

Officials Certification Dashboard

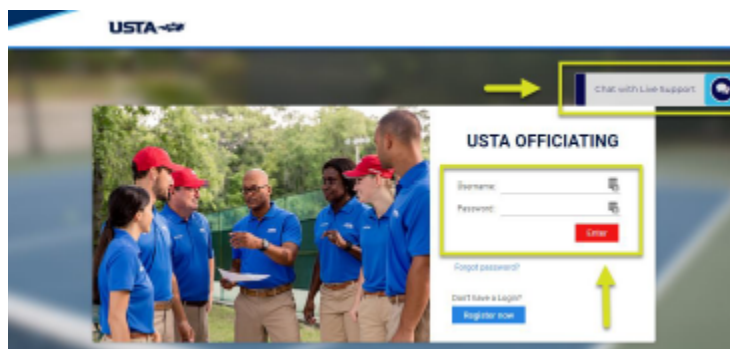
USTA OFFICIATING ONLINE LEARNING CENTER

Purpose: This user guide is a reference to outline how USTA Officials can access the LRC (Learning Resource Center) to complete qualifying training items and track completion credits for the annual Officials Certification.

LOGIN

Navigate to: <https://lrc.learn.taleo.net/ustaofficiating> and login with your self-created username/password.

If you need assistance accessing your account, select the *Chat with Live Support* button.

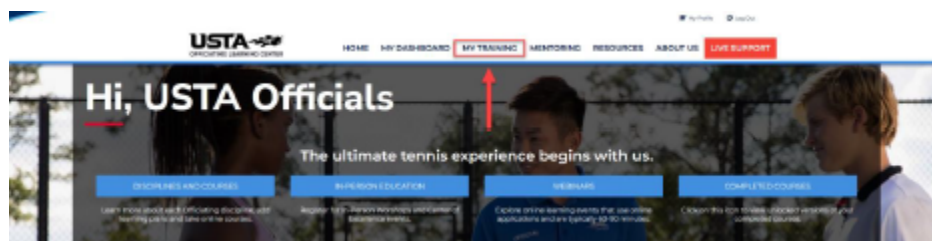


QUALIFYING LEARNING ITEMS TO EARN CREDITS

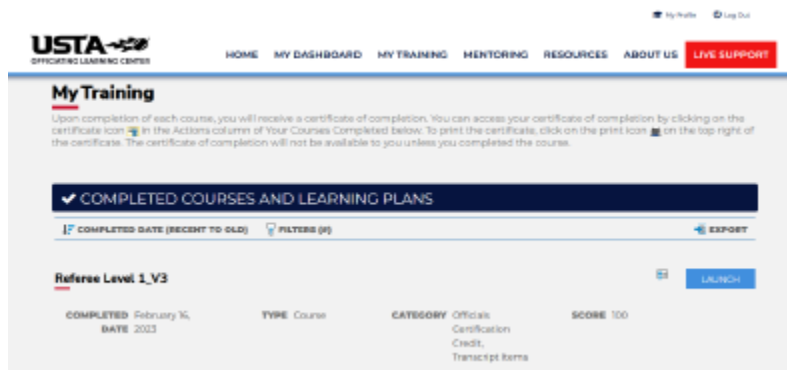
NOTE: Please check your My Training page to verify if any of the qualifying learning items have already been completed in the past. If so, launching the course or learning plan a second time will NOT record a new completion. You will need to select **NEW courses, learning plans, or workshops** that have not already been completed before the certification period (November 1st prior year to October 31st current year). *Scroll to the end of this document to view all learning objects that are eligible for credits and training items that do not qualify.*

Please contact ustalrc.officals@eskillz.com for discrepancies and technical issues with the dashboard in the LRC. For general questions regarding the USTA Officials Certification process, reach out to officiating@usta.com directly.

1. Select the **MY TRAINING** link from the header on any page in the LRC.

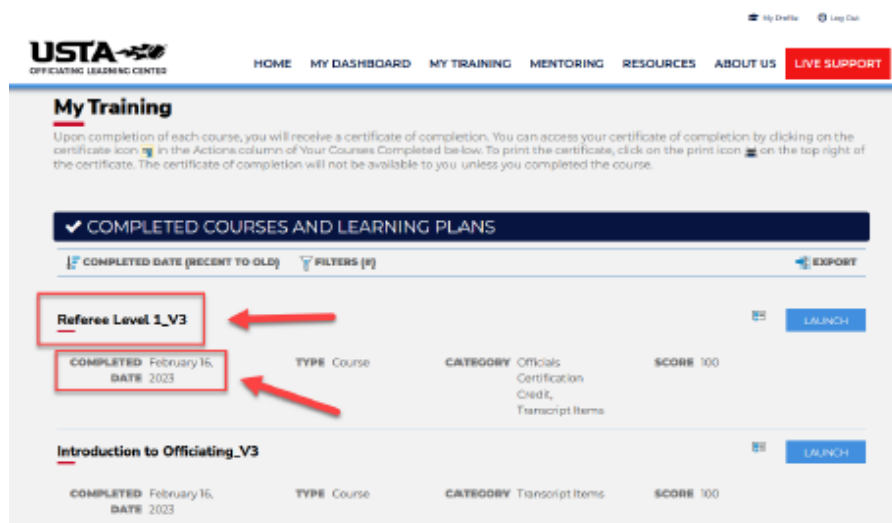


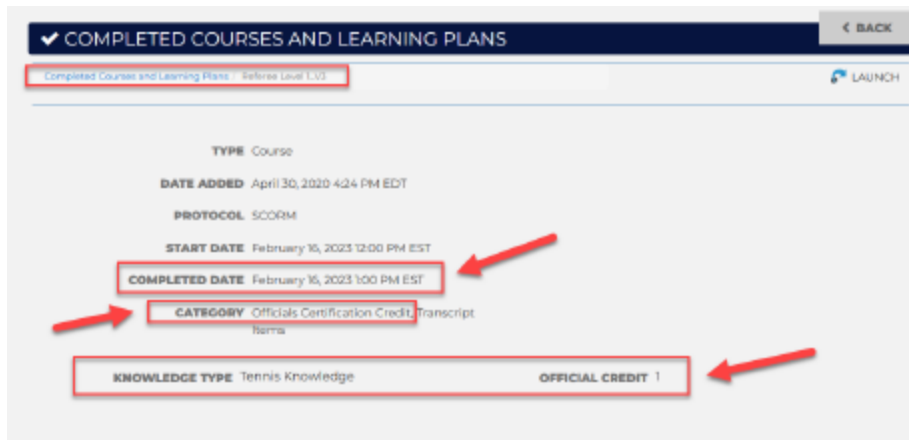
2. Scroll through the **MY TRAINING** page to view all completed learning items in each section (*Completed Course sand Learning Plans, Completed Diversity Courses, Completed Workshops, etc.*)



3. Click **on the title of the completed learning item** (i.e. "Referee Level 1_V3") to see if there are any *Officials Credit(s)* associated and what the *Knowledge Type* is assigned for the training. The My Training page will also display the *Completed Date*. If a training item already appears on your My Training page and the *Completed Date* falls within November 1st of the previous year to October 31st of the current year, then the training **will populate** into your Officials Certification Dashboard. However, if the *Completed Date* is outside of this period, the training item will not qualify, and you will need to select a different learning item to complete for certification.

NOTE: If you click on the training details and there is not any information about *Knowledge Type* or *Officials Credit* displayed, then this is a non-qualifying learning item. The values only populate on qualifying training. Training that qualifies for credit will also be assigned to the "Officials Certification Credit" category.





QUALIFYING LEARNING ITEMS

The list below displays learning items that count towards certification credit and training that does not qualify.

DISCIPLINES AND COURSES

NO CERTIFICATION CREDIT

Module Name	Credit Library	Learning Type	Credit Value
Introduction to Officiating	N/A	Single Online Course	0
Rules and Regulations 1	N/A	Single Online Course	0
Rules and Regulations 2	N/A	Single Online Course	0
Rules and Regulations 3	N/A	Single Online Course	0
Roving Umpire Level 1	N/A	Single Online Course	0
Roving Umpire Level 2	N/A	Single Online Course	0
Tournament Director - Referee Dual Role	N/A	Single Online Course	0

CREDITS AVAILABLE

Module Name	Credit Library	Learning Type	Credit Value
Referee Level 1	Tennis Knowledge	Single Online Course	1
Referee Level 2	Tennis Knowledge	Single Online Course	1
Chair Umpire Level 1	Tennis Knowledge	Single Online Course	1

Chair Umpire Level 2	Tennis Knowledge	Single Online Course	1
Line Umpire Level 1	Tennis Knowledge	Single Online Course	1
Chief Umpire Level 1	Tennis Knowledge	Single Online Course	1
Communications Skills for On and Off the Court <i>(Complete entire Learning Plan to earn 1 credit)</i>	General Knowledge	Multiple Online Course - Bundled Learning Plans	1
Diversity and Inclusion - Catalog	General Knowledge	Multiple Online Courses - Select from <i>Catalog</i>	See list of Diversity & Inclusion courses below for credit values

DIVERSITY & INCLUSION CATALOG

CREDITS AVAILABLE				
Catalog Tab	Module Name	Credit Library	Learning Type	Credit Value
Allyship	7 Tips fro Men Who Want to Support Equality	General Knowledge	Single Online Course	0.25
Allyship	3 Ways to be a Better Ally in the Workplace	General Knowledge	Single Online Course	0.25
Equality & Justice	Uncomfortable Conversations - Episode 9: Protesting the National Anthem, Featuring Roger Goodell Part 1 and 2	General Knowledge	Single Online Course	0.5
Equality & Justice	Uncomfortable Conversations - Episode 2: Uncomfortable Conversations featuring Matthew McConaughey	General Knowledge	Single Online Course	0.25
Equality & Justice	Uncomfortable Conversations - Episode 10: Karens & Cancel Culture with Chelsea Handler	General Knowledge	Single Online Course	0.25
Equality & Justice	Color Blind or Color Brave with Mellody Hobson	General Knowledge	Single Online Course	0.25
Everyday Interactions	How to Get Serious About D and I In the Workplace with Janet Stovall	General Knowledge	Single Online Course	0.25
Everyday Interactions	The Importance of Using Inclusive Language with Fahad Saeed	General Knowledge	Single Online Course	0.25

Everyday Interactions	The Urgency of Intersectionality with Kimberlé Crenshaw	General Knowledge	Single Online Course	0.25
Everyday Interactions	The Power of Vulnerability with Brené Brown	General Knowledge	Single Online Course	0.25
Everyday Interactions	Why the Best Hire May Not Have a Perfect Resume with Regina Hartley	General Knowledge	Single Online Course	0.25
Interactive	Catalyst - So You Want to Learn about Race and Racism: Knowledge Burst	General Knowledge	Single Online Course	0.75
Micro Aggressions	How Microaggressions Can Affect Wellbeing in the Workplace	General Knowledge	Single Online Course	0.25
Micro Aggressions	Eliminating Microaggressions The Next Level of Inclusion with Tiffany Alvoid	General Knowledge	Single Online Course	0.25
Mentoring	5 Ways to Use Mentoring to Create an Inclusive Workplace	General Knowledge	Single Online Course	0.25
Mentoring	The Key to Diversity and Inclusion is Mentorship	General Knowledge	Single Online Course	0.25

IN-PERSON EDUCATION

CREDITS AVAILABLE

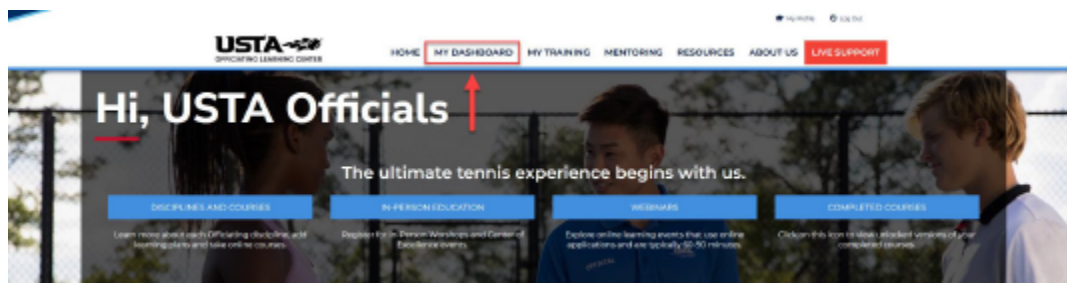
Module Name	Credit Library	Learning Type	Credit Value
Roving Umpire Workshop	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Roving Umpire Center of Excellence	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Chair Umpire Workshop	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Chair Umpire Center of Excellence	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Referee Workshop	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Referee Center of Excellence	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Line Umpire	Tennis Knowledge	In-Person Workshop (Enrollment)	2
Line Umpire Center of Excellence	Tennis Knowledge	In-Person Workshop (Enrollment)	2

WEBINARS

CREDITS AVAILABLE			
Module Name	Credit Library	Learning Type	Credit Value
Live Webinars or Webinar Recordings <i>(Only can earn credits for either the Live Webinar or Webinar Recording, but not both training types)</i>	Varies depending on webinar topic	Virtual Workshop (Enrollment) - OR - Single Online Course	(1) for each <i>Live Webinar attended</i> OR each <i>Webinar Recording viewed</i>
DELAYED CREDIT			
Officials Orientation Webinar <i>Note: Attendance at an Officials Orientation webinar will not be reflected in the current certification period. You will not see the credits posted until year two of your certification program</i>	N/A	Virtual Workshop (Enrollment)	2 <i>(Delayed credits to appear in subsequent year after webinar attendance)</i>

ACCESSING THE OFFICIALS CERTIFICATION DASHBOARD

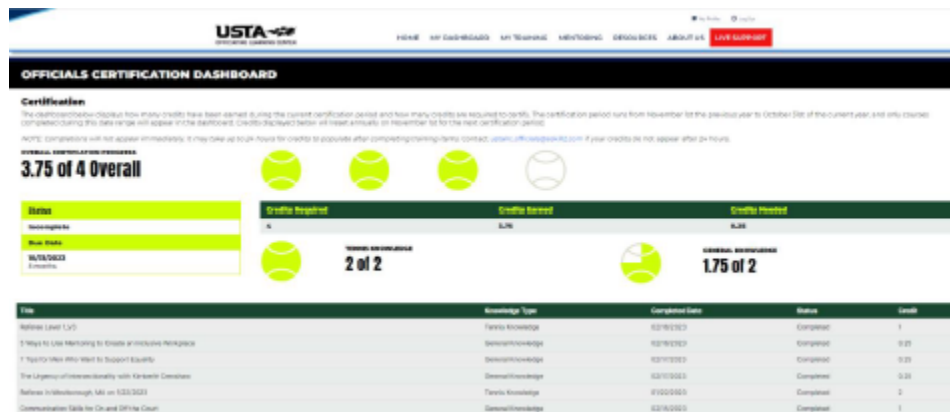
1. Select the **MY DASHBOARD** link from the header on any page in the LRC.



2. The **Officials Certification Dashboard** page will load. Here you can view how many credits have been earned during the current certification period and how many credits are required to certify. The certification period runs from **November 1st the previous year to October 31st of the current year**, and only courses completed during this date range will appear in the dashboard. Credits displayed will reset annually on November 1st for the next certification period.

NOTE: Completions will not appear immediately. It may take up to 24 hours for credits to populate after completing training items. Contact ustalrc.officials@eskillz.com if your credits do not appear after 24 hours.

SAMPLE DASHBOARD



- The **table at the bottom** of the dashboard displays all qualifying training that has been marked as *Completed* in the USTA Officiating LRC. Training will be categorized as either "Tennis Knowledge" or "General Knowledge" and assigned a numerical credit value. *Only items completed within the certification period will display in the table.*

Title	Knowledge Type	Completed Date	Status	Credit
Referee Level 1_V3	Tennis Knowledge	02/16/2023	Completed	1
5 Ways to Use Mentoring to Create an Inclusive Workplace	General Knowledge	02/16/2023	Completed	0.25
7 Tips for Men Who Want to Support Equality	General Knowledge	02/17/2023	Completed	0.25
The Urgency of Intersectionality with Kimberlé Crenshaw	General Knowledge	02/17/2023	Completed	0.25
Referee in Westborough, MA on 1/22/2023	Tennis Knowledge	01/22/2023	Completed	2
Communication Skills for On and Off the Court	General Knowledge	02/15/2023	Completed	1

- For the 2022 – 2023 certification period, USTA Officials are required to earn **2 total credits in the Tennis Knowledge Type** and **2 total credits in the General Knowledge Type**. You can track your progress for each *Knowledge Type* in the middle of the dashboard.



- Once the requirements for both *Knowledge Types* have been fulfilled, the top section of the dashboard will show **all 4 tennis balls highlighted in yellow**.



If you need help or have a question about the LRC dashboard, contact **LIVE SUPPORT** at any time by clicking on the **red button** in the top menu bar. You can also send an email to ustalrc.officials@eskillz.com.

