360Learning Platform & Policy FAQs

People & Culture | Team Member Resource

How to use this template

This template gives organization Team Members and managers one place to find answers about the 360Learning platform and the policies assigned through it. Replace every item in **[brackets]** with organization-specific details before publishing, and delete any question that does not apply.

- **Audience:** All organization Team Members; the Managers section is for people leaders.
- **Where it lives:** [Team Member Hub page / 360Learning resource library link]
- **Owner:** People & Culture, [Organizational Development]
- **Review cadence:** Update before each major launch and when a policy changes.
- **Branding:** Add the organization logo to the header and confirm colors and fonts against the current organization brand guide before publishing.
- **Tone:** Warm, direct and plain; refer to employees as "Team Members."

About 360Learning at the organization

360Learning is our learning platform for required training, policy acknowledgments and professional development. It launches to all Team Members on [launch date], with the onboarding window open [dates].

What you'll use it for:

- Completing required courses and compliance training
- Reading and acknowledging organization policies
- Exploring optional learning to grow your skills
- Tracking your completions and certificates in one place

Why it matters: [One or two sentences tying the platform to our the strategic plan priorities and a culture of growth.]

Getting started & access

Q How do I log in to 360Learning?

Go to [platform URL] and sign in with your organization credentials (single sign-on). You do not need a separate password.

Q I didn't receive a welcome email. What should I do?

Check your Junk/Clutter folder for a message from [sender address]. If it isn't there, contact [support email] and we will resend your invitation.

Q Can I use 360Learning on my phone?

[Yes — download the 360Learning app from the App Store or Google Play and sign in with your organization credentials. / Please use a desktop browser for now.]

Q Which browsers work best?

[Current versions of Chrome or Microsoft Edge.]

Q Who has access to the platform?

All active organization Team Members [including / excluding temporary staff and interns].

Courses, deadlines & completion

Q Where do I find my assigned courses?

After you log in, your required courses and learning paths appear on your home page under [section name], with the due date beside each one.

Q What happens if I miss a deadline?

You'll get reminders before the due date. Overdue courses stay on your home page, and your manager is notified after [X] days. Contact [support email] if you need an extension.

Q Can I pause a course and come back later?

Yes. Your progress saves automatically, so you can pick up where you left off.

Q How do I know a course is complete?

A course shows as complete once you finish every module and pass any required quiz. [Certificates are available to download from your profile.]

Q How long do courses take?

Each course lists its estimated time. Most required courses take [15–30] minutes.

Q Can I take courses that aren't assigned to me?

[Yes — browse the catalog to explore optional learning. Talk with your manager about time for development during work hours.]

For managers

Q Can I see my team's progress?

[Yes — managers can view their direct reports' assigned courses, completion status and due dates from the [Team / Manager] dashboard.]

Q How do I help a Team Member who is behind?

Check in during your next 1:1, confirm they can log in, and point them to office hours on [dates]. Contact [support email] if there's an access issue.

Q Can I assign courses to my team?

[Yes, from the course catalog / No — course assignments are managed by People & Culture. Send requests to [email].]

Q Is there manager training?

Yes. Manager sessions are on [date, time ET] and [date, time ET].

Technical support

Q A video or course won't load. What should I try?

1. Refresh the page or close and reopen the course.

2. Clear your browser cache, or try a different supported browser.
3. Check that you are connected to [VPN / the organization network], if required.
4. Still stuck? Email [support email] with the course name and a screenshot.

Q I completed a course but it still shows incomplete.

Make sure you finished every module and passed any quiz. If it still isn't updated after [24 hours], contact [support email].

Q Are there captions or accessibility options?

[Most video content includes captions. Contact [email] to request an accommodation.]

Policy FAQs

Q Where can I find organization policies?

Current policies are in [360Learning under "Policies" / the Team Member Hub / the 2027 Policy Manual]. The online version is always the official one.

Q Why do I need to acknowledge policies?

Your acknowledgment confirms you've read and understand the policies that guide how we work together. It is required for all Team Members.

Q How do I acknowledge a policy?

Open the policy in 360Learning, read it in full, then select [Acknowledge / Mark complete]. Your acknowledgment is recorded with the date.

Q When are acknowledgments due?

By [due date]. New hires complete them within [X days] of their start date.

Q What if a policy changes?

When a policy is updated, you'll be assigned the new version and asked to acknowledge it again. We'll note what changed.

Q I have a question about how a policy applies to me. Who do I ask?

Contact your HR Business Partner or [hrteam@yourorg.org]. Your manager can help with day-to-day questions.

Q Does a policy apply if I work remotely or in another state?

organization policies apply to all Team Members. Where state or local law differs, [the organization follows the law that gives the greater benefit / a state addendum applies]. Ask HR if you're unsure.

Policy-specific FAQs

Copy this block once per policy. Sick Leave is filled in as an example of the format.

[Policy name] — effective [date]

Question	Answer
What does this policy cover?	[One-sentence summary]

Question	Answer
Who does it apply to?	[All Team Members / exempt / non-exempt / by state]
What do I need to do?	[Action, e.g., acknowledge in 360Learning by date]
What changed from the last version?	[Key changes, or "New policy"]
Where can I read the full policy?	[Link]
Who do I contact with questions?	[HR Business Partner / email]

Example: Sick Leave — effective [Jan 1, 2027]

Question	Answer
What does this policy cover?	How Team Members earn and use paid sick leave.
Who does it apply to?	All Team Members; [state-specific rules may apply].
What do I need to do?	Read and acknowledge the policy in 360Learning by [date].
What changed from the last version?	[Summary of 2027 updates]
Where can I read the full policy?	[Link]
Who do I contact with questions?	[hrteam@yourorg.org]

Contacts & support

Need	Contact
Login, access or technical issues	[support email]
Course content or assignments	[L&D / People & Culture email]
Policy questions	Your HR Business Partner or [hrteam@yourorg.org]
Accommodations	[email]
Live help	Office hours on [dates and times]

Still have a question that isn't answered here? Email [support email] and we'll add it to this FAQ.