

Training Calendar System (TCS)

Frequently Asked Questions

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Part I: General Questions		
1.1	Q:	Who could use TCS?
	A:	Any user can directly access the information of the training courses within the system. Personnel from local schools with a valid e-Services Portal account can login to apply for training courses.
1.2	Q:	What topics can I find in the training courses offered in TCS?
	A:	To meet the continuous professional development needs of teaching staff, TCS provides a diverse range of education-related training courses, including language, educational administration, special educational needs, and more. All courses and CPD hours must be approved by the Division or Section (course organiser) of Education Bureau before being posted on TCS. For details, please visit “Training Calendar” > “Activity List / Search Course” > “Content Area”.
1.3	Q:	What should I do if I need to reschedule after submitting my application?
	A:	It depends on the application status shown in TCS. Applicants are required to contact the course organiser directly to reschedule their application if the status is “Recommended (School)”, “Under Processing (Course Organiser)”, or “Enrolled”.

		In general, applicants can withdraw the application by going to the “Training Calendar” > “Activity List / Search Course” > “Course ID” > “Withdraw”, provided that the school has not yet recommended the application and the status is “Submitted (to School)”.
1.4	Q:	What are “Activity List / Search Course” and “Year Calendar (Tentative course schedule)” for?
	A:	The “Activity List / Search Course” provides the most up to date information on training courses. Users should apply for training courses in “Activity List / Search Course”. In “Year Calendar (Tentative course schedule)”, it provides the planning of training courses in whole school years so as to facilitate the users to formulate their training plan.
1.5	Q:	Why is there no “Apply Online” button for the courses found in the “Activity List / Search Course”?
	A:	The “Apply Online” button will not be displayed if 1) the course is already full, 2) the application deadline has passed, or 3) the course is not open for enrollment through the system.

Part II: School Desk		
2.1	Q:	What accounts can login to TCS “School Desk”?
	A:	<p>There are three types of e-Services Portal accounts that can access the “School Desk” in TCS:</p> <ol style="list-style-type: none"> 1) Master School Administrator (MSA) account; 2) Delegated School Administrator (Teaching Staff) (DSA(T)) account*; and 3) Delegated School Administrator (Administrative Staff) (DSA(A)) account*. <p>*The account must be delegated with the “Training Calendar System (TCS)” function by MSA.</p>
2.2	Q:	How can school administrators access TCS “School Desk”?
	A:	They can log in to their MSA account on the e-Services Portal, or users with a DSA(T)/ DSA(A) account can access the “School Desk” in TCS.
2.3	Q:	How can school administrators view staff application status?
	A:	School administrators can view the status on “View Application Records” by 1) “Teacher”; 2) “Course”; and 3) “Calendar”.
2.4	Q:	How can school administrators handle course application?
	A:	School administrators can login to “School Desk” and process the application in “Recommend/ Approve Application” page. School administrators may select “Recommend”, “Return” or “Reject”.
2.5	Q:	If applicant has provided incorrect information or if the activity has limited quota, how can school administrators handle the application?
	A:	<p>School administrators may consider selecting “Return” in the “Recommend/ Approve Application” page.</p> <p>Please note that if school administrators click “Reject”, applicants will not be able to resubmit an application for that course (including any other sessions).</p>
2.6	Q:	Should school administrators apply training courses for their staff?
	A:	School administrators should not apply training courses for teaching staff under normal circumstances.
2.7	Q:	How can non-teaching staff apply for training courses in TCS?

	A:	<p>School administrators can add non-teaching staff into “non e-Services User list” under “Maintain non e-Services User list” in “School desk”. Once the non-teaching staff has been successfully added by clicking “Add to Staff List”, the “School Desk” will be able to search the course in “Activity List/ Search Course” and apply on behalf of the staff or set up a username and initial password to create an individual staff account.</p> <p>For Teaching Assistants with an e-Services personal account, please refer to <u>FAQ 3.3</u>.</p>
2.8	Q:	Can school administrators access the CPD record of their staff?
	A:	<p>School administrators cannot access CPD record of school staff in TCS. You may view the record in e-Services portal. For enquiries regarding e-Services Portal account, please contact the hotline at 3698 3640.</p>
2.9	Q:	Why are principals, vice-principals or users with administrative accounts failed to log in their personal account?
	A:	<p>This situation arises from the default functionality of Chrome browser, which retains user's login identity on individual web pages. Users can try logging in with different browser.</p>
2.10	Q:	How can school administrators access email from TCS?
	A:	<p>In addition to registered school email accounts, emails sent through TCS can also be viewed through the “Message” function on the “School Desk” page.</p>

Part III: Teacher Desk		
3.1	Q:	How can teaching staff log in to TCS?
	A:	Teaching staff can use their e-Services Portal personal account to log in to TCS through the “Common Log-On System (CLO)” interface.
3.2	Q:	What should teaching staff do if they forget their login username or password?
	A:	Teaching staff should retrieve their login username and password on e-Services Portal or contact the helpdesk of e-Services Portal for assistance.
3.3	Q:	How can teaching staff apply for training courses in TCS?
	A:	With an e-Services personal account, teaching staff (including Teaching Assistants) can login to TCS > “Activity List/ Search Course” for course application. For enquiries regarding e-Services Portal account, please contact the hotline at 3698 3640.
3.4	Q:	How long does it take for teaching staff to receive the record of completed training on e-Services Portal after completing the training?
	A:	Due to the variations in the number of participants or event mode, the time required by the organisers to process training records may vary. Generally, the attendance records will be reflected in their e-Services Portal account within three months after the completion of the course. For enquiries regarding the status of the records, you may contact the organisers directly.
3.5	Q:	If teachers would like to understand the training requirements for teachers, how can they obtain relevant information?
	A:	For enquiries about training requirements for teachers, you can contact the “School Leadership and Professional Development Section (SLPD)” for further assistance. Newly Joined Teacher: 3509 7581 / 3509 7573 In-service Teacher and Promoted Teacher: 3509 7476 / 3509 7477
3.6	Q:	Can applications submitted through the TCS be canceled?
	A:	Yes.

		If the application has not been recommended by school, applicants can cancel the application by following steps: “Training Calendar System” > “Activity List / Search Course” > “Search Course ID” > “Withdraw Application”.
3.7	Q:	If the application has been recommended by school, how can applicants cancel the submitted application?
	A:	If the application has been recommended by school, applicants need to contact the course organiser directly to handle the cancellation.
3.8	Q:	How can applicants check the application status?
	A:	Applicants can login to their personal account in TCS and use the “View Application Status” function in the “Teacher Desk” to check the application status for each training activity.
3.9	Q:	How can users access emails sent through TCS?
	A:	In addition to user’s personal email accounts, emails sent through TCS can also be viewed through the “Message” function on the “Teacher Desk” page.
3.10	Q:	Why am I unable to fill in any information on the Online Application Form?
	A:	Users may have already submitted an application. Please refer to <u>FAQ 3.8</u> to check your application status.
3.11	Q:	I have completed the Online Application Form but still cannot submit the application. What should I do?
	A:	Users should first ensure that the application form has been filled out with the required information, such as phone number, email address etc, and check for any formatting requirements. Some course organisers may require applicants to answer questions or complete “HKedCity” account authentication before successfully submitting the application.
3.12	Q:	If teachers/principals encounter login failure, due to incorrect passwords or usernames when logging into TCS through the “Common Log-On System (CLO)”, what should they do?
	A:	Please contact the following helpdesk for assistance: Training Calendar System Helpdesk: 3698 3646 e-Services Portal Helpdesk: 3698 3640 Common Log-On System (CLO) Helpdesk: 3464 0592

Part IV: Non Teaching Staff

4.1	Q:	How can non-teaching staff apply for training courses through TCS?
	A:	<p>They may seek assistance from the school administrators to be listed on the “Non e-Services User List” under “Maintain non e-Services User list” in “School Desk”.</p> <p>Once the non-teaching staff has been successfully added by clicking “Add to Staff List”, “School Desk” will be able to apply on behalf of the staff or set up a username and initial password to create an individual staff account.</p> <p>For Teaching Assistants with an e-Services personal account, please refer to the <u>FAQ 3.3</u>.</p>
4.2	Q:	After obtaining the username and password from school, how can non-teaching staff login to TCS?
	A:	<p>Non-teaching staff can login according to the following steps:</p> <ol style="list-style-type: none">1. Go to Training Calendar System2. Click on the  logo on the top right corner.3. Select “Common Log-On System (CLO)”.4. Enter your username and password.5. Click on “Logon”. <p>*Please note that if your password has been reset by the school administrator, the system will prompt you to change your password.</p> <p>If you encounter a login failure after entering the correct username and password, please ensure that you are logging in with a “Training Calendar - Non e-Services Portal” account.</p> <p>*Note: Self Registered Accounts of “Common Log-On System (CLO)” cannot be used to login to TCS for course enrollment.</p> <p>For Teaching Assistants with an e-Services personal account, please refer to the <u>FAQ 3.1</u>.</p>

4.3	Q:	What should non-teaching staff do if they are unable to log in to the TCS due to forgetting their username/password?
	A:	Please contact the school administrators to check your username and reset your password.
4.4	Q:	How can non-teaching staff view their training record in the TCS?
	A:	For non-teaching staff, TCS is a platform to provide course enrollment. Non-teaching staff shall keep their own training records if necessary. Teaching Assistants with an e-Services personal account can view their attendance records in their e-Services Portal account.
4.5	Q:	Does non-teaching staff need to change their username TCS after school transfer?
	A:	The registered usernames of non-teaching staff shall be used continually after school transfer. Once the staff are being added to the “Non e-Services User List” by school administrators, the system will prompt and automatically fill in the registered username.
4.6	Q:	Will the training records obtained by a non-teaching staff be transferred into the e-Services Teacher account automatically after being appointed as a teacher?
	A:	No. Non-teaching staff’s user account is created solely in TCS, it does not equipped with the function of training record storage. If teachers would like to transfer training records obtained during being appointed as a non-teaching staff, please manual input the records for school approval through the e-Services Portal “Teacher desk”, they can call the hotline at 3698 3640 for enquiries about the related function of the e-Services Portal.
4.7	Q:	If the application has been recommended by the school, how can applicants cancel the submitted application?
	A:	If the application has been recommended by the school, applicants need to contact the course organiser directly to handle the cancellation.