

## HR-to-Pay Stabilization Training: Frequently Asked Questions

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## 1. Why should I take this is this training?

Everyone who is paid through Phoenix needs to understand their roles and responsibilities to help make sure that they are paid correctly and on time. By taking this training, you can do your part.

Managers, human resources professionals (staffing) and compensation advisors have special roles in the pay process. They must also understand what they need to do to process pay-related activities correctly.

## 2. What does “HR-to-Pay” mean?

HR-to-Pay refers to the link between human resources (HR) information that affects employees’ pay and the pay system (Phoenix).

In most Government of Canada organizations, information in the HR system “feeds” Phoenix. In other words, Phoenix needs the information entered in the HR system (information about employees’ leave, work schedules and overtime) so that it can calculate employees’ pay.

## 3. How are these courses different from previous courses?

The previous courses for employees for managers, were introductory courses on Phoenix. They were not tailored to your organization.

This new training is tailored to how pay is handled in your organization. It explains, step by step, what you need to do, as an employee, to help make sure you are paid properly. If you’re a manager, a human resources professional (staffing) or a compensation advisor, it explains exactly what you need to do, and how and when to do it, to help make sure employees are paid correctly and on time.

The new online courses use pictures of the screens in the human resources and Phoenix systems to make the steps clear. They also provide links to job aids and other reference material that you can easily access at any time to check that you are entering information into the systems correctly and on time.

## 4. Who is this training for?

This training is for everyone who is paid through Phoenix. There are 3 online courses that every employee should take, whatever their role or level.

If you’re a manager or a timekeeper who works in an organization where you are responsible for entering data that affects pay into the human resources (HR) system or into Phoenix, there is a fourth course that you should take.

If you're a human resources professional or a compensation advisor, the online courses will prepare you for additional in-person courses designed specifically for your role. Registration for these courses will start in the fall.

## **5. Where do I take the online courses?**

The online courses are being published on GCpedia.

## **6. When can I take the online courses?**

Your head of human resources will let you know when the courses for your organization are available on GCpedia. Once they're available, you can take them at any time.

Follow the instructions on the GCpedia site to be sure you take the courses in the right order. You don't have to take the courses on the same day, but be sure to take them in order.

## **7. As an employee, how will the online courses help me?**

The courses will explain what you have to do and how to do it to help make sure you're paid correctly and on time.

The courses will explain:

- when to enter pay-related requests such as overtime you've worked and why it's important to enter them on time
- how human resources actions that affect your pay, such as acting appointments are processed
- how to read your pay stub so that you know what you've been paid for
- how information that affects your pay flows to Phoenix
- what has to happen so that you'll be paid correctly when you move from one organization to another
- what information you must keep up to date, and where and how to enter it

## **8. I'm a manager. How will this training help me?**

If you take the 3 online courses for employees, you'll understand your own pay better and will benefit from understanding what your employees are learning.

If you're a manager in an organization that uses the MyGCHR or GCHRMS human resources systems, you'll be guided to a fourth online course. This course explains, step by step, how to perform leave and pay-related transactions for your employees. It will take you about 1.5 hours to complete this course.

You'll learn:

- how to link to your employees in Phoenix

- which system to use to enter or approve your employees’ overtime and leave requests, and when and how to do that
- why it’s important to verify and update employees’ work schedules, including those who are in acting positions
- how to process transactions that require Section 34 approvals

If you’re a manager in an organization that uses the Pay Centre, the course will explain which activities require a Pay Action Request and how to submit one using your organization’s procedures.

If you’re a manager in an organization that has its own compensation advisors, the course will explain how and when to work with them.

### 9. I’m a human resources professional (staffing) or a compensation advisor. Which courses should I take?

You should take all the online courses for employees. If you’re in an organization that uses MyGCHR or GC HRMS, you should also take the course for managers.

Please take the online courses as soon as possible, and be sure to take them in order.

Taking these courses now will prepare you for the specialized in-person training that will be starting later this fall. That training will build on many of the concepts introduced in the online courses.

### 10. How will I know which online course to take?

Just follow the instructions on the GCpedia site. You’ll be asked to begin with the course called Understanding the Pay Cycle, Pay Calendar and Pay Stub. This course is the same for everyone. Once you have completed it, you will be asked to select your department or agency. You will then be guided you to the right version of the next course.

### 11. Do I need to know what human resources system my organization uses to take the right course?

No. Just follow the instructions on the GCpedia site. When you identify the organization you work for, you will be guided to the right courses.

### 12. How much time will the online training take?

Course	Time	Audience
1. Understanding the Pay Cycle, Pay Calendar and Pay Stub	0.5 hours	All
2. Overview of the Relevant HR-to-Pay Interface	0.5 hours	All
3. Submitting Leave and Pay Requests (Pay Centre client organizations only)	1.5 hours	Employees

4. How to Perform Leave and Pay-Related Transactions for Your Employees (Pay Centre client organizations only)	1.5 hours	Managers
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### 13. Who developed this training?

The Office of the Chief Human Resources Officer (OCHRO), within the Treasury Board of Canada Secretariat, has overall responsibility for this training.

The HR-to-Pay Stabilization Training Team, at OCHRO, developed this training in close cooperation with the teams responsible for Phoenix and the human resources systems at Public Services and Procurement Canada and other subject-matter experts from your department or agency.

### 14. How is this training different from other training on Phoenix and human resources systems?

This training is tailored to the way the pay process works in your organization.

All Government of Canada employees are paid through Phoenix, but departments and agencies don't all use the same human resources system. Because of the different systems in use, the information that is needed to calculate employees' pay flows to Phoenix in different ways. Some departments use compensation advisors at the Public Service Pay Centre; others don't.

This training takes all these differences into account so that you get the right instructions for the pay process in your organization.

### 15. Is this training mandatory?

Your deputy head will decide whether this training is mandatory. Your head of human resources will let you know.

### 16. What if the pay process changes after I take this training?

The training is being designed and delivered so that if there are changes that affect instructions in the courses, the material can be updated. Your head of human resources will let you know of any changes that affect you.

### 17. Will I get tools that I can refer to after I take the training?

Yes. All the courses include reference documents that you can link to, print or save for reference later on.

## **18. What if I have questions after I take the online courses?**

You can submit questions at the end of each online course by participating in a short evaluation survey, which will take no more than 5 minutes. Please take the time to complete it. Your feedback is important.