1. **What types of courses does the OHRM Professional Development and Learning Management Office offer to CUNY employees?**

The OHRM Professional Development and Learning Management Office (PDLM) provides courses in professional development and workplace skills and effectiveness as well as certificate programs for managers, supervisors, and administrative support professionals, via the CUNY Professional Development Program (CPDP). PDLM also offers courses in CUNY policies and initiatives, leadership programs, and other special programs. Individual professional development courses and professional certifications also are available at the New York City Citywide Training Center (CTC).

2. **What is the New York City DCAS CTC?**

The New York City Department of Citywide Administrative Services (DCAS) is a New York City agency. The Citywide Training Center (CTC), a unit of DCAS, is the central source of employee training and professional development within New York City government. By special arrangement, CUNY employees may attend most professional development and training programs offered by the New York City CTC.

3. **How do I find out what courses are available?**

Visit the Professional Development and Learning Management (PDLM) website at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm) and click on the **PROGRAMS** link for general descriptions of PDLM Programs. Course descriptions are available in the **PDLM Course Catalog** located under **COURSE INFORMATION**. For the most recent scheduling of PDLM courses at CUNY locations, click on the **Program Schedule** link also located under **COURSE INFORMATION**.

For general information about courses at the New York City Citywide Training Center, click on the **NYC Citywide Training Center Courses** link under **PROGRAMS**. For a full listing of NYC CTC courses for the current semester, click on the CTC catalog located on that page. Special announcements, information about new courses, or changes in the PDLM schedule are also added to the **WHAT'S NEW?** section of the PDLM web site. This information is available on the opening page of [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm).

4. **How do I register for courses?**

To register for CUNY Professional Development Program courses held at CUNY locations, click on the **PDLM E-Application** link (the “E-App”) located under **REGISTRATION** at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm). The E-App includes detailed instructions for completing and submitting course selections.

To register for courses at the DCAS Citywide Training Center (CTC), complete the **CTC Registration Form** which also is available under **REGISTRATION** on the PDLM website. For additional information about CTC course registration, click on the **NYC Citywide Training Center Courses** link in the **PROGRAMS** section of the PDLM website.
5. **How does the new E-Application process work?**

To register for CUNY Professional Development Program courses, employees must enter their contact information, CUNYfirst Employee ID#, and selected courses on the PDLM E-Application. Employees must then print and sign the “E-App,” obtain their supervisor's signature, and submit it to their college or Central Office Human Resources Office for authorization. The college Human Resources Office will forward the authorized “E-App” to the OHRM Professional Development Office for processing. The “E-App” should be received in the Professional Development Office at least 10 days before the start of a course. The Professional Development Office generally confirms an applicant's course registration five to seven days before the start of the course.

6. **How often is the PDLM Catalog published?**

The *PDLM Course Catalog* is published once in the fall and once in the spring at the beginning of each semester. An electronic copy is emailed to college Human Resources Directors and posted to the PDLM website at [www.cuny.edu/pdlm](http://www.cuny.edu/pdlm). Hard copies may be produced and distributed upon request.

7. **Who do I contact if I have questions about training?**

Questions about available training sessions or about your course registration should be directed to your Human Resources Office.

8. **I’m registered for a course but an emergency has come up and I can’t make it. What do I do?**

If you are registered for a CUNY Professional Development Program (CPDP) course or for a course at the Citywide Training Center (CTC) but cannot attend, you must notify PDLM as soon as possible via email at University.Training@cuny.edu. Cancellation of courses at CTC locations, however, must be submitted to PDLM at least 10 days before the class begins or the CTC will charge the college for the course. We recommend that departments or colleges have one or two alternate employees on “stand-by” as potential substitutes when an employee is registered for a CTC course.

9. **Once I submit an application, how do I know that I am registered for the course(s)?**

The Professional Development and Learning Management Office confirms registration via email approximately five to seven days before the start of a course. Confirmations for PDLM courses presented at CUNY locations are sent directly to the registered employees. Registration confirmations for courses at the Citywide Training Center are sent to the college or the Central Office Human Resources Office which must then notify employees of their registration.
10. Is there a fee for the training programs?

The New York City Citywide Training Center charges $125 per person, per day of training for courses at a CTC location. For most CUNY Professional Development Program (CPDP) courses, colleges are charged a portion of the cost of presenting each course, approximately $60 per person per day of training. The cost for CPDP Technology courses is generally $25 per person. Occasionally, PDLM may offer courses free of charge.

11. Can CTC courses be taught on my campus?

The OHRM Professional Development and Learning Management (PDLM) Office works with college and Central Office Human Resources Offices to provide many CTC courses on site. The cost is generally $1,800 per day of training. To inquire about CTC courses for your campus, please contact your campus Human Resources Office.

12. Do I have to register in advance to attend a training program or can I just “show up?”

Registration and confirmation of registration is required in order to attend CUNY Professional Development Program (CPDP) and New York City Citywide Training Center (CTC) courses. Written authorization to register also is required by your supervisor and the college or Central Office Human Resources Office. Note that the registration process for courses provided by these two training units is not the same. Detailed registration instructions for each program are available under REGISTRATION on the PDLM web pages at www.cuny.edu/pdlm. Employees should not “show up” for courses for which their registration has not been confirmed.