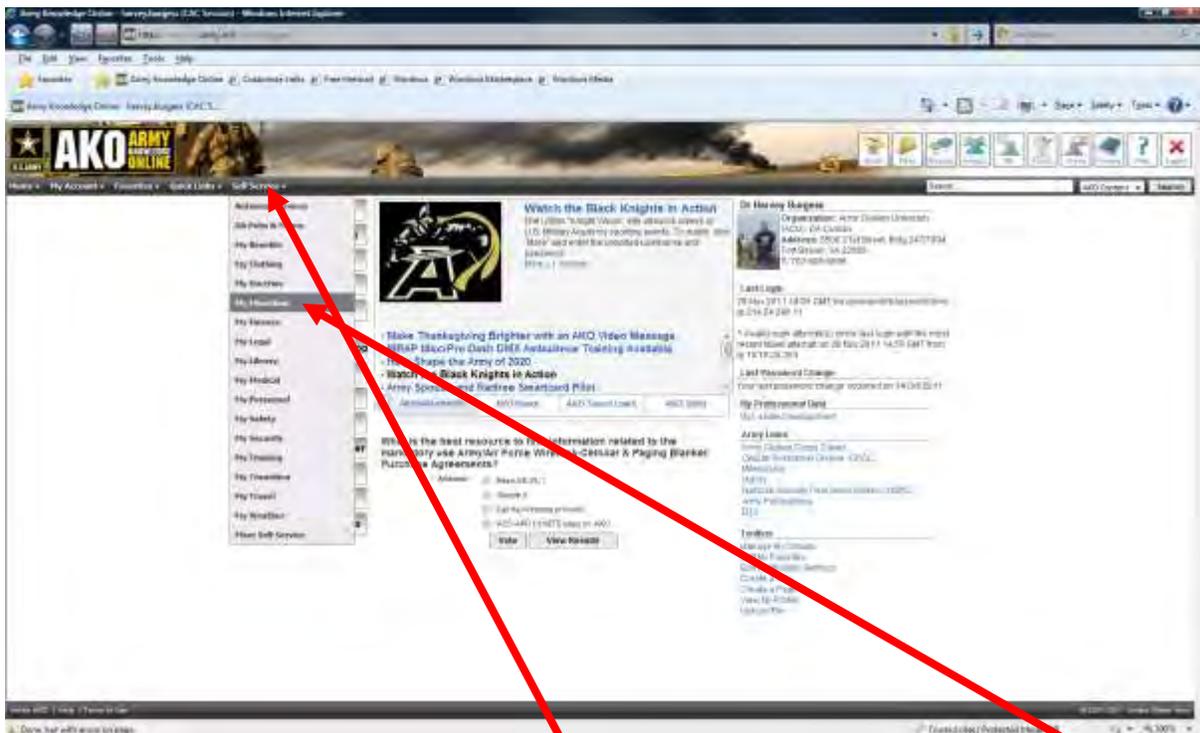
To help us improve our course, we invite any comments and/or recommendations you may have. Your feedback is beneficial in improving the Supervisor Development Course.

Thank you for your time.

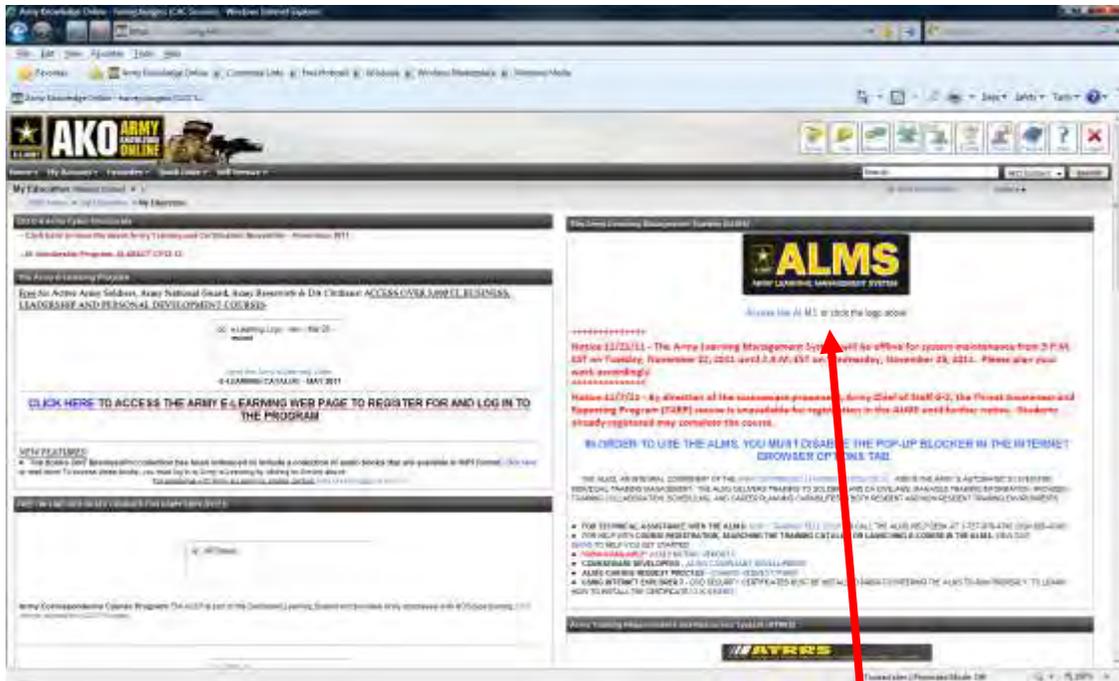
# How to Log in to the Army Learning Management System (ALMS)



(1) Go to AKO and Log in with your CAC or AKO User ID & Password



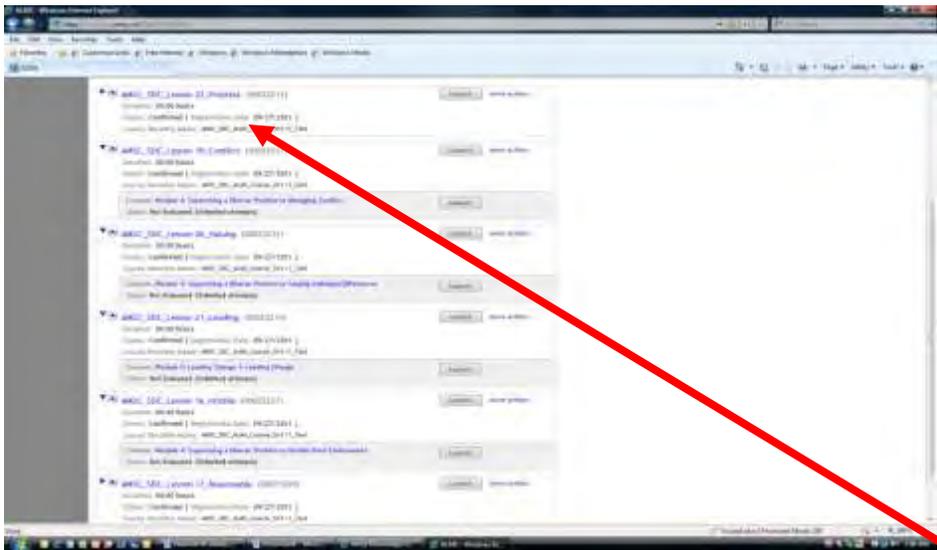
(2) Once logged into AKO, use the “Self Service” dropdown and select/Click “My Education”.



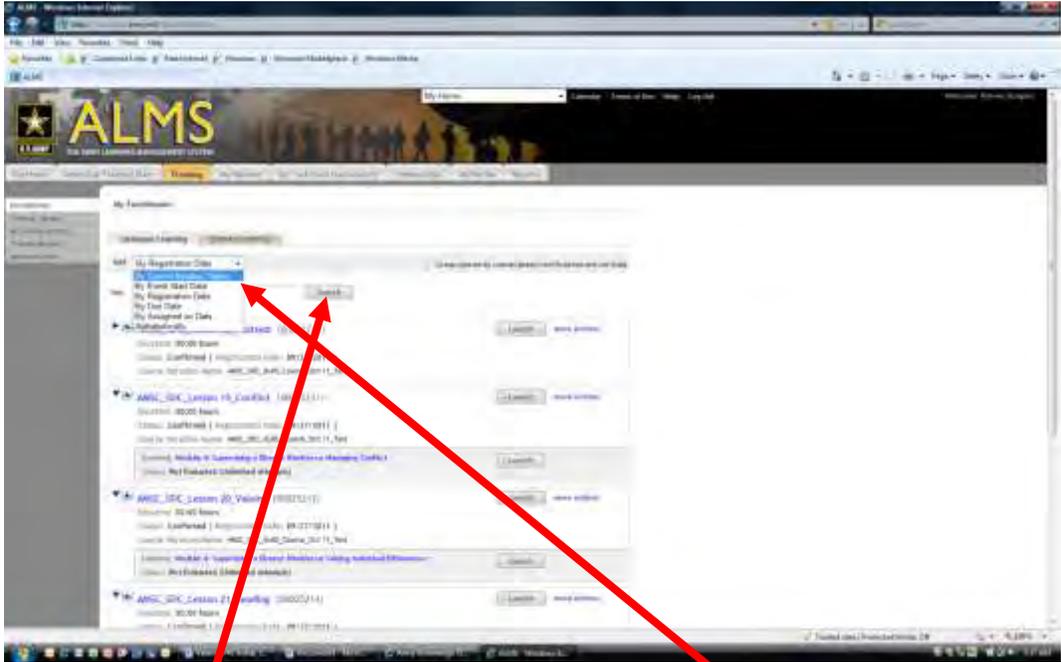
(3) Your “My Education” page should appear. Click the ALMS Logo or ALMS link to go to the ALMS.



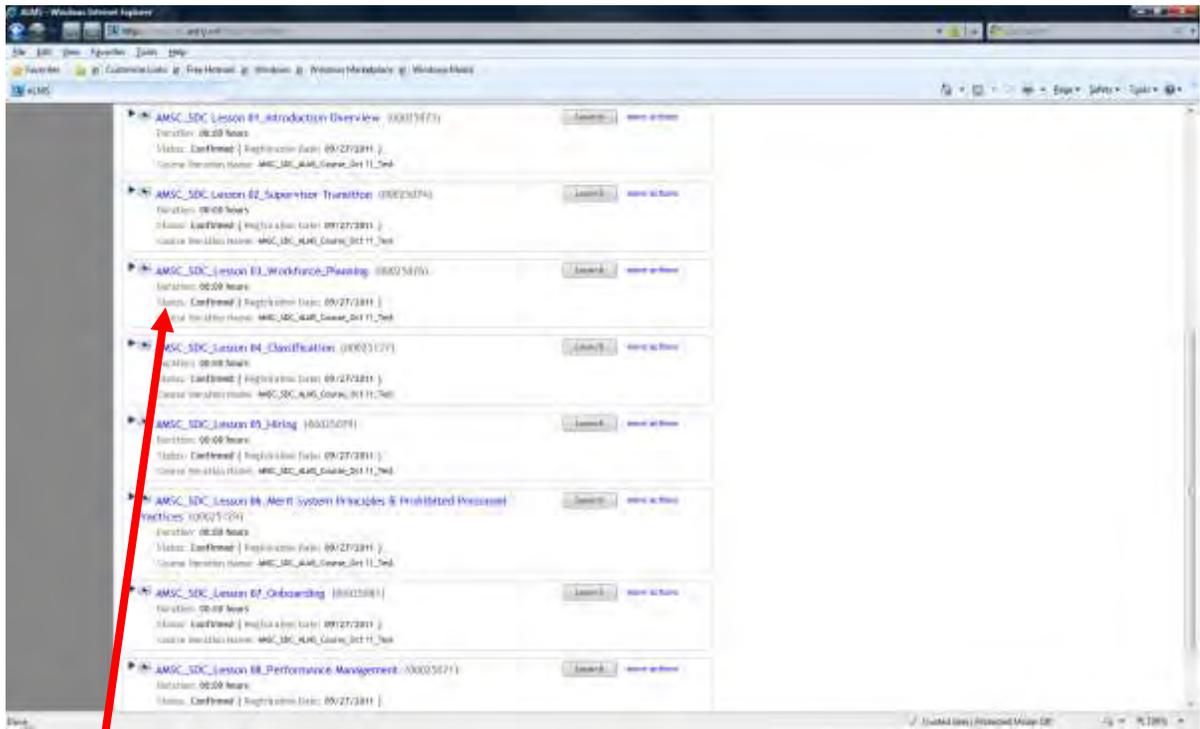
(4) Once at the ALMS home page you can Click “Current Enrollments” to see your courses/lessons.



(5) Your lessons may be displayed out of order (notice: my list starts at lesson/item 22 the Posttest).



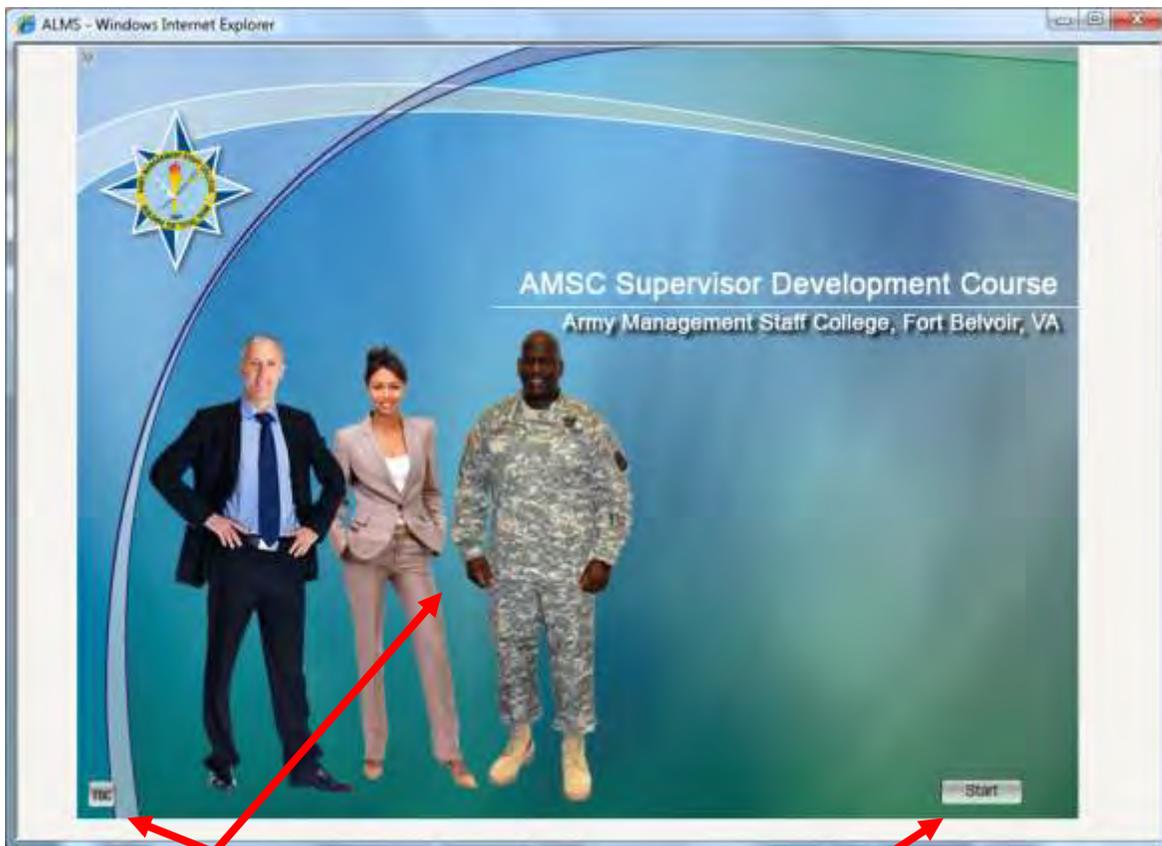
(6) To sort your lessons, Click the “Sort” dropdown arrow and select “Alphabetically” then Click “Search”.



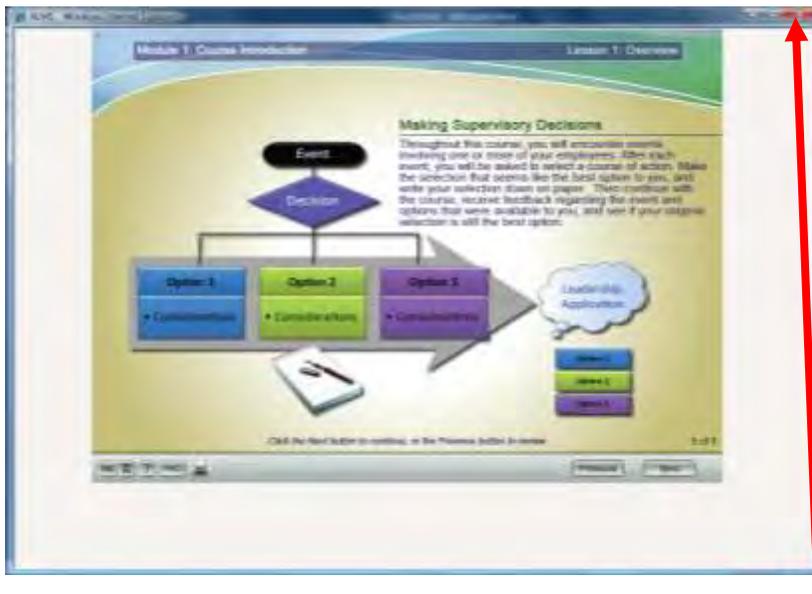
(7) Alphabetical list of lesson displayed. Scroll down to see the “Next” button and navigate to the other lessons in your “Current Enrollments”.



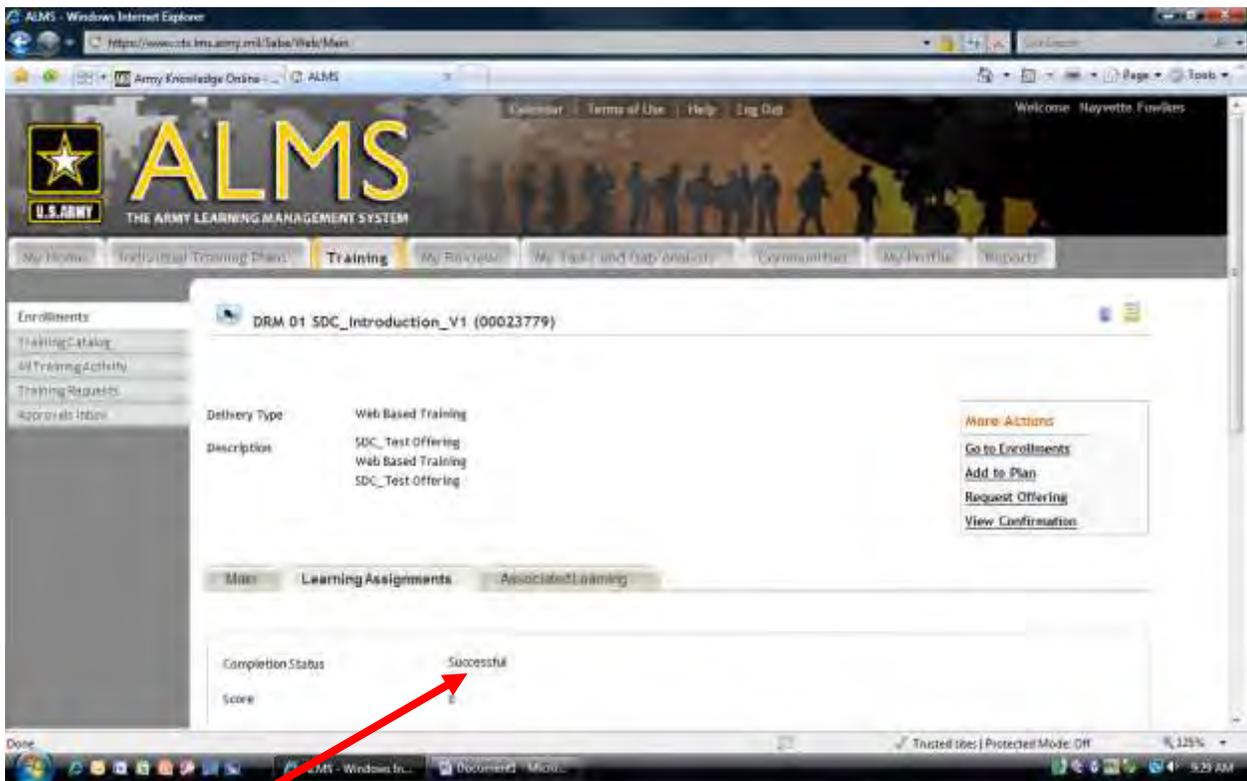
(8) Click the “Launch” Button to Open the Lesson.



(9) Lesson window. “Table of Contents” Button and “Start” Button.

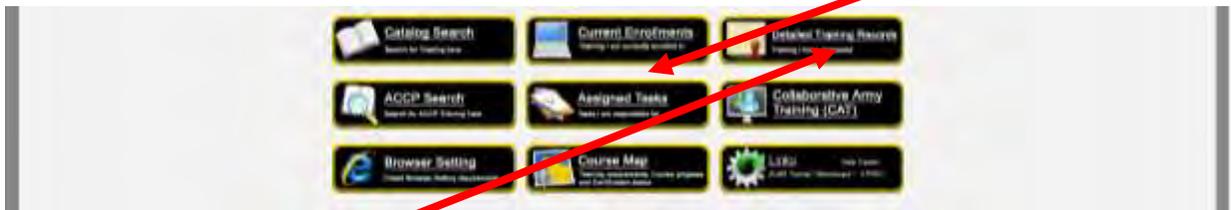


(10) To exit the lesson you must use the Browser (Red X) “Exit” button.

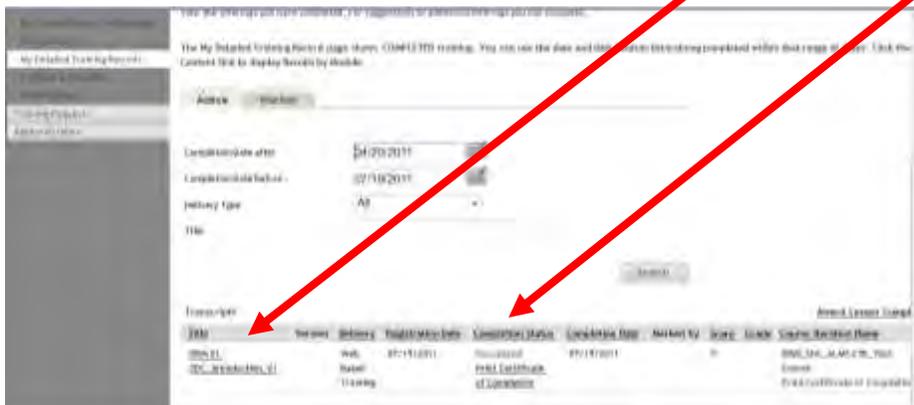


(11) When the lesson closes it will record in the ALMS and show that you have completed the lesson successfully.

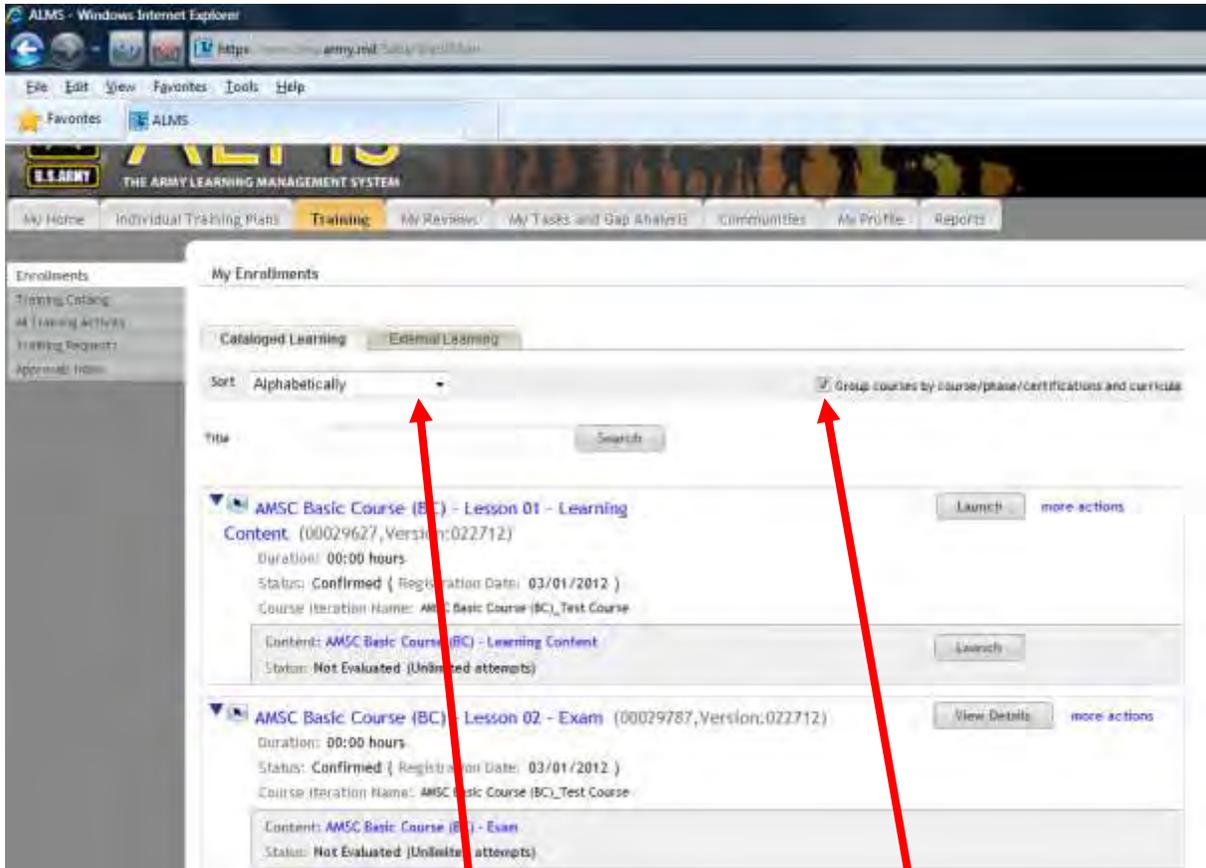
(12) Use your Browser “back arrow” to navigate back to the ALMS Home Screen.



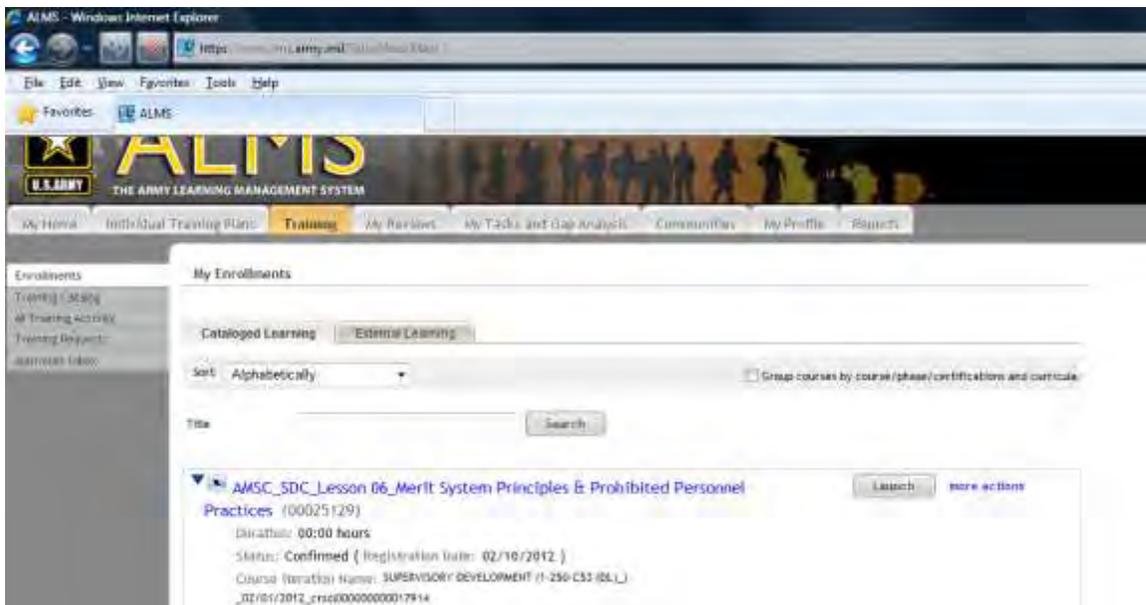
(13) Click “Detailed Training Records” to see your completed lesson and status.



# I don't have a Launch Button to launch my Lessons?

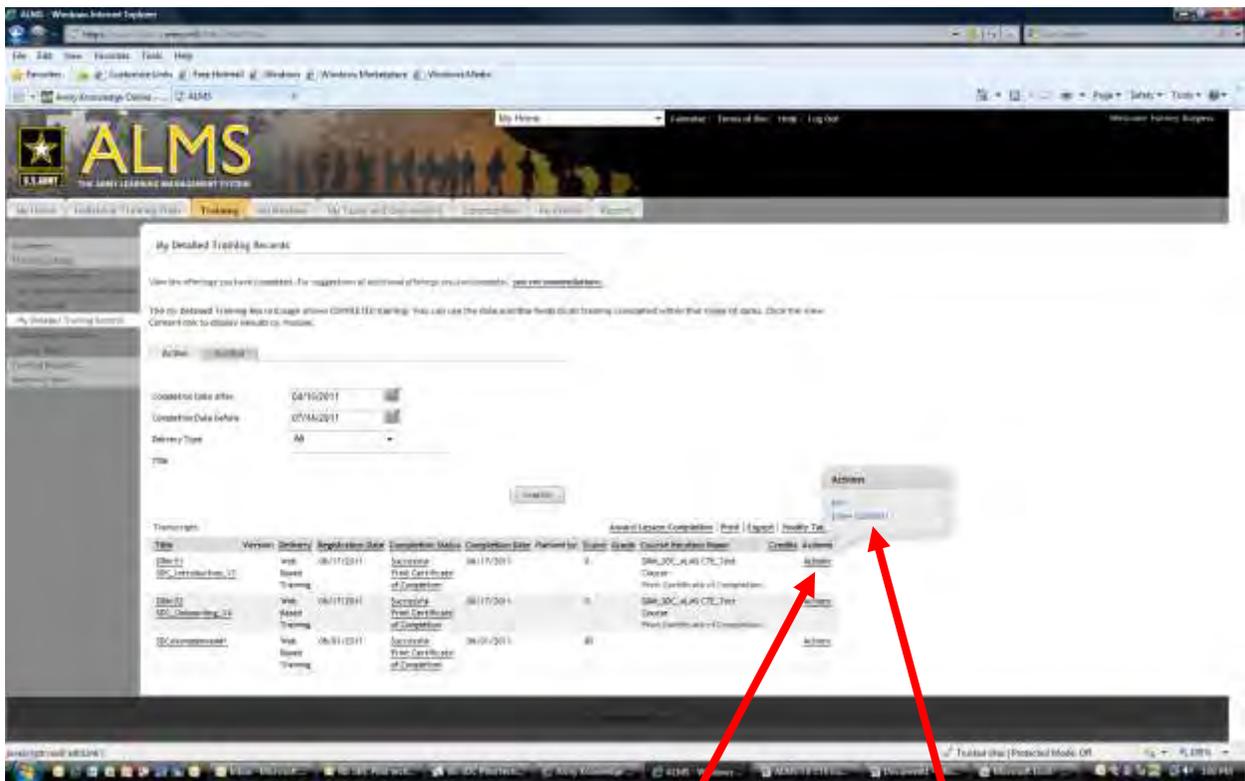


Go to Current Enrollments. Sort Alphabetically. **Remove Check** from Check box for "Group courses by course/phase/certifications and curricula"

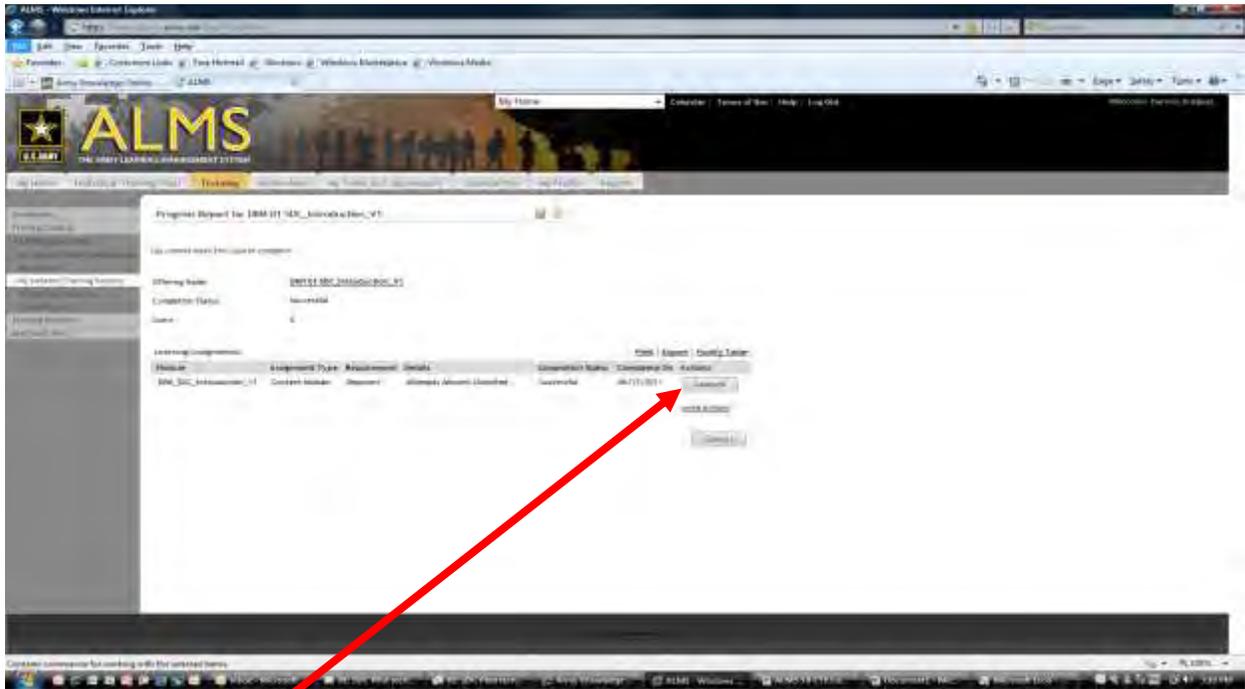


You should now have launch buttons for your content.



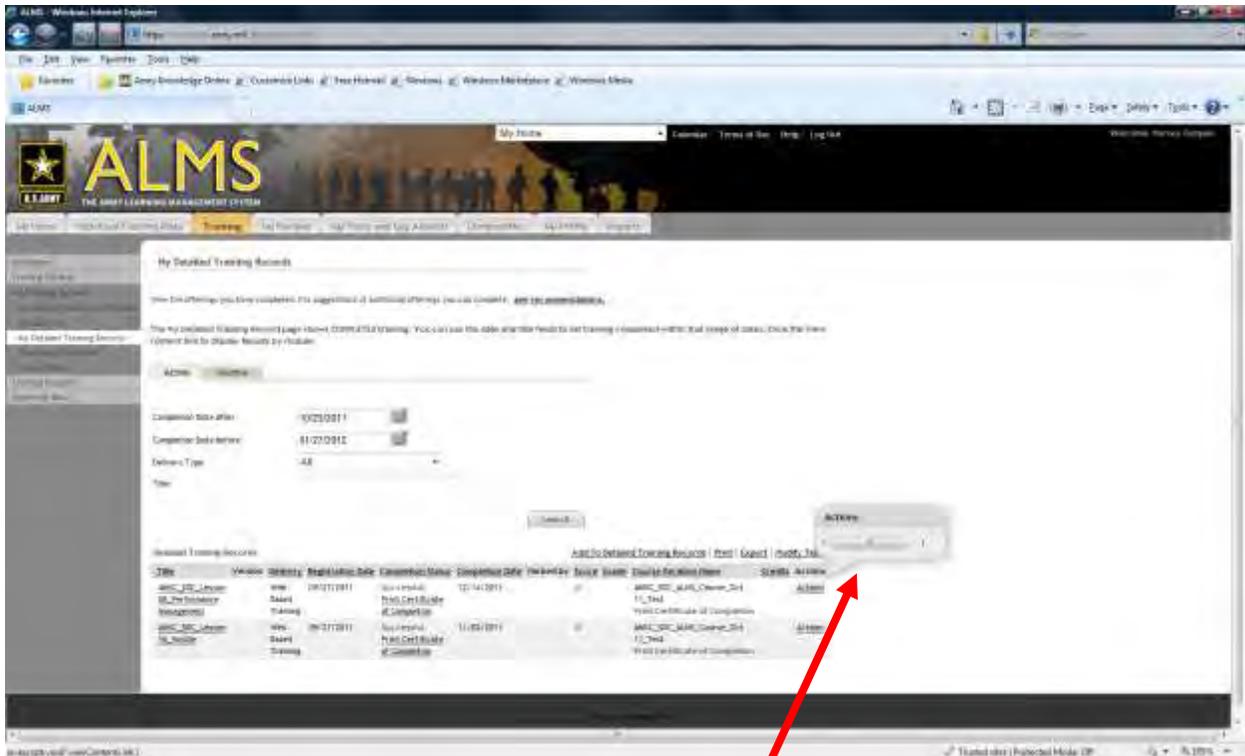


(3) To Launch a lesson again “hover” your mouse over “actions” then click “View Content”

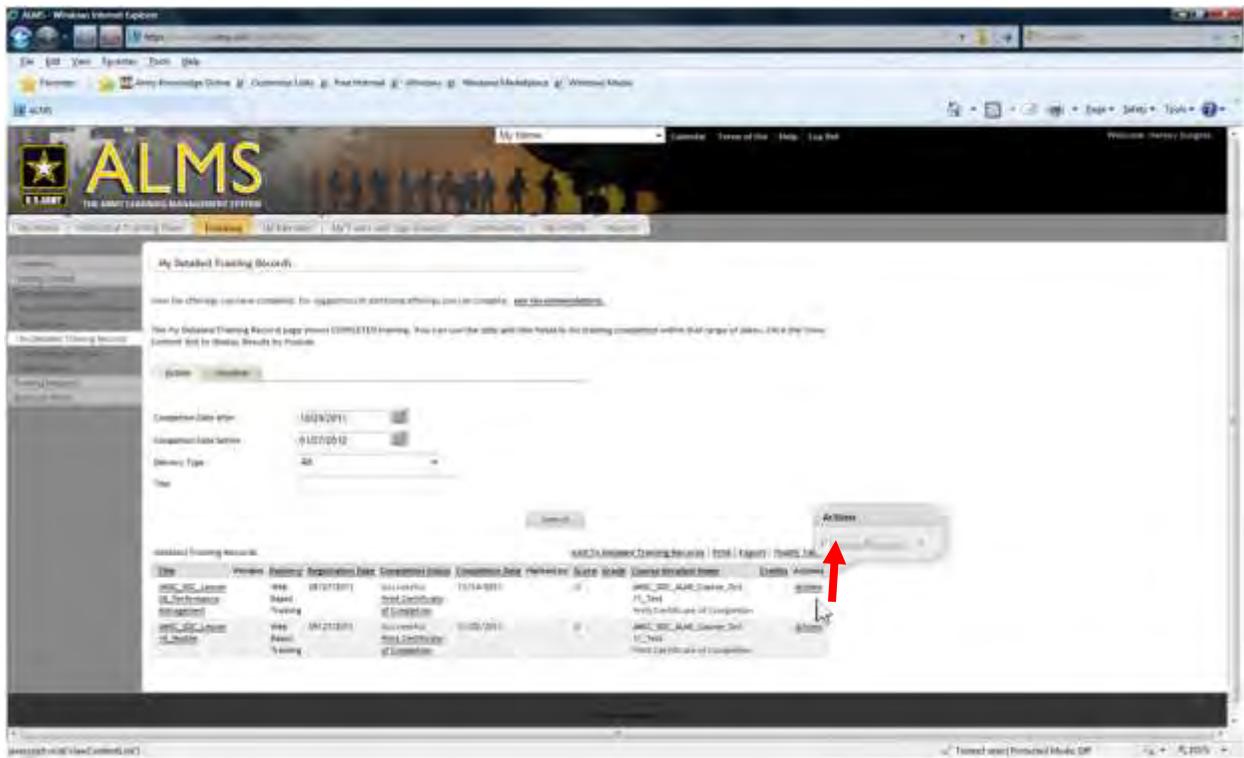


(4) A new window will open and allow you to launch and review the lesson again.

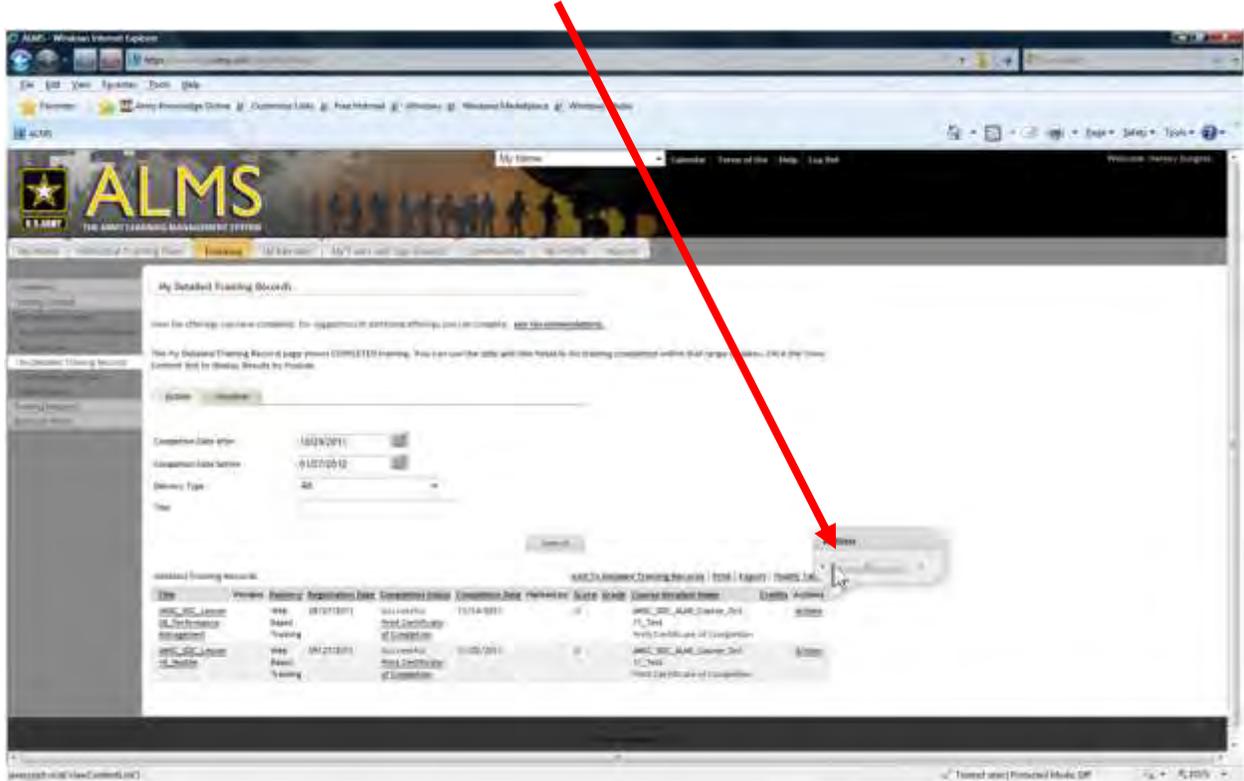
## Workaround to launch content again when students see Small Actions Bubble & Horizontal Slide Bar

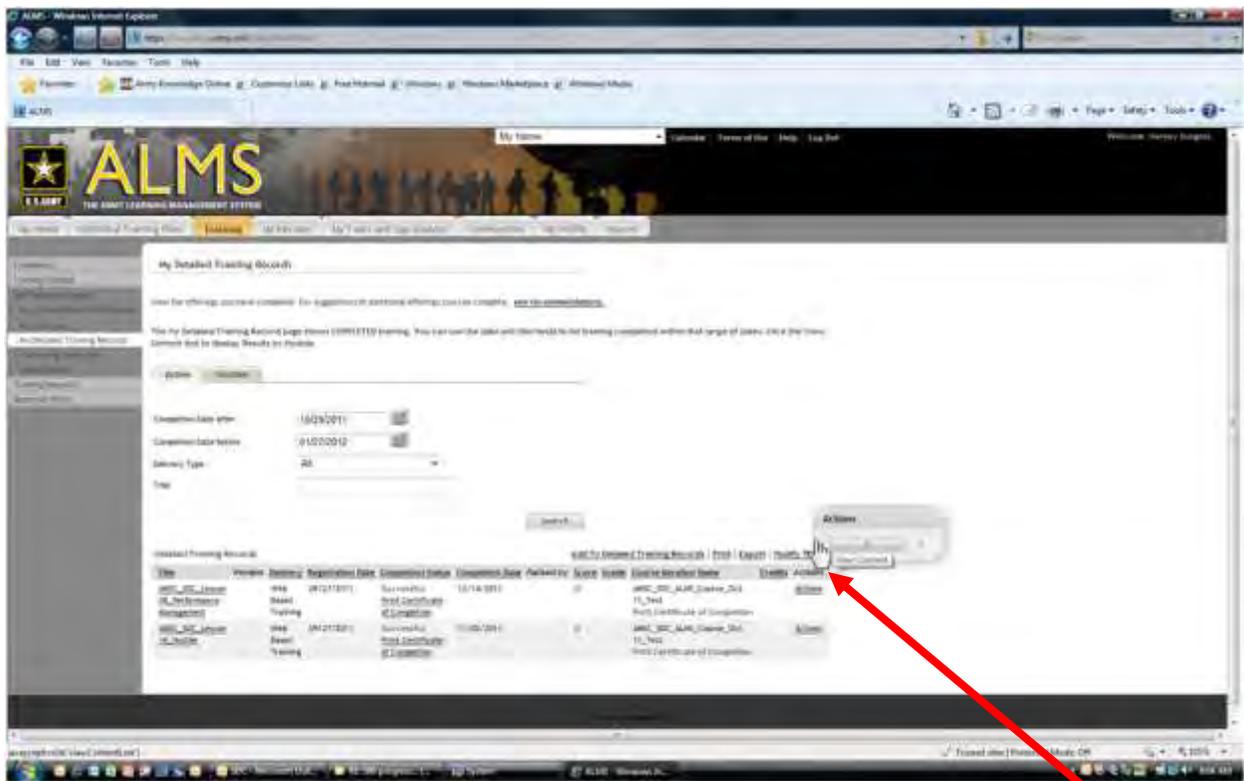


When the student has taken all actions to launch content again (i.e., Go to Detailed Training Records and hovered over Actions) and they see a display similar to this one. Note the Small Actions Bubble and Horizontal Slide Bar without the link to "View Content".

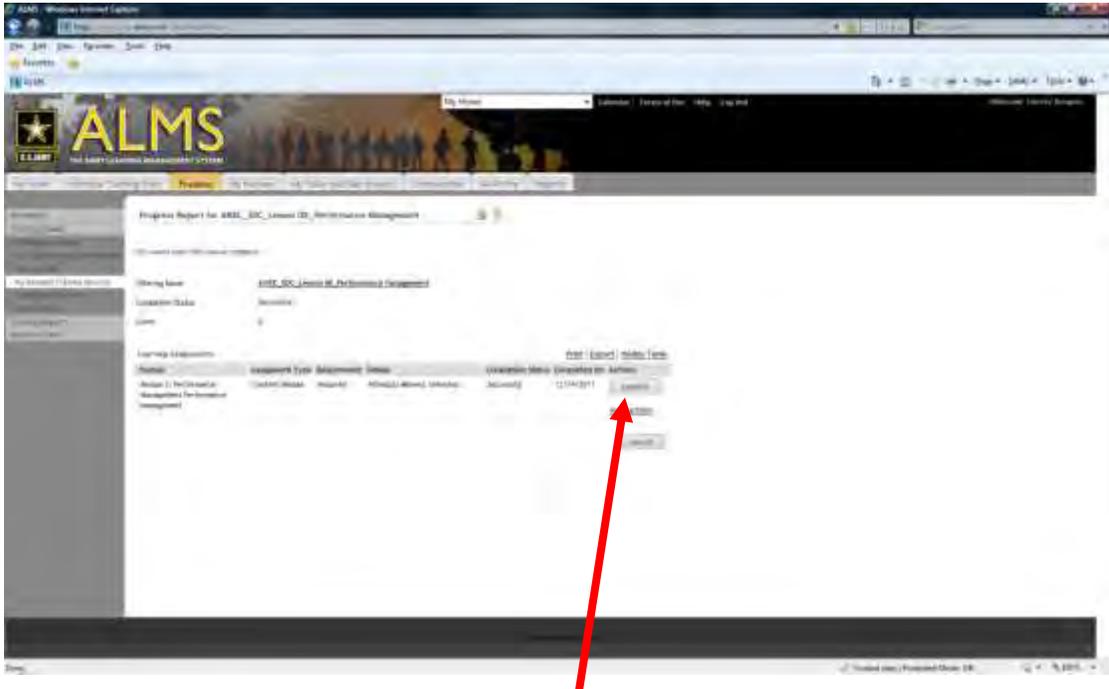


Move the Mouse Pointer very slowly toward top of the Horizontal Slide Bar.



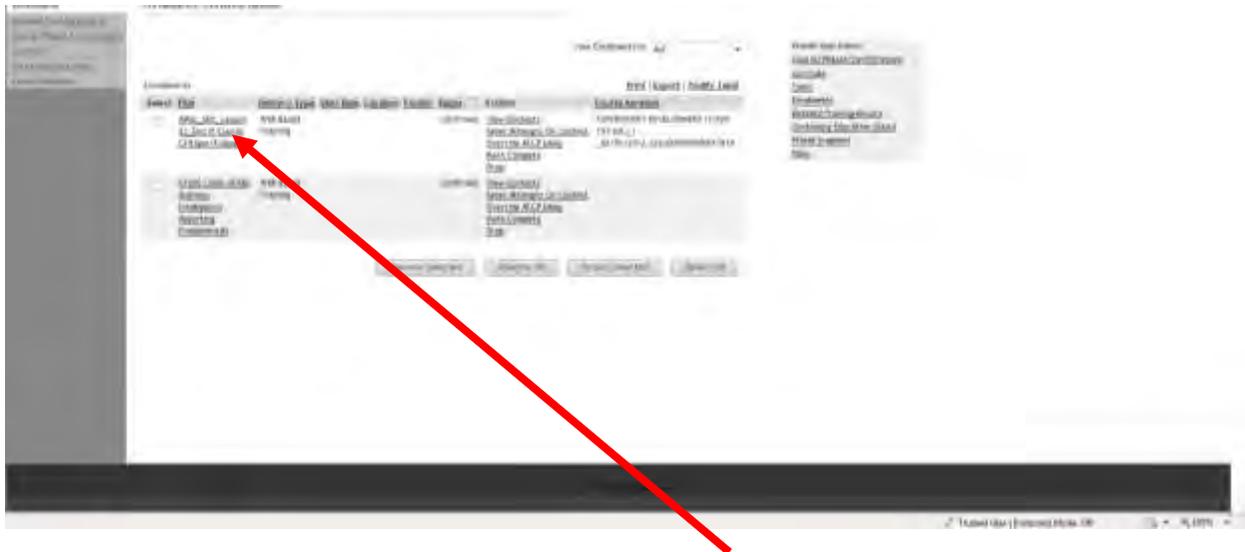


When you reach the top of the Horizontal Slide Bar your mouse pointer will change to the hand and finger icon and you may see a tool tip dialog box that says “View Content”. Click your mouse when you see either the hand and finger icon or the icon with tool tip dialog box that says “View Content”.



Your content should open with the option to launch the lesson.

## I finished the course and Exam but I don't have a certificate!



Notice this student still needs to complete the End of course Critique and then the course will roll over to CHRTAS and she will be able to print an Official Certificate. **Remember: You must complete the lessons, Exam and End of course Critique to successfully complete the course and receive your certificate from CHRTAS.**

## Taking and retaking the Final exam



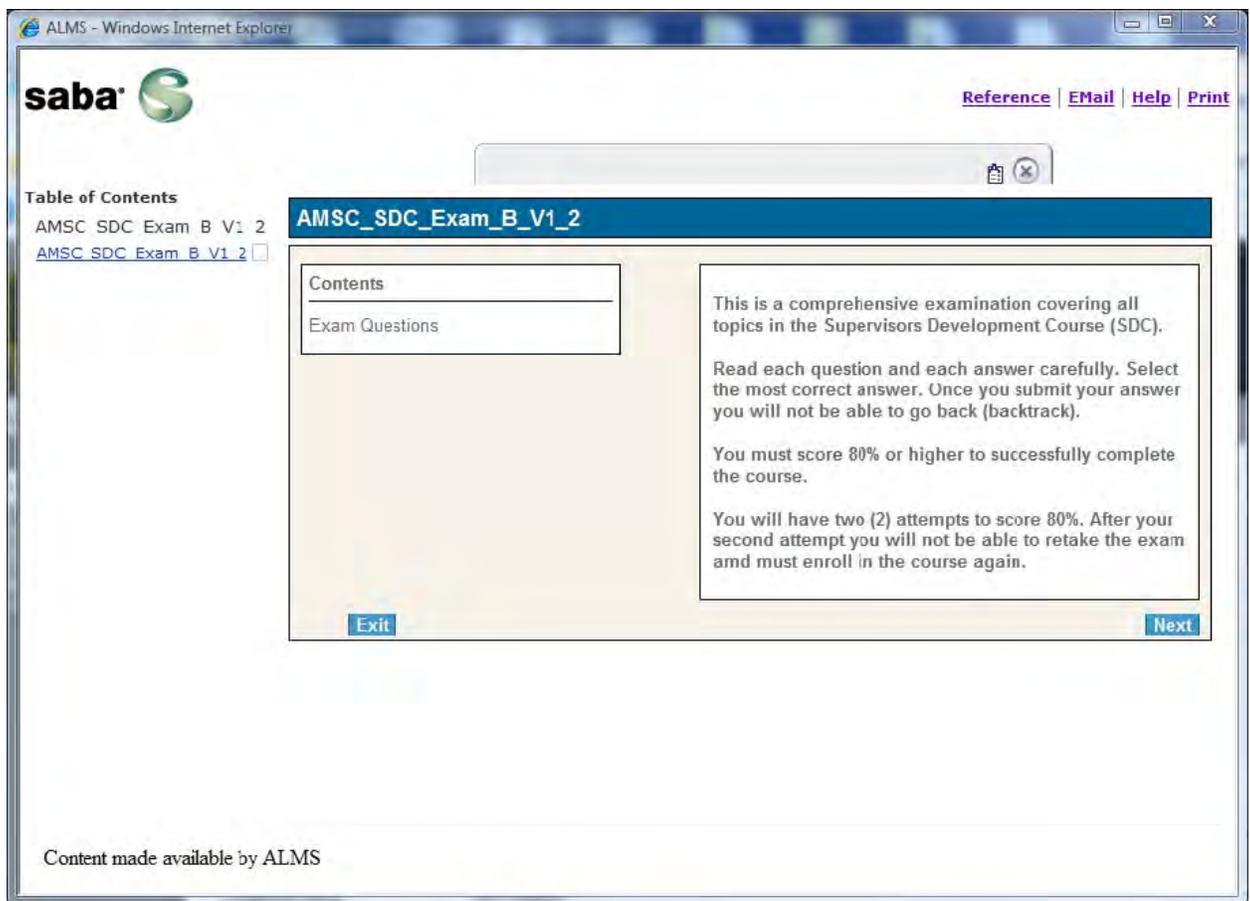
AMSC\_SDC\_Lesson 22\_Posttest (00025215) [Launch](#) [more actions](#)

Duration: 00:00 hours  
Status: Confirmed ( Registration Date: 10/21/2011 )  
Course Iteration Name: SUPERVISORY DEVELOPMENT (1-250-C53 (DL))  
\_10/01/2011\_crscl000000000017906

Content: [AMSC\\_SDC Posttest - 102111](#) [Launch](#)

Status: Not Evaluated (0 of 2 attempts completed)

- (1) When ready to take the final Exam click the “Launch” Button. Ensure you have allocated at least 50 minutes to an hour in a quiet uninterrupted environment. If you are interrupted and the exam times out you will be charged one of your two attempts.



ALMS - Windows Internet Explorer

saba [Reference](#) [Email](#) [Help](#) [Print](#)

Table of Contents  
AMSC\_SDC\_Exam\_B\_V1\_2  
[AMSC\\_SDC\\_Exam\\_B\\_V1\\_2](#)

**AMSC\_SDC\_Exam\_B\_V1\_2**

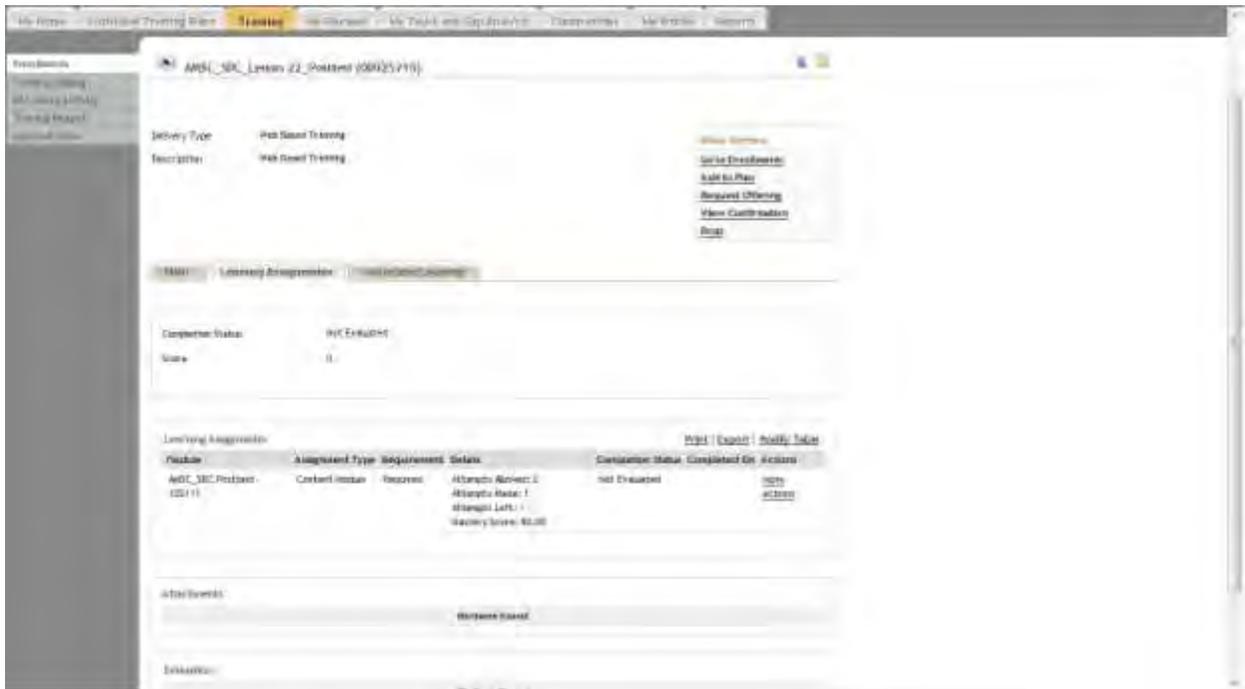
Contents  
Exam Questions

This is a comprehensive examination covering all topics in the Supervisors Development Course (SDC).  
Read each question and each answer carefully. Select the most correct answer. Once you submit your answer you will not be able to go back (backtrack).  
You must score 80% or higher to successfully complete the course.  
You will have two (2) attempts to score 80%. After your second attempt you will not be able to retake the exam and must enroll in the course again.

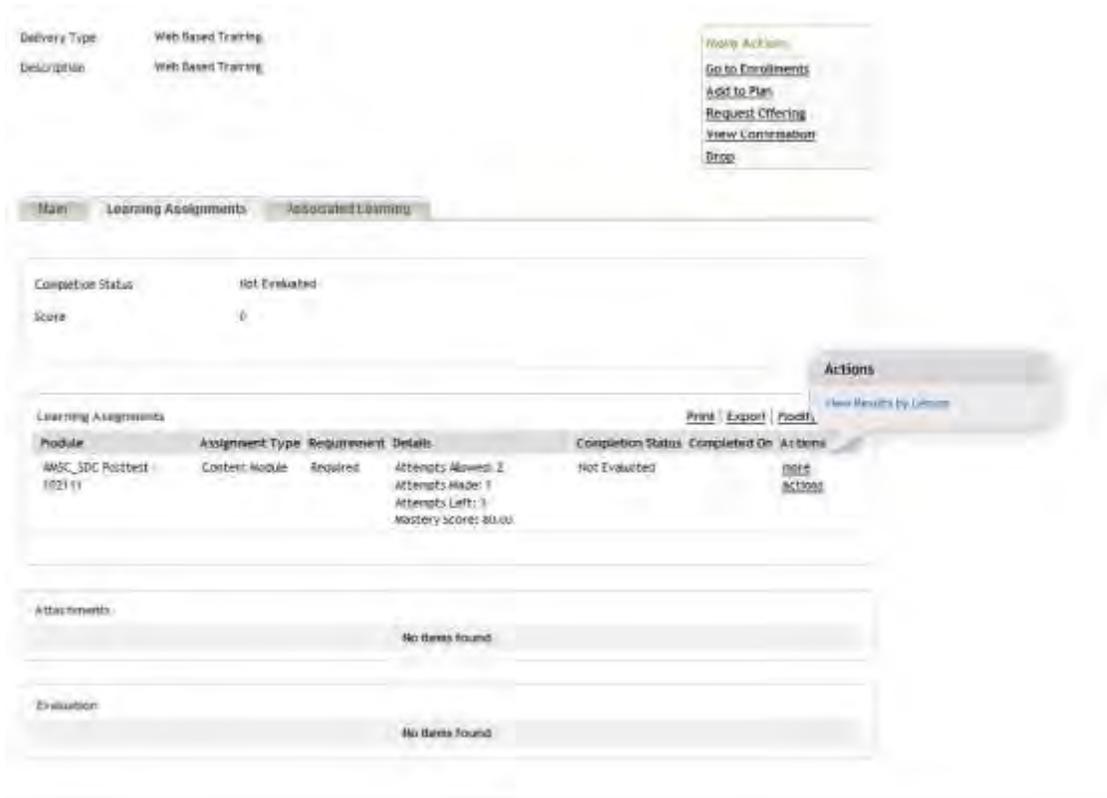
[Exit](#) [Next](#)

Content made available by ALMS

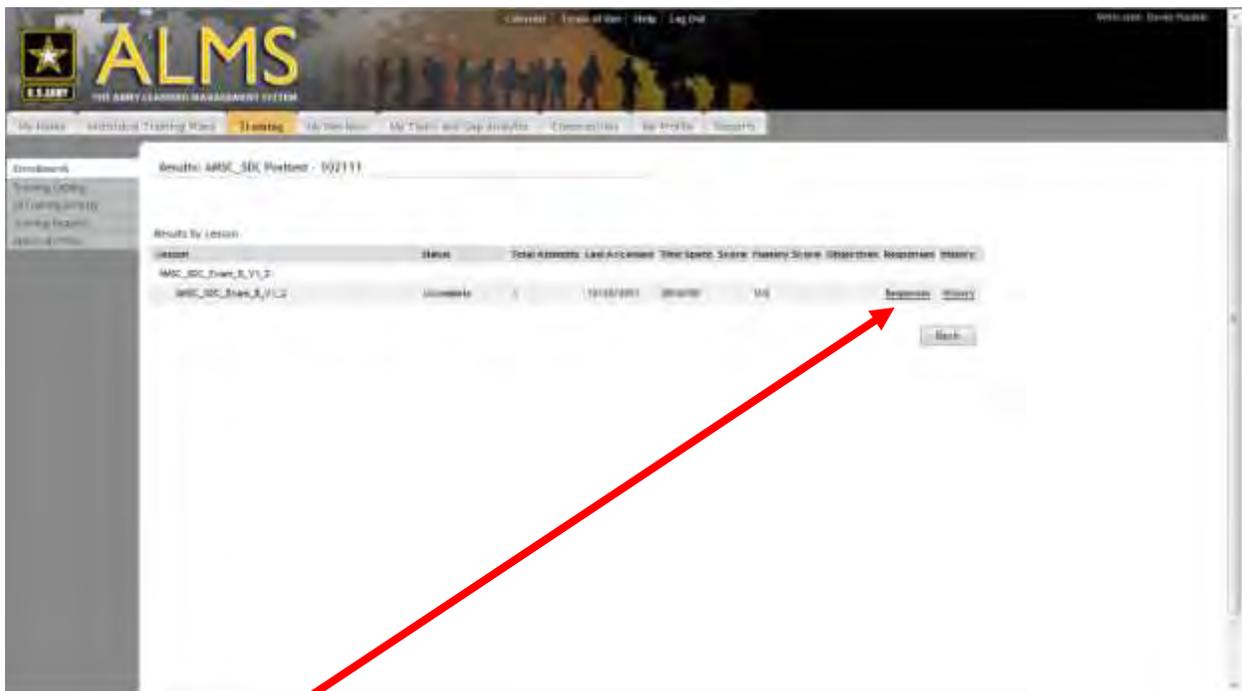
- (2) When the exam window appears read the directions and Click “Next” to start the Exam.



(3) In the event that you do not pass the exam on your first attempt you should see this screen.



(4) Hover your mouse over the “more Actions” link and click “View Results by Lesson”.



(5) Click “Responses”.



(6) If you click “History” you must click “Responses” again.

Calendar Terms of Use Help Log Out

**ALMS**  
THE ARMY LEARNING MANAGEMENT SYSTEM

U.S. ARMY

My Home Individual Training Plans **Training** My Reviews My Tasks and Gap Analysis Communities My Profile Reports

Enrollments

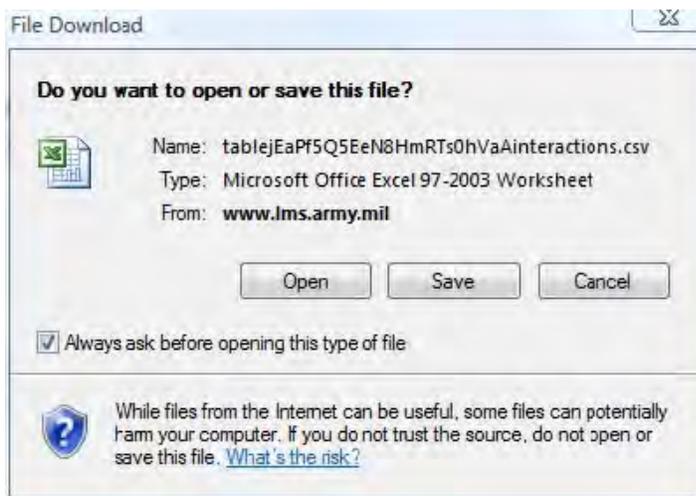
Training Catalog  
All Training Activity  
Training Requests  
Approvals Inbox

Responses For Attempt 1

Responses Print Export Modify Table

Question ID	Description	Type	Response	Result	Time Spent	Date/Time
Q_0	Why are the Me...	Multiple Choice		Incorrect	00:00:32	2011-12-30T07:51:02
Q_1	Which statemen...	Multiple Choice		Correct	00:00:02	2011-12-30T07:51:04
Q_2	Which is an ex...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:07
Q_3	What element (s...	Multiple Choice		Correct	00:00:02	2011-12-30T07:51:09
Q_4	At the beginni...	Multiple Choice		Correct	00:00:02	2011-12-30T07:51:11
Q_5	Which type of ...	Multiple Choice		Correct	00:00:02	2011-12-30T07:51:14
Q_6	Which statemen...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:17
Q_7	Which statemen...	Multiple Choice		Incorrect	00:00:01	2011-12-30T07:51:18
Q_8	During the hir...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:21
Q_9	What steps doe...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:23
Q_10	What is a key ...	Multiple Choice		Correct	00:00:01	2011-12-30T07:51:25
Q_11	What is the pu...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:27
Q_12	How many busin...	Multiple Choice		Incorrect	00:00:02	2011-12-30T07:51:29
Q_13	What is	Multiple Choice		Incorrect	00:00:02	2011-12-

(7) Here are your exam choices. Click Export to save them to your desktop or hard drive.



(8) When the File Download box appears click Save and save the file to a location on your PC. Then open the file to see you specific choices.

	A	B	C	D	E	F	G
1	Question ID	Description	Type	Response	Result	Time Spent	Date/Time
2	Q_0	Why are the Me...	Multiple Choice		Incorrect	0:00:32	2011-12-30T07:51:02
3	Q_1	Which statemen...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:04
4	Q_2	Which is an ex...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:07
5	Q_3	What element(s...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:09
6	Q_4	At the beginni...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:11
7	Q_5	Which type of ...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:14
8	Q_6	Which statemen...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:17
9	Q_7	Which statemen...	Multiple Choice		Incorrect	0:00:01	2011-12-30T07:51:18
10	Q_8	During the hir...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:21
11	Q_9	What steps doe...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:23
12	Q_10	What is a key ...	Multiple Choice		Correct	0:00:01	2011-12-30T07:51:25
13	Q_11	What is the pu...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:27
14	Q_12	How many busin...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:29
15	Q_13	What is reason...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:31
16	Q_14	Pertaining to ...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:34
17	Q_15	What role does...	Multiple Choice		Correct	0:00:01	2011-12-30T07:51:36
18	Q_16	What authority...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:38
19	Q_17	Which statemen...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:40
20	Q_18	At what point ...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:43
21	Q_19	What is an ina...	Multiple Choice		Incorrect	0:00:01	2011-12-30T07:51:45
22	Q_20	What is a comm...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:47
23	Q_21	What behavior ...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:49
24	Q_22	When is an age...	Multiple Choice		Correct	0:00:02	2011-12-30T07:51:51
25	Q_23	What is the me...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:51:54
26	Q_24	What is the go...	Multiple Choice		Incorrect	0:00:03	2011-12-30T07:51:57
27	Q_25	What are the c...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:52:00
28	Q_26	What is the ma...	Multiple Choice		Correct	0:00:02	2011-12-30T07:52:02
29	Q_27	What style of ...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:52:05
30	Q_28	Which of the f...	Multiple Choice		Correct	0:00:01	2011-12-30T07:52:06
31	Q_29	What are the b...	Multiple Choice		Correct	0:00:02	2011-12-30T07:52:09
32	Q_30	What relations...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:52:11
33	Q_31	As opposed to ...	Multiple Choice		Incorrect	0:00:05	2011-12-30T07:52:16
34	Q_32	Of the followi...	Multiple Choice		Incorrect	0:00:02	2011-12-30T07:52:19
35	Q_33	How can superv...	Multiple Choice		Correct	0:00:02	2011-12-30T07:52:21
36	Q_34	What is the su...	Multiple Choice		Correct	0:00:02	2011-12-30T07:52:23
37	Q_35	What federal a...	Multiple Choice		Correct	0:00:02	2011-12-30T07:52:25
38	Q_36	When an employ...	Multiple Choice		Incorrect	0:00:04	2011-12-30T07:52:30

(9) Notice the list is identified as Q\_0, Q\_1, etc. to Q\_39. (Note Q\_0 is Question # 1). Use this list to study for your last attempt on the examination. You can identify specific areas where you need to study and go back to those lessons in your “detailed Training Records” for review before taking the exam again.

Launch [more actions](#)

Duration: 00:00 hours  
 Status: Confirmed ( Registration Date: 10/21/2011 )  
 Course Iteration Name: SUPERVISORY DEVELOPMENT (1-250-C53 (DL))  
 \_10/01/2011\_crsci00000000017906

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Content: [AMSC\\_SDC Posttest - 102111](#)
Launch

Status: Not Evaluated (1 of 2 attempts completed)

(10) When ready take the test again by clicking Launch.

**ALMS**  
 THE ARMY LEARNING MANAGEMENT SYSTEM

AMSC\_SDC\_Lesson 22\_Posttest (00025215)

Delivery Type: Web Based Training  
 Description: Web Based Training

Completion Status: **Successful**  
 Score: **90**

Module	Assignment Type	Requirement	Score	Completion Status	Completed By	Action
AMSC_SDC Posttest (102111)	Content Module	Required	Knowledge Based: 7 Knowledge Based: 2 Knowledge Based: 0 Military Score: 90.00 Total: 90.00	Successful	11/30/2011	Action

(11) When you pass the exam you will see the above display in the ALMS and you will see your score and Successful status.

Launch [more actions](#)

Duration: 00:00 hours  
 Status: Confirmed ( Registration Date: 10/21/2011 )  
 Course Iteration Name: SUPERVISORY DEVELOPMENT (1-250-C53 (DL))  
 \_10/01/2011\_crsci00000000017906

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Content: [AMSC\\_SDC End of Course Critique/Evaluation](#)
Launch

Status: Not Evaluated (Unlimited attempts)

(12) To complete the course you must also Launch the End of Course Critique.

# Obtaining your certificate and receiving credit.



Allow 24-48 hours then Log into CHRTAS and when you arrive at the CHRTAS Home Screen.



Hover your mouse over Student then trace down to “Training Certificates” and click.



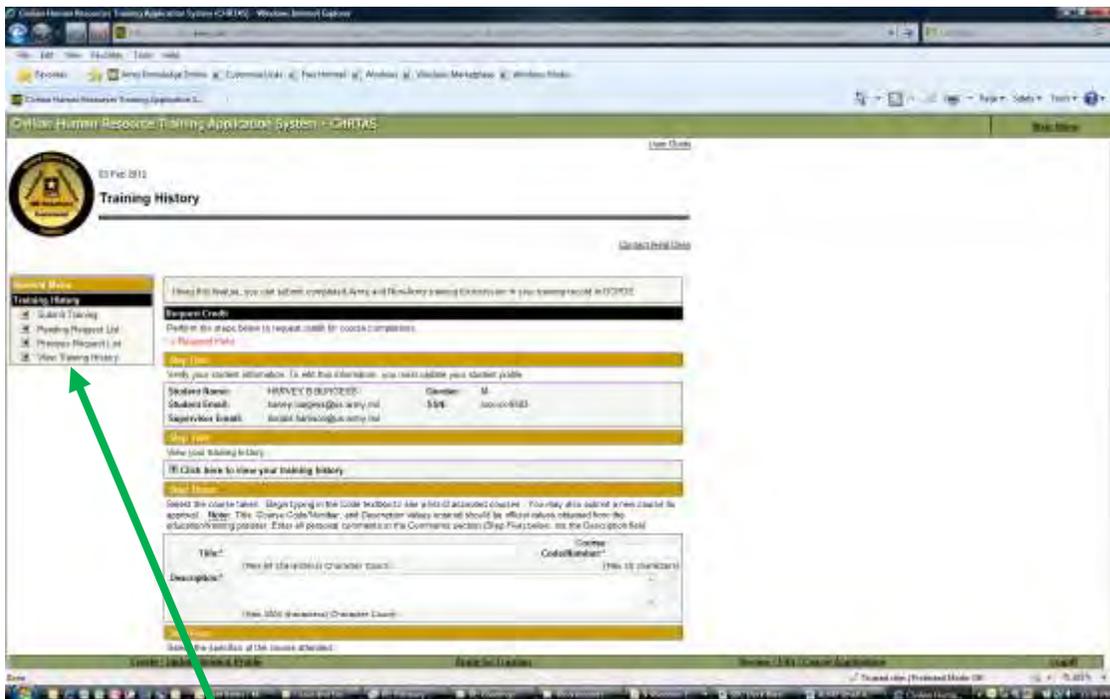
Click the Certificate Button



Load your color printer with buff colored paper, print it and display it in a prominent place. Congratulations!



You can also see your entire CHRTAS/ATRRS Training history from the CHRTAS Home page by hovering your mouse over the Student menu then trace down to “Training History Management” and click.



Click “View Training History”

- Review ATRRS/Self-Declared Training History
- Use the tabs below to view different training types

ATRRS Training History **Self-Declared Training History** | ACP Training History

Event Year	Course Title	Course	Start Date	End Date	Completion Status
2012	SUPERVISOR DEVELOPMENT	1-250-C53 (DL)	2011-10-21	2011-12-30	Graduation
2012	REGISTERED FOR ARMY E-LEARNING COURSES	SMARTFORCE	2011-10-01	2012-09-30	Reservation
2011	CIVILIAN FOUNDATION	1-250-C59 (DL)	2011-05-02	2011-05-19	Graduation
2011	REGISTERED FOR ARMY E-LEARNING COURSES	SMARTFORCE	2010-10-01	2010-10-31	Graduation

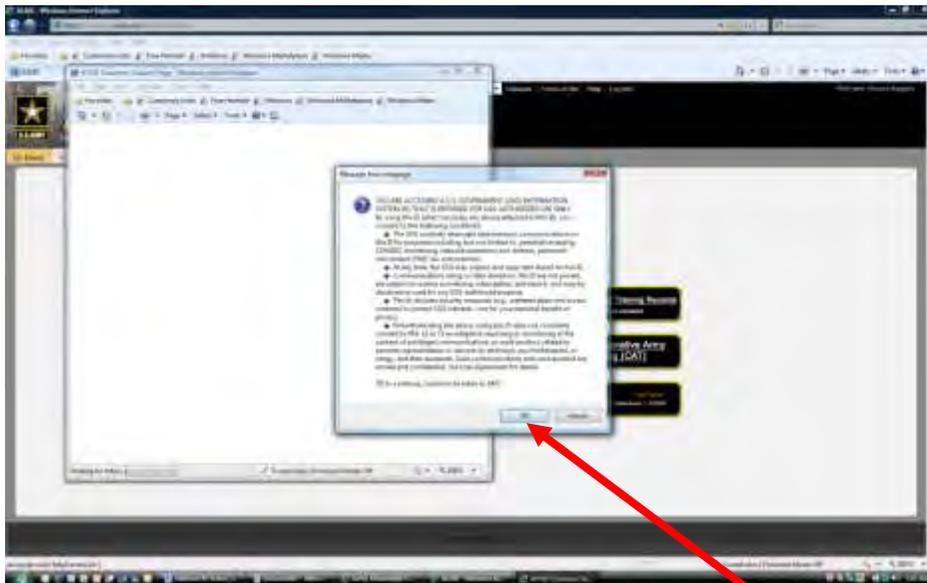
Page 1 of 1 Go to Page

You can now review your ATRRS Training History.

# How to submit an Army Training Help Desk (ATHD) comment or question (ticket)

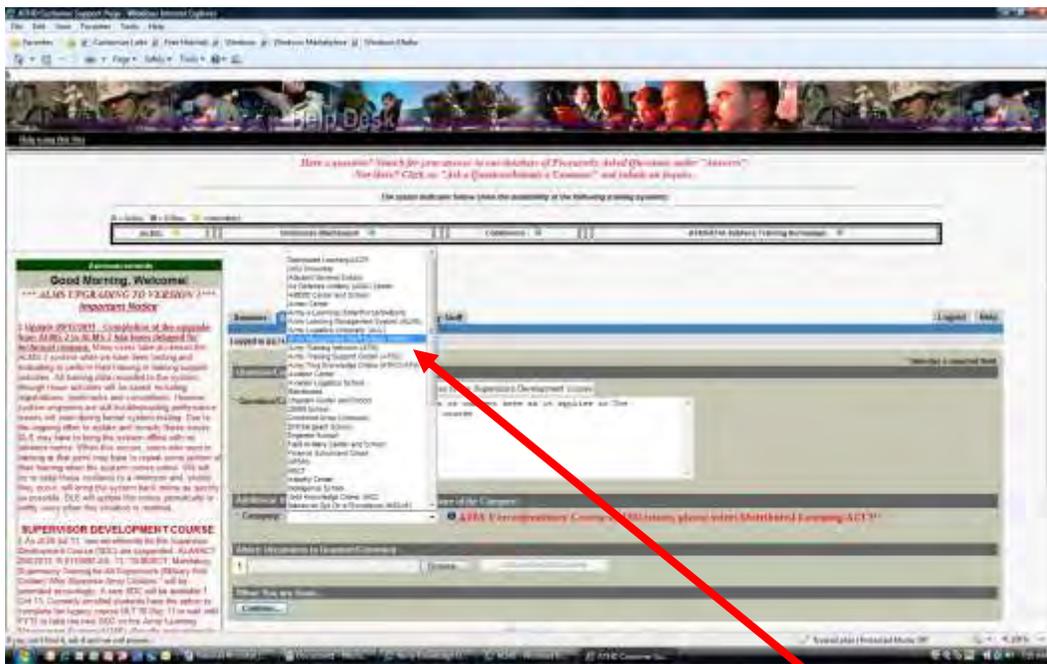


(1) Go to the ALMS “Home Page”. Click the “Help center” link in the “Links” button. You can also go directly to <https://athd.army.mil/>.

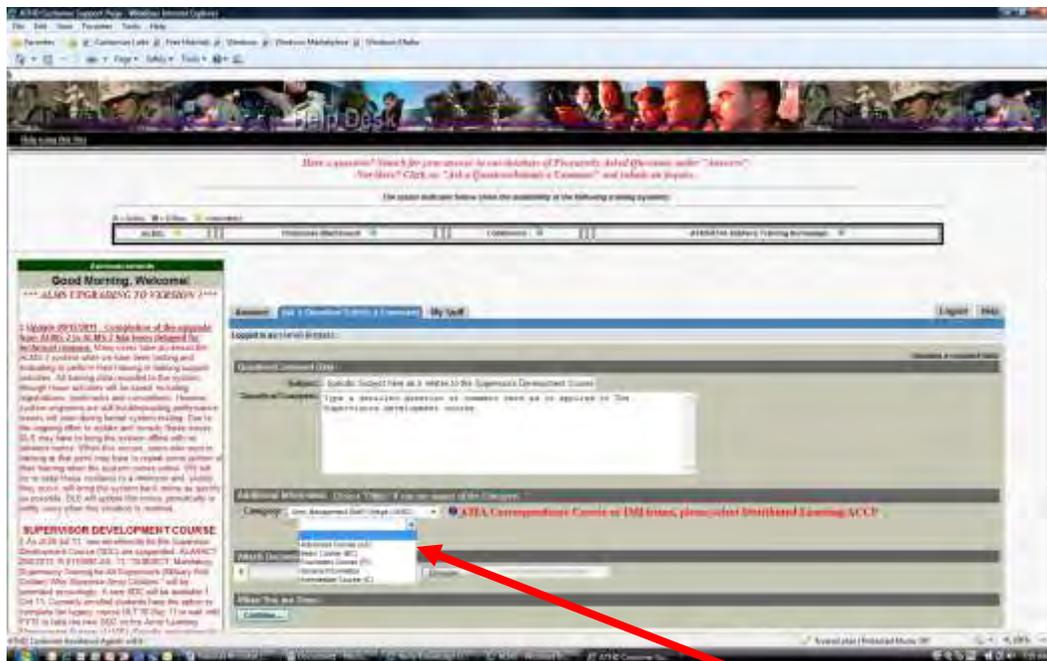


(2) You may see a Government Security warning, if so, Click “OK”.

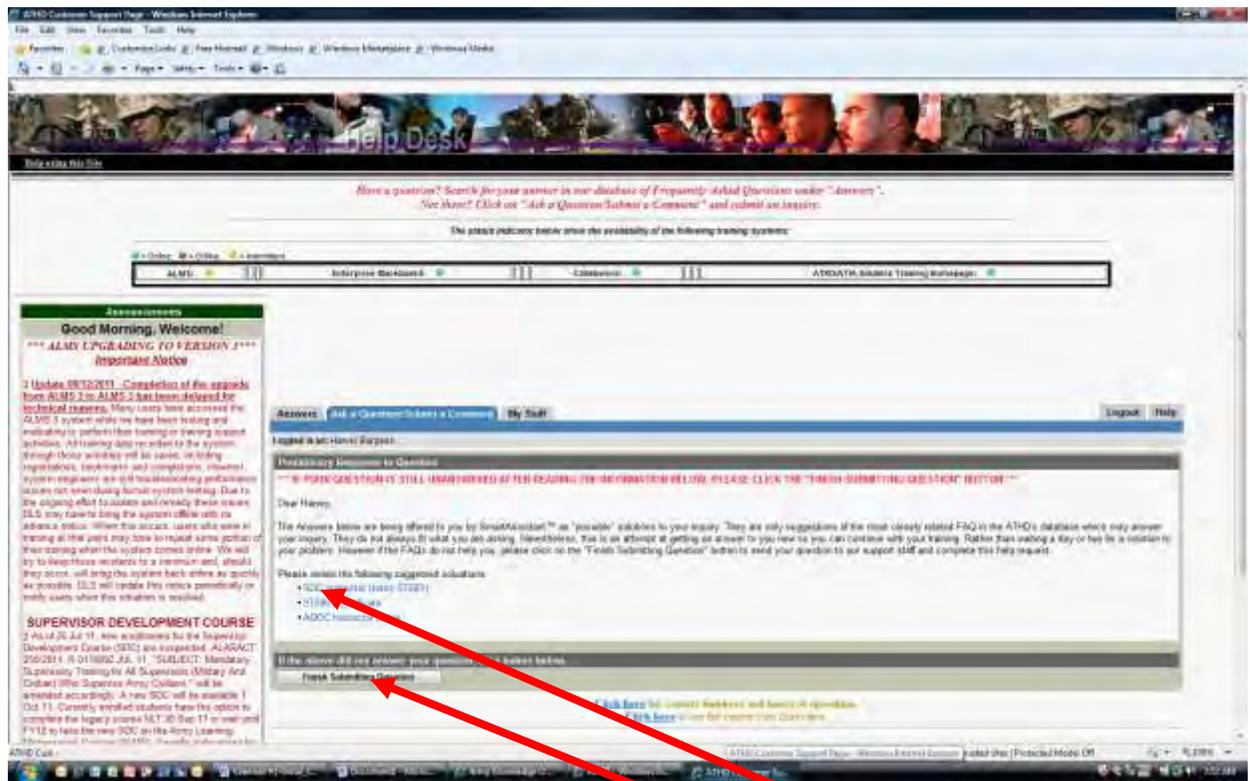




(5) Select the Category Dropdown and Select “Army Management Staff College (AMSC)”.



(6) Select the subcategory Dropdown and Select “Supervisor Development Course (SDC)”.



(7) The system will provide a list of Frequently Asked Question (FAQ) answers. If they solve your issue you are done. If they do not solve your issue Click “Finish Submitting Question”.