

# FAQs



## FREQUENTLY ASKED QUESTIONS

- **How do I know what Professional Standard classes I am required to complete?**

Review the Professional Standards Training Brochure on the Food Services website. Trainings are assigned by job classification.

- **Where can I find the Professional Standards Trainings?**

All Professional Standards Trainings are housed in the MyPLN website. Visit the MyPLN website at [www.achieve.lausd.net/mypln](http://www.achieve.lausd.net/mypln) to complete your assigned trainings.

- **If I review training(s) from the Food Services website, will I receive credit for completing the training?**

For tracking purposes, all trainings must be completed in the MyPLN website.

- **If I went to Orientation, do I need to retake the training again?**

If you attended the Manager or Food Service Employee Orientation in August, you have received a "Status: Completed Equivalent" and do not need to retake the training.

- **My training says "Status: Registered", what does that mean?**

The training has been assigned, but not started or completed.

- **I completed my training, but it says "Status: In Progress", what does this mean?**

The training has been started, but not completed. You might have closed out of the window before the training officially ended. Retake the training and allow the video to run to its entirety.

- **A class is listed on the Training Brochure but is missing in my "Active" or "Completed" trainings. What do I do?**

Search the "Archived" page to see if it is housed there. If training has been archived, send an email to [dawn.soto@lausd.net](mailto:dawn.soto@lausd.net) for assistance. Please include your name, work location, contact number and name of class.

- **My training did not contain a test/quiz. Is it working correctly?**

Trainings no longer contain pre/post exams. Some trainings contain interactive questions during the course.

- **Am I required to print the certificates?**

You are not required to print your certificate. However, you may print it upon supervisor's request.

- **Do subs need to complete the trainings?**

Yes, Substitute Food Service Workers are required to complete their annual Professional Standards Trainings. Refer to the Training Brochure for classes.

- **When are the trainings due?**

We encourage all staff to complete all assigned trainings prior to Spring Break, by April 11, 2025.

- **How will I know that I have completed all required trainings?**

Ensure there are no outstanding trainings in the "Active" page. Compare the "Completed" trainings to the Professional Standards Training Brochure.