

Overview of Skillnet 3.4 – The Website Functions

Getting Started

Learners can use Skillnet to find offerings of on-line learning that will help them to do their job better and support their development.

The types of learning that are on offer on the web site will depend on the items placed in the Product Catalogue of the domain within Skillnet.

My Skillnet

Welcome Page

- Overview of everything currently held in the learners account within Skillnet. E.g. will show any courses currently enrolled on or any outstanding items in their Development Plan.

Enrolments

Date Request	Title	Version	Category	Location	Date	Status	Grade	Score	Action
12/02/2003	Microsoft Outlook for Beginners		Class	Glasgow	05/02/2003-05/02/2003	Open - Confirmed			

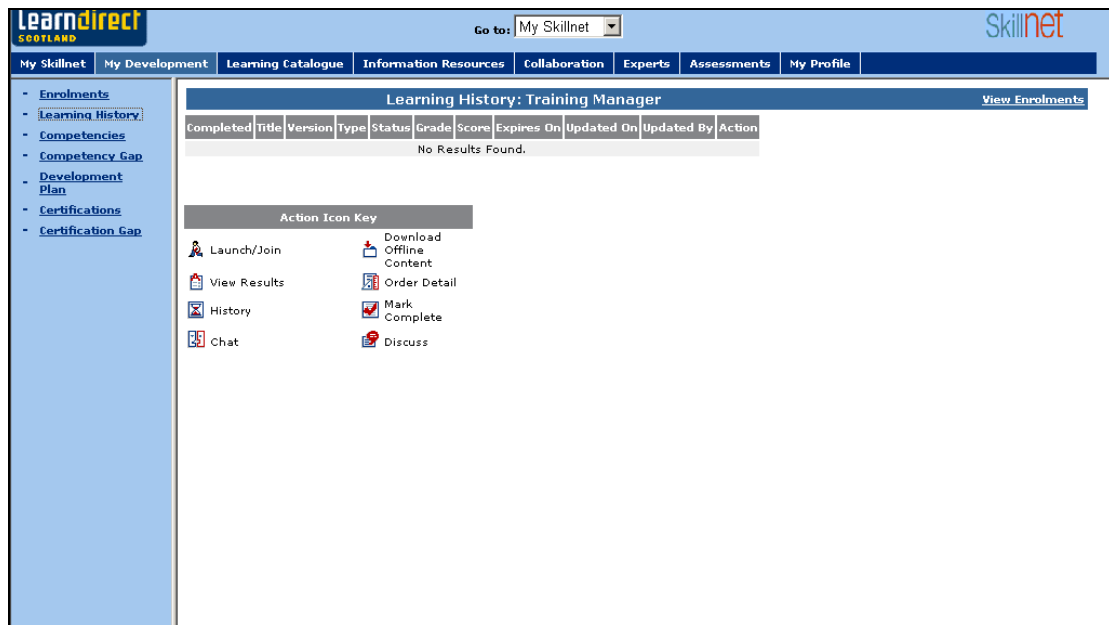
Action Icon Key

- Launch/Join
- View Results
- Cancel Enrolment
- Chat
- Download Offline Content
- Order Detail
- Mark Complete
- Discuss

- Displays a list of current learning activities that have been selected from the learning catalogue.

- Learning activities that have been completed move from here to Learning History
- Can sort list by clicking the underlined column heading
- Underlined items denote links to other web pages detailing further information regarding that item
- Classes can either be scheduled, and taken by an instructor in a 'traditional' manner, or can have content attached to them
- Content can be trackable – it reports back detail of learner activity
- Content can be *synchronous* or *asynchronous*. Synchronous is taken in conjunction with an instructor led virtual class. Asynchronous is self paced with no requirement for an instructor.
- Can use Action Buttons to perform actions including viewing details of the enrolment, cancelling the enrolment, launching on-line content (if there is any) and accessing the Chat and Discussion options
- Some action buttons will only be present if the course includes on-line content i.e. Launch and View Results.

Learning History



The screenshot shows the 'Learning History: Training Manager' page. The navigation menu on the left includes: Enrolments, Learning History, Competencies, Competency Gap, Development Plan, Certifications, and Certification Gap. The main content area features a table with the following columns: Completed, Title, Version, Type, Status, Grade, Score, Expires On, Updated On, Updated By, and Action. Below the table is an 'Action Icon Key' with the following items: Launch/Join, View Results, History, Chat, Download Offline Content, Order Detail, Mark Complete, and Discuss. The table currently displays 'No Results Found.'

- Lists all learning activities that have been completed
- Can sort the list by clicking the underlined column headings

- Can indicate, once finished an item of learning, whether or not was completed successfully or unsuccessfully
- A unsuccessful completion can be changed to a successful completion at a later date
- A score or grade can be entered next to the completed item
- Business rule set in the system determines that only the person marked as the learners *manager* can mark item as complete and enter the score/grade
- Manager can also enter scores/grades for 'ad hoc' learning in the Learning History. Ad hoc learning is when the learner is given credit for a piece of learning not requested from the catalogue.

Competencies

- Lists the competencies currently held by the learner. Can assess or add new competencies here
- A competency is a measure of proficiency level determined by a combination of assessment methods that can include self-assessment, manager assessment, multi-rater assessment, learning and testing
- Each applicable assessment method is associated with a relative weight, which represents its value as a proficiency level
- Can view detailed information about the competency here
- Can view all communities associated with the competency. These can be added to the learners watch list
- Can enter a self-assessment next to the competency. Can also view the assessment history for the competency

Competency Gap

- Lists the competencies required by job type or role
- Includes educational suggestions on catalogue items that would help close the gap

- Suggestions can be for catalogue items or referral to subject matter experts
- List shows the importance of the competency, target performance, current proficiency and the difference in the gap
- Can view associated communities for the communities

Development Plan

Development Plan: Training Manager

Learning Catalogue

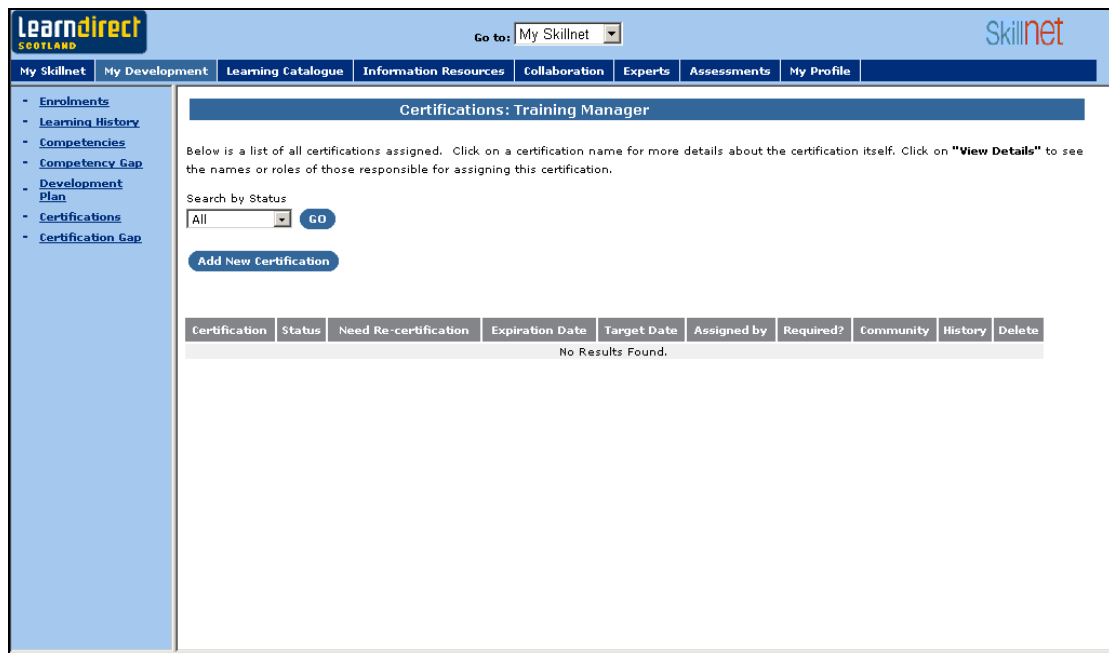
Edit	Title ▲	Assigned By	Assigned Date	Target Date	Completion Date	Delete
	Microsoft Word for Experts	training.manager	12/02/03	12/04/03		

Tasks

Edit	Task ▲	Assigned By	Assigned Date	Target Date	Completion Date	Delete
	write report on training	training.manager	12/02/03	12/04/03		

- Lists all tasks and catalogue items that would support the learners career development
- Learner and managers can add items to the development plan
- Can add tasks and learning catalogue items to the list and give it a name and a target date

Certifications



Certifications: Training Manager

Below is a list of all certifications assigned. Click on a certification name for more details about the certification itself. Click on **"View Details"** to see the names or roles of those responsible for assigning this certification.

Search by Status:

Certification	Status	Need Re-certification	Expiration Date	Target Date	Assigned by	Required?	Community	History	Delete
No Results Found.									

- Lists the certifications received and allows learner to sign up for new certifications
- Control which certifications appear by selecting a category from the drop down list provided
- Can monitor progress in gaining certifications
- Clicking the name of a certification will display all the requirements for gaining that certifications
- Can view details of the certification including path, re-certification path, prerequisites, and expiration date and acquire within date
- Can view when a certification was acquired and expired
- Can view how the certification was assigned to the learner – this can be done by themselves, their manager, by a job role or a combination of these ways
- Can view communities linked to the certification

Learning Catalogue

Searching



- Learning catalogue details all the educational offerings contained in this particular domain
- Can search the catalogue using the filter fields in the left hand pane and the Go button
- Anything selected goes into the enrolments page
- Managers and group administrators can pick offerings and place them in learner's enrolments.
- When a learner selects an offering it will have to be authorised by the manager prior to going to enrolments
- Catalogue can be searched without logging into Skillnet

Information Resources



- This has to be configured by the group administrator
- Links to useful information e.g. other web-sites etc
- For easy navigation the links are grouped into categories

Collaboration

- Ability for learners to collaborate and communicate in information gathering and distribution by joining or creating communities of interest
- Communities are automatically created fro job types, roles and competencies
- Learners associated with a particular job types etc will automatically be placed in the corresponding community of practice
- Learners can participate in any community created in the system by adding it to their watch list, becoming an expert or partaking in a discussion or chat
- All members and experts of the community will be displayed

Communities of Practice

- Shows communities associated with the job type/role assigned to the learner
- Can filter those seen using the View By drop down list provided

Personal Communities (& Creating)

- In addition to communities created for job roles, learners can also create Personal Communities that other learners can join
- Personal communities can be added to the learners Watch List – anything posted will be flagged up

- When a learner sets up a community they are the administrator for it
- As an administrator for a community the learner can edit the communities name, description, decide who can be added as experts and who can add attachments to the community

Within the Communities of Practice learners can access other collaborative features including Q & A, Discussion, Chat and People On Line all using Sabadialog

Q & A

- Real time messaging and information management system to allow learners to communicate.

People On Line

- Allows learners to see everyone currently on line using Sabadialog
- Uses real time messaging

Discussions

- Gives learners a persistent communication channel for interacting with other users
- Discussions are available for every catalogue item and community and can be accessed from either of these items

Chat

- Allows learners to instantly exchange messages
- Chat rooms are available for every catalogue item and community and can be accessed from either of these items

Experts

The screenshot shows the 'Subject Matter Experts' page on the Skillnet website. The page includes a navigation menu with options like 'My Skillnet', 'My Development', 'Learning Catalogue', 'Information Resources', 'Collaboration', 'Experts', 'Assessments', and 'My Profile'. A search bar is present with a dropdown menu labeled 'Search:' and a 'View by:' dropdown menu set to 'Job Type'. Below the search bar, there is a table with the following structure:

Title	Number Of Experts
No Results Found.	

- Can search for experts in communities that are of interest to the learner
- Expert is a user who is proficient in the related subject
- Can use the different Search criteria fields to locate the expert sought and initiate a 'chat' with him
- A learner can volunteer himself as an expert in a particular subject matter

Assessments



Multi-Rater Assessment: Training Manager

This page lists your open multi-rater assessments. Please make a selection or create a new MRA.

[Create New MRA](#)

MRA Name	MRA Description	MRA Type	Status	Date	Delete
No Results Found.					

Multi Rater Assessments

- Learners can be assessed by their supervisors, peers, subordinates and customers
- Two types of MRA – questionnaire based and competency based
- Questionnaire based are created by a learner and consist of a pre-existing MRA questionnaire and a set of learners nominated to complete the questionnaire
- Competency based are created by a learner and consist of a set of learners nominated by the ratee to assess the selected competencies

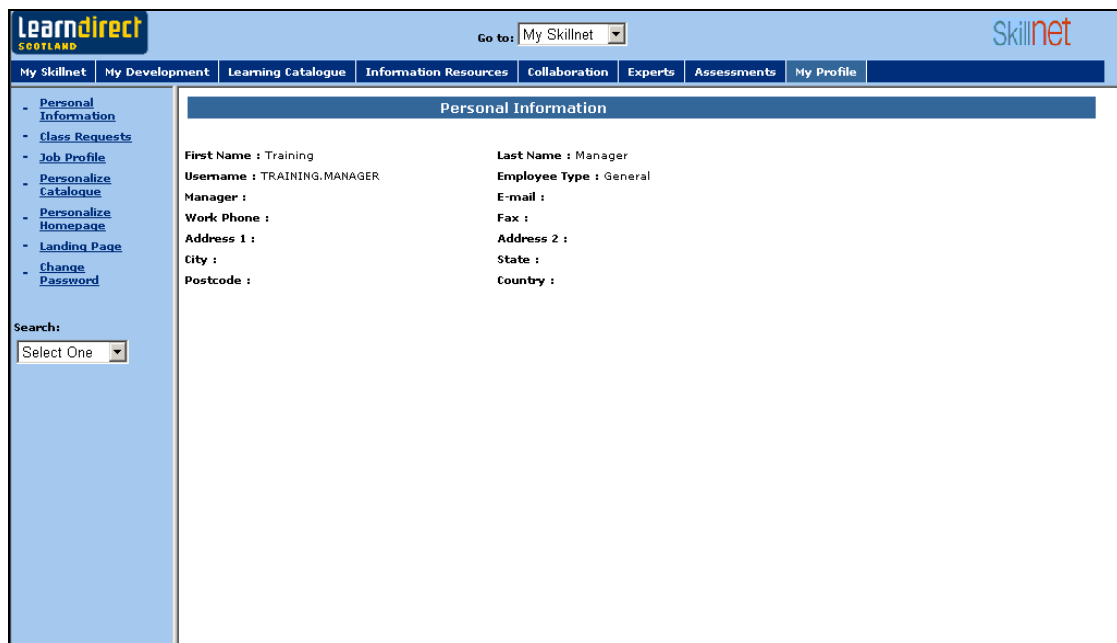
Surveys

- Collaboration administrators can request feedback from the learners on one or more topics using surveys.
- Survey is a questionnaire with multiple sections of questions and answers that the respondent uses to evaluate a service
- Learner can accept or decline a survey

Evaluations

- Learners requested to give their feedback on the quality of educational services by rating them
- Similar to surveys except they are related to a class or product the learners has been registered for
- Learner can accept or decline an evaluation

My Profile



The screenshot shows the 'My Profile' page in the Skillnet website. The page has a blue header with the 'LearnDirect Scotland' logo and a 'Go to:' dropdown menu set to 'My Skillnet'. The 'Skillnet' logo is in the top right corner. Below the header is a navigation menu with tabs: 'My Skillnet', 'My Development', 'Learning Catalogue', 'Information Resources', 'Collaboration', 'Experts', 'Assessments', and 'My Profile'. The 'My Profile' tab is selected. On the left side, there is a vertical menu with links: 'Personal Information', 'Class Requests', 'Job Profile', 'Personalize Catalogue', 'Personalize Homepage', 'Landing Page', 'Change Password', and a search dropdown labeled 'Search:' with a 'Select One' option. The main content area is titled 'Personal Information' and displays the following details:

First Name : Training	Last Name : Manager
Username : TRAINING.MANAGER	Employee Type : General
Manager :	E-mail :
Work Phone :	Fax :
Address 1 :	Address 2 :
City :	State :
Postcode :	Country :

- Learner's can view their personal details and any requests for learning (classes) that have not been authorised yet
- Learners can use Personalise Catalogue to save specific searches
- Learners can use Personalise Homepage to determine what is shown on logging onto the system
- Landing Page can be used to change the initial page seen at log in
- Learners also have the option to Change Password