



McMaster University
CUPE Local 3906, Unit 1
Mandatory Training
Frequently
Asked Questions



Mosaic: TA Mandatory Training Frequently Asked Questions

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1) How do I know which training workshops I am required to complete for the mandatory training?

The current expectation is that TAs undergo this 5-hour paid training once during their employment as a Unit 1 member at McMaster (and not once per appointment).

All centrally offered training will take the form of online asynchronous workshops. The centrally offered training modules available in Avenue to Learn are pre-recorded to allow TAs the flexibility to complete the training modules at any time during the first 2-weeks of their appointment. Please note training offered by a Faculty or Departments may not be offered asynchronously.

To successfully complete a workshop, you must review all the content included and successfully complete the associated quiz.

You may be required to complete the specific elective workshops chosen by your Faculty/Department/Program/School or your employment supervisor. If you have not received guidance, consider our elective recommendations for TAs whose work primarily involves marking, or facilitating tutorials, or running labs. The complete list of electives available to you are:

- Accessibility/Disability Inclusion
- Building and Maintaining Student Motivation
- Engaging Students in Active Learning
- Facilitating Effective Discussions
- An Introduction to Avenue to Learn
- Introduction to Indigenous Cultural Competency
- Leading Effective Labs
- Leading Effective Tutorials

- Marking Efficiently and Effectively
- Mental Health in the Classroom
- An Overview of McMaster-Supported Teaching Technologies
- Teaching Contentious Topics
- Responding to Disclosures of Sexual Violence
- Anti-Racism
- Human Rights Fundamentals
- Lesson Planning

2) How do I Register for TA Training?

TA training is being conducted through the University's learning management system, Avenue to Learn.

To register, select the Regulatory Training tile on the [Mosaic](#) homepage and search for your courses. Select an online session:

Home>Regulatory Training>"Search by course name">Leave search field blank>"Search">"View available sessions" and proceed with your registration until reaching "Submit"

Fifteen (15) minutes after registering for training course in Mosaic, the course material and quiz will become available for review and completion by logging in to your [Avenue to Learn](#) account which can be accessed at avenue.mcmaster.ca.

Note: In Avenue to Learn, ensure you have completed the full quiz and received the required mark (e.g., 15/15). Avenue to Learn may indicate you have completed the quiz, but a successful completion (achieving a perfect score) is required to provide a completed status in Mosaic for payment.

a) What do I do if I am missing the HR tab in Mosaic?

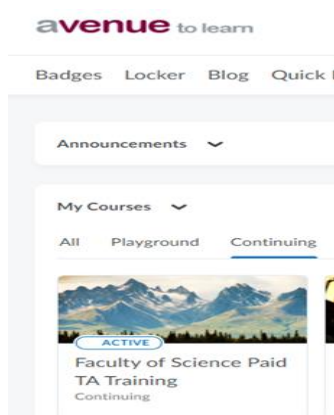
If you are unable to view the Human Resources tab under the Main Menu in Mosaic, please contact UTS at uts@mcmaster.ca and they can arrange to have that feature added for you. Please ensure to include your full name, student/employee ID# and your MacID in the email.

b) What do I do if I've successfully enrolled for all training in Mosaic, but I do not have access to Avenue to Learn?

If you are a new student/employee, you may not be able to complete your training until you activate your MacID. To do this, you must use your MacID and attempt to log in to Avenue to Learn (<http://avenue.mcmaster.ca/>) so that you can initiate the process of obtaining the necessary access. You should have access within one business day.

3) Where in Avenue to Learn does the TA training appear?

Please ensure that once you are logged in to Avenue to Learn, you are checking for the training courses under the main heading “My Courses” and the subheading named “Continuing” as shown below.



4) How do I obtain proof of completed TA training/obtain a training summary?

Any training completed in Mosaic will be recorded in a training summary that can be accessed through Mosaic. Employees, students, and volunteers (persons of interest) can use the self-service functionality of Mosaic to access a copy of their training record:

[Home>Regulatory Training>Training Summary](#)

5) As a manager, how do I track the training status of TAs in my Department?

The Manager Self-Service functionality allows managers to track training completed by their employees using Mosaic. To access your employees' training records, please navigate the following pathway:

[NavBar>Navigator>Human Resources>Manager Self Service>Learning and Development>Training Summary](#)

6) It has been 24 hours and my training workshop(s) are still not in my Avenue to Learn account, what do I do?

If a whole business day has passed and the courses you registered for have not yet appeared in Avenue to Learn, please double check that Mosaic enrolled you successfully. To do this, you must ensure that your training summary status for the course that you are required to take is set to "Enrolled". If you are still unable to view the courses, please submit a ticket through <http://avenue.mcmaster.ca/support/>.

7) It has been 24 hours and my completion status has not been updated in Mosaic.

The completion status will be updated in Mosaic after you have successfully completed (includes achieving a perfect score on each training module quiz) all 5-hours of training.

Please note that the training completion status requires (1) business day to update. If two business days have passed and the completion status has not yet appeared in Mosaic, please submit a ticket through <http://avenue.mcmaster.ca/support/>.

8) I completed the TA training a week ago and I have not been paid for the 5-hours of training that I have successfully completed.

FALL TERM 2023 APPOINTMENTS

TAs who successfully complete the training for the first time, by September 19, 2023, will receive payment on the October 20, 2023, pay deposit.

WINTER TERM 2024 APPOINTMENTS

TAs who successfully complete the training, for the first time, by January 19, 2024, will receive payment on the February 23, 2024, pay deposit.

SPRING TERM 2024 APPOINTMENTS

TAs who successfully complete the training, for the first time, by May 17, 2024, will receive payment on the June 14, 2024, pay deposit.

SUMMER TERM 2024 APPOINTMENTS

TAs who successfully complete the training, for the first time, by July 5, 2024, will receive payment on the August 9, 2024, pay deposit.

NOTE: There may be circumstances where a TA is unable to complete the mandatory training within the first 2 weeks of their appointment start date. In these exceptional circumstances, payment for completion of the mandatory training will be processed in the pay period following the successful completion of the training.

9) How do I register for additional training after I have completed the mandatory 5-hours?

Once you have completed the mandatory 5-hours of training, you will no longer have access to the training modules in Avenue to Learn. If you would like to complete the training program

more than once, or access some additional training modules, please email mi@mcmaster.ca.

NOTE: Should you wish to complete the training program more than once, or access some additional training modules, the additional training time will be without pay.