

QUICK REFERENCE GUIDE

For On Job Training (OJT)
Checklists



WELCOME

Westgate Resorts has created a series of On Job Training (OJT) checklists designed to onboard new Team Members with a focus on safety, essential training tasks, and exemplary guest service.

OJT checklists are signed off by both the newly hired Team Member and their Certified Field Trainer (CFT) or manager throughout the onboarding period.

This guide provides instructions for accessing and signing off on OJT checklists.

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Place an IT Support Ticket



learn@wgresorts.com



FACT SHEET

PURPOSE

- Standardize onboarding training for all Team Members at Westgate.
- Equip newly hired Team Members with basic skills and knowledge to be competent in their new role.
- Provide alignment between the new hire, Certified Field Trainer (CFT), and department leadership to ensure essential training takes place.

INSTRUCTIONS

- On Job Training (OJT) checklists have been assigned to Team Members in Westgate Learn.
- OJT checklists must be completed in the presence of a CFT (or manager).
 - The CFT or manager must also sign off on each task for the checklist and related learning path to show as complete.
- OJT checklists must be completed in Westgate Learn for proper documentation. Paper copies of checklists are not permitted.
- At the end of each checklist, a digital signature acknowledges the completion of training.
- Sign-offs may be completed on a desktop computer or mobile device using the new Schoox application.
- Once the new hire has signed off on their training, they must also complete a required OJT survey.

QUESTIONS?

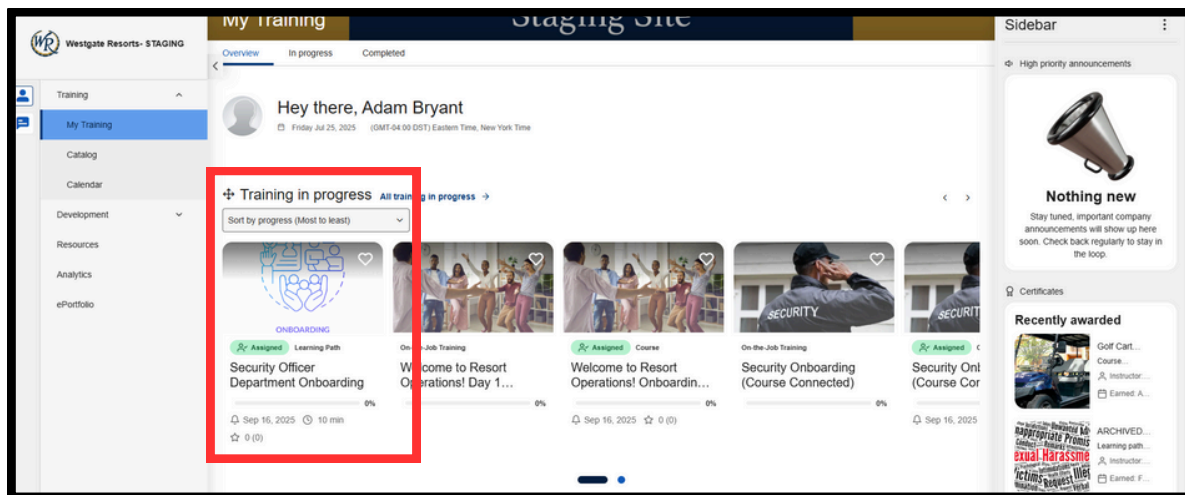
- Reach out to your Training Specialist or the Learning & Development team at learn@wgresorts.com.



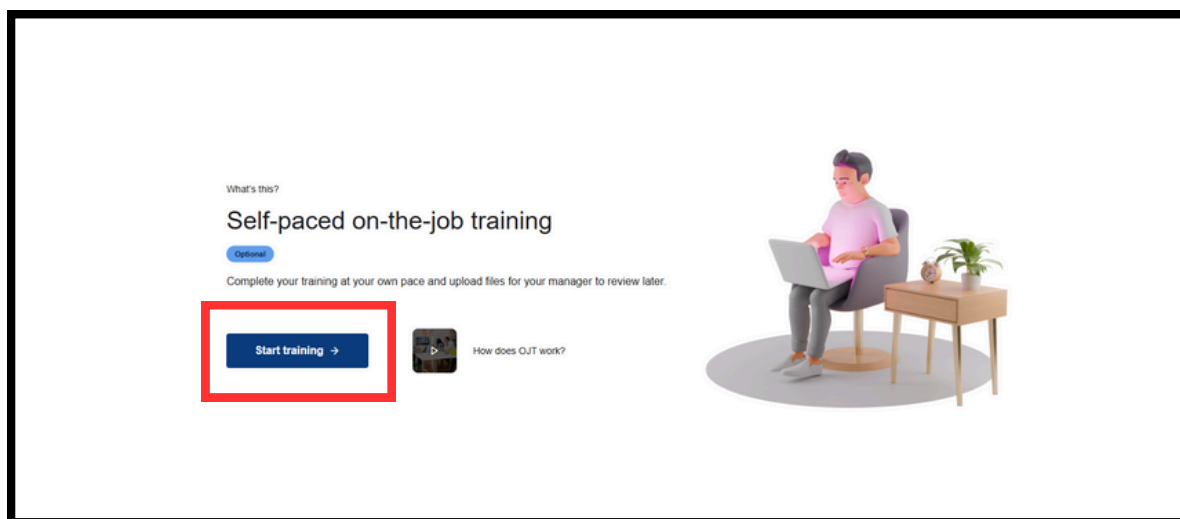
SIGNING OFF ON AN EVALUATION CHECKLIST (OJT) - NEW HIRE

NOTE: Checklists or On-the-Job (OJT) Training must be signed off by both the Team Member and a CFT (or Manager) to be considered complete.

- Log into Westgate Learn and navigate to your “Training in progress” area. Click on your “Department Onboarding” course.



- Click “Start training”.



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- As you progress and complete your onboarding tasks with your CFT or manager, click the check box under “Learner” to mark them complete.

Self-paced on-the-job training

Welcome to Resort Operations! Day 1 Onboarding (Course Connected)

After you complete a task, select the learner checkbox to sign off.

0%

☒ Sign-off required

Task	Learner	Trainer
1 Day 1: Property Introduction <ul style="list-style-type: none"> • Provide Team Member ID • Provide Manager's name and contact information • Explain your specific resort property details and parking • Conduct building & department tour (break areas, bathrooms, etc) • Conduct building safety walk (emergency exits, building maps, emergency <p>Show more ▾</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2 ADP Set-Up with your Biometrics <ul style="list-style-type: none"> • Walkthrough how to download the ADP app • Explain where to find your schedule • Explain how to request time off • Explain how to pick up a shift or OT 	<input type="checkbox"/>	<input type="checkbox"/>
3 Review Company Policies <ul style="list-style-type: none"> • Review Attendance Policy 	<input type="checkbox"/>	<input type="checkbox"/>


- The last task on each checklist is a **Training Acknowledgement**.
 - In the signature field, add your digital signature or initials.
 - This acknowledges that you have been trained on all checklist items and that you are able to perform the basic functions of the job.
 - Please seek clarification from your CFT or management if you feel that anything was missed in your training.

Self-paced on-the-job training

Security Onboarding (Course Connected)

After you complete a task, select the learner checkbox to sign off.

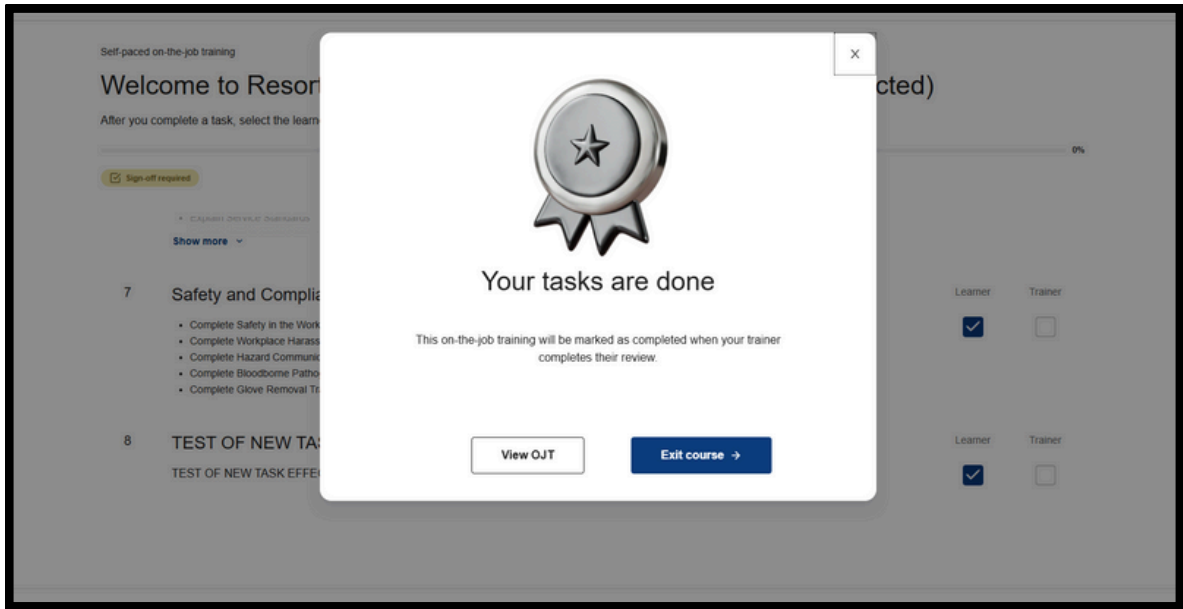
12%

Task	Learner	Trainer
49 Apply Safety & Security Officer tasks and responsibilities <ul style="list-style-type: none"> • Apply Safety & Security Officer tasks and responsibilities 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
50 Complete OJT Evaluation Survey: <ul style="list-style-type: none"> • https://ops.wgresorts.com/wg/dataverse/tm/369/ojteval.php *Trainee should complete in private without CFT present* <p>Show more ▾</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 Training Acknowledgement <p>I acknowledge that I have been trained on all items on the checklist. Furthermore, I acknowledge that I am able to perform the basic functions of the job. I understand that if I have questions about the functions of the job it is my responsibility to seek clarification from management.</p> <p>Signature</p> 	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Continued on next page.



- When all tasks are signed off, a completion message will display.
 - Click View OJT to clear the message.
 - Close the checklist using the “X” in the top right corner of the screen.



- This completes steps required of the new hire. Next, a CFT or manager will sign off and verify that the checklist items are complete.
- At this stage, each new hire should complete the **OJT Survey**.
 - The results of this survey are not shared with CFTs, and are only visible to Learning & Development leaders.
 - This survey is **required** for every new hire at the end of onboarding, and helps provide important data on the quality of training.
- Please scan the QR code or navigate to the survey at <https://ops.wgresorts.com/wg/dataverse/tm/369/ojteval.php>.

OJT Survey





SIGNING OFF ON AN OJT CHECKLIST (OJT) - CFT/MANAGER

NOTE: Checklists or On-the-Job (OJT) Training must be signed off by both the Team Member and a CFT (or Manager) to be considered complete.

- Go to your **My Team Dashboard** to find open checklists to be completed.
 - Select **Training** from the vertical menu on the left.
 - Click on **Employees** on the horizontal menu below the Training header.

The screenshot shows the 'Training Site' interface. On the left is a vertical menu with options: Home, On-the-Job Training, Resources, My Team Dashboard, Employees, Compliance, Training (highlighted), Onboarding, and Credits. The main content area has a horizontal menu with 'Employees' (highlighted), Courses, Learning paths, Exams, On-the-job training, Instructor-led training, and Compare training. Below the menu, there are filters for 'Choose Type', 'Choose Above Unit', 'WG Branson Lakes Resort - Prop Ops Maint Eng', and 'Choose Job'. A search bar is present with the text 'Search by name, username, email, external id'. Below the search bar is a table with the following data:

Name	Total Time	Total Courses	Completions	Completion Rate
David Barnett	1:40:48	15	26	86 %
Arthur Burt Jr	1:01:36	14	11	64 %
Charles David	6:10:33	19	27	89 %
Christopher Demick	1:55:40	30	24	46 %
Christopher Mathom	7:02:52	24	29	79 %
Brody Shibley	39:59:45	59	38	64 %
Michael Zikovich	2:48:26	29	36	75 %

- Search or click on the Team Member that completed their checklist.
 - Click **view reporting** under their name.

The screenshot shows the same 'Training Site' interface, but with the search bar containing the text 'Brody'. The table is filtered to show only the entry for Brody Shibley. The 'view reporting' link under his name is highlighted with a red box.

Name	Total Time	Total Courses	Completions	Completion Rate
Brody Shibley	39:59:45	59	38	64 %

Continued on next page.



- Select the On-the-Job Training Tab
 - Select the Checklist that the Team Member completed.
 - Click the **Details** arrow to open the checklist.
 - Click in the boxes under **Sign Off by Trainer** to complete the checklist.
 - After all boxes are checked, click the reload button in your browser. The progress bar should turn green and show 100% for that checklist.

The screenshot displays the 'Training' section for 'Westgate Resorts - STAGING'. The user is viewing the 'On-the-job training' tab for employee Adam Bryant. The interface shows a progress bar at 0% and a list of tasks for the 'Security Onboarding' course. The 'Signed off by trainer' column is highlighted with a red box.

Task list	Signed off by learner	Signed off by trainer
Review: Day 1 <ul style="list-style-type: none"> Review Day 1 Topics Review Westgate Service Standards and Philosophy Review 10-5 Rule 	✓ Jul 25, 2025	✓ Jul 25, 2025 by David Porter
12 Principles of Safety <ul style="list-style-type: none"> Explain Principle 1 - Safety First Explain Principle 2 - Watch Where You Work Explain Principle 3 - Keep Work Areas Safe 	✓ Jul 25, 2025	✓ Jul 25, 2025 by David Porter
Department Procedures & Standards of Conduct <ul style="list-style-type: none"> Explain Standards of Conduct Explain Safety & Security Mission Statement 	✓ Jul 25, 2025	✓ Jul 25, 2025

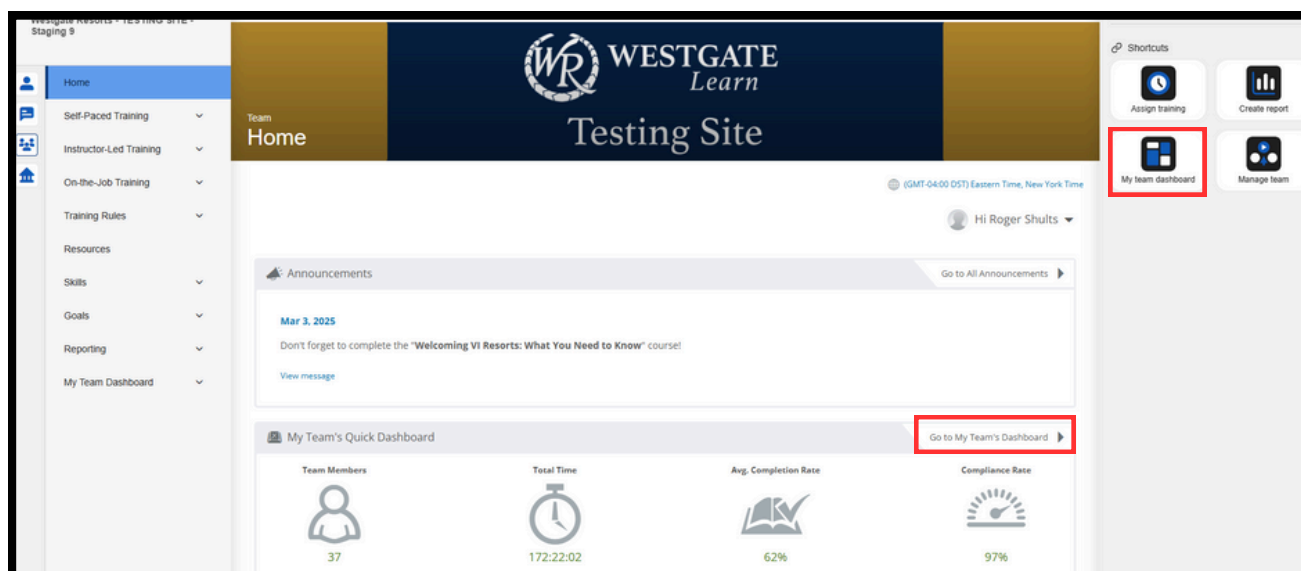


VIEWING TEAM MEMBER PROGRESS

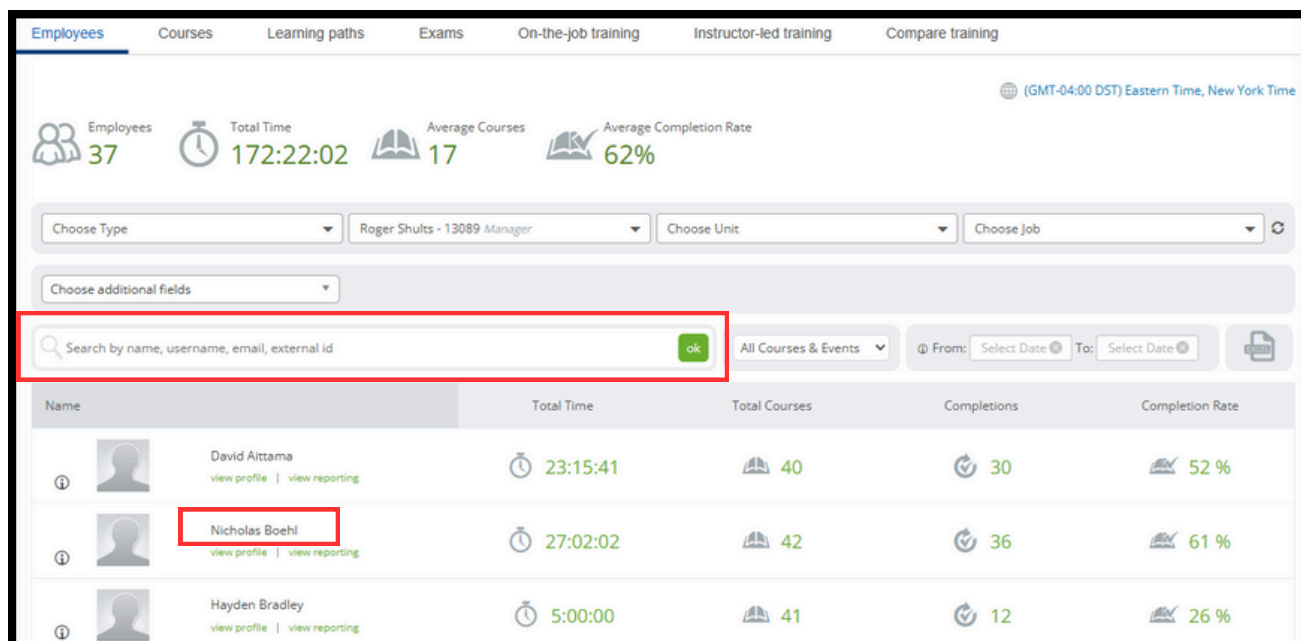
CFTs and Managers have the option to view progress by individual Team Member or by Learning Path.

Progress by Team Member

- Go to your **My Team Dashboard** to view your team.



- Click on the Team Member's name in the list or enter their name in the search field to find them.



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- Click on the Learning Path tab.
- Review the Team Member's progress in each learning path.
 - Click on the **Details** arrow to see which courses and checklists are completed.

Employees Courses Learning paths Exams On-the-job training Instructor-led training Compare training

Back to employees list

Nicholas Boehl [view profile](#)

Total Learning paths: 6 Total Time: 25:36:35 Completion Rate: 83%

Courses Learning paths Exams On-the-job Training Events

Search: Sort By: Name (A-Z) Events: Events that users are registered in Status: All Learning paths Category: Choose Category

Appliance Basics Onboarding Learning Path
 0% Apr 28, 2025 Jul 27, 2025 0:00:00 Details ▶

Electrical Basics Onboarding Learning Path
 100% Apr 28, 2025 Jul 27, 2025 10:00:00 Apr 28, 2025 Details ▼

Assigned Language: English

Sections	Progress	Total Courses
Courses	100%	4

Courses	Time	Progress	Status	
Electrical Safety	3:00:00	by admin 100%	Enrolled	Details ▶
Electrical Tools	2:00:00	by admin 100%	Enrolled	Details ▶
Introduction to Electrical Circuits	3:00:00	by admin 100%	Enrolled	Details ▶
Electrical Panels: Components and Safety	2:00:00	by admin 100%	Enrolled	Details ▶

Evaluation Checklists 0% 2 Details ▼

Courses	Time	Progress	Status	
Electrical Basics Evaluation - Engineering Techs and Project Techs	0:00:00	0%	Enrolled	Details ▶
Electrical Basics Evaluation - Trades	0:00:00	0%	Enrolled	Details ▶

Total completions: 1

Engineering Safety Training Learning Path
 100% Apr 28, 2025 Jul 27, 2025 5:00:00 Apr 28, 2025 Details ▶

Total completions: 1

Plumbing Basics Onboarding Learning Path
 100% Apr 28, 2025 Jul 27, 2025 6:00:00 Apr 28, 2025 Details ▼

Assigned Language: English

Sections	Progress	Total Courses
Courses	75%	4

Courses	Time	Progress	Status	
Plumbing Safety	0:00:00	0%	Enrolled	Details ▶
How Does Plumbing Work?	1:00:00	by admin 100%	Enrolled	Details ▶
Plumbing Fixtures Overview	3:00:00	by admin 100%	Enrolled	Details ▶
Basic Plumbing Tools	2:00:00	by admin 100%	Enrolled	Details ▶

Evaluation Checklists 0% 2 ▶

Total completions: 1

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Progress by Learning Path

- Go to your **My Team Dashboard**
 - Click “Training”
 - Click “On-the-job training”
 - Enter the name of the learning path. (i.e. Security Onboarding)
- Here, you will see your Team Members and their progress.
 - Click details to view individual checklists.

Westgate Resorts- STAGING

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Courses

Learning paths

Exams

On-the-job training

Instructor-led training

Compare training

(GMT-04:00 DST) Eastern Time, New York Time

Choose Type

Choose Above Unit

Choose Unit

Choose Job

Choose additional fields

Sort by: Name (A-Z)

Type to search

Filter: All

Due Time: All

Back to trainings list

Security Onboarding (Course Connected)

Security Onboarding (Course Connected)

Assessments Matrix View

Enrolled Users: 40

Learners' Completion Rate: 3%

Trainers' Completion Rate: 1%

Name	Learners' Open Tasks	Trainers' Open Tasks	Progress	Assessment
<div>Damon Bailey</div> <div>check off tasks</div> <div>29/51</div>	36/51	<div>29 %</div>	<div>Details</div>	
<div>Alejandro Bermudez</div> <div>check off tasks</div> <div>51/51</div>	51/51	<div>0 %</div>	<div>Details</div>	
<div>Sara Brown</div> <div>check off tasks</div> <div>51/51</div>	51/51	<div>0 %</div>	<div>Details</div>	
<div>Adam Bryant</div> <div>check off tasks</div> <div>Completed</div>	45/51	<div>12 %</div>	<div>Details</div>	

Back to trainings list

Security Onboarding (Course Connected)

Security Onboarding (Course Connected)

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<div>Damon Bailey</div> <div>check off tasks</div> <div>29/51</div>	36/51	<div>29 %</div>	<div>Details</div>	
Task list		Signed off by learner	Signed off by trainer	
Review: Day 1 <ul style="list-style-type: none">Review Day 1 TopicsReview Westgate Service Standards and PhilosophyReview 10-S Rule		<div>Jul 18, 2025</div>	<div>Jul 18, 2025 by Alejandro Bermudez</div>	
12 Principles of Safety <ul style="list-style-type: none">Explain Principle 1 - Safety FirstExplain Principle 2 - Watch Where You WorkExplain Principle 3 - Keep Work Areas Safe		<div>Jul 18, 2025</div>	<div>Jul 18, 2025 by Alejandro Bermudez</div>	
Department Procedures & Standards of Conduct <ul style="list-style-type: none">Explain Standards of ConductExplain Safety & Security Mission StatementExplain Reporting StructureExplain Security Officer ResponsibilitiesExplain Security Officer FunctionsExplain Safety & Security Ethics & ConductExplain Physical Security: ID Badges		<div>Jul 18, 2025</div>	<div></div>	
Assessment Options				
Your Resort Activities		<div></div>	<div></div>	

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