

Training

ORACLE HCM | LEARNING

Course plan

Our program

Based on our experience in **Oracle HCM Cloud**, ABTIO has developed the following **training program** with a **practical approach, content tailored to each team's profile**, and **flexible delivery options**.

Our programs combine **functional understanding, operational use of the tool** and **best practices** so that each training session has a **real impact on daily management**.



About Oracle HCM Learning

Oracle HCM Learning enables organizations to **manage learning experiences, participant enrollment and training activity tracking within a single environment.**

This training is designed to **help teams understand how the module works from a practical support, administration and operational perspective.** The focus is on **understanding key roles, the most commonly used learning objects and frequent scenarios** that affect the experience of **users, managers and administrators.**

Oracle HCM Learning is relevant for organizations that **need to organize learning management, improve support response, ensure greater operational consistency and support module adoption** within Oracle HCM Cloud.



Training Objectives

By the end of the training, participants will be able to:

- **Understand** the **functional logic** of Oracle HCM Learning within the Oracle HCM Cloud ecosystem.
- **Identify** the **main module roles** and the **user experience** for **learners, line managers** and **learning administrators**.
- **Understand** the **most commonly used learning objects** and their **impact on daily operations**.
- **Understand** **enrollment, withdrawal, availability, sessions, capacity** and **waitlist processes**.
- **Classify** frequent **inquiries** related to **access, content, sessions, dates, time zones, virtual links** and **instructors**.
- Apply **practical criteria** to **diagnose** and **resolve** common **support incidents**.
- Gain **greater autonomy** to **support end users** and **administrators** in the use of the module.



Who is it intended for?

Primarily aimed at:

- **Functional** and **technical consultants** who support Oracle HCM Learning.
- **Support teams, help desk teams** or **application management teams** that handle end-user inquiries.
- **Learning administrators** who need an end-to-end view of the process.
- **Project teams** involved in the adoption, operation or stabilization of the module.
- **HR, training** or **talent management** stakeholders who need to understand the operational experience of Oracle Learning.



Agenda

Module 1. Introduction to Oracle HCM Learning

- What Oracle HCM Learning helps solve.
- Relationship between the module and learning management within Oracle HCM Cloud.
- Main processes involved in daily operations.
- Typical use cases: inquiry, enrollment, tracking, and support.

Module 2. Roles and user experience

- User experience from the learner role.
- Line manager experience in tracking learning activities.
- Learning administrator role in module administration and support.
- Differences between end-user, manager, and administrator inquiries.
- Best practices to identify the origin of an inquiry based on the user profile.



Module 3. Learning objects and availability

- Overview of the most commonly used learning objects.
- Relationship between learning objects, content, sessions, and availability.
- Impact of functional configuration on the user experience.
- Criteria to review content and training activity availability.
- Frequent inquiries related to visibility, access, and eligibility.

Module 4. Enrollment, withdrawal, and participant tracking

- Common enrollment scenarios.
- Participant withdrawal or cancellation according to the defined process.
- Review of enrollment and participation statuses.
- Frequent inquiries about availability, capacity, and access.
- Best practices to structure the diagnosis of enrollment incidents.

Module 5. Sessions, capacity, and waitlist

- Concepts of session, capacity, and waitlist.
- Review of scenarios with full capacity or limited availability.
- Impact of dates, schedules, and time zones on the user experience.
- Resolution of issues related to in-person or virtual sessions.
- Review of cases involving virtual links and instructors.



Module 6. Operational support and resolution of frequent inquiries

- Typical support categories in Oracle HCM Learning.
- Criteria to classify inquiries and incidents.
- Identification of frequent causes and possible resolution paths.
- Best practices to document, escalate, or resolve cases.
- Recommendations to improve speed, consistency, and autonomy in support activities.



Formats

Language

Spanish / English

Format

Remote (Max. 30 people) / In person (Max. 15 people)

Level

Beginner / Intermediate

Duration

4 hours

Outline

1 short session

Content

Standard / Customized

We can **tailor** this training to each organization's specific needs, taking into account its **level of maturity, current processes, active modules** and **specific use cases**. The content can focus on **day-to-day operations, occupancy management, space analysis** or **scenarios involving growth and reorganization**.



Requirements

No mandatory prior knowledge is required. To make the most of the training, it is recommended to have:

- **Basic knowledge of Oracle Global HCM.**
- **Access to a practice or demo environment** to review real cases.
- Profile focused on **support, administration** or **functional consulting** for the module.
- **General knowledge of internal training, user management or inquiry handling processes**, depending on participant roles.



Why choose ABTIO?

At ABTIO, we have **over 25 years of experience** and a **team** of functional, technical and technology professionals **specialized in Oracle solutions**.

Our training programs are designed to help your organization incorporate applicable knowledge, gain autonomy, and accelerate the effective use of Oracle HCM Learning.

- We focus the training on **real support cases** that affect the user experience.
- We help teams **organize classification, diagnosis and resolution criteria** to improve speed and consistency.
- We bring a **practical approach** so teams can resolve **frequent incidents** with greater autonomy.
- We **adapt** the content to the **team's level, active processes and real operational scenarios**.



■ Book your training

Ready to train your team?

Contact us to book **Oracle HCM | Learning training** tailored to your organization's needs.



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