Training Completion Starter Guide

The Training Completion page encourages users to stay engaged with their learning and development after they've completed their training! Upon completing select Learning Object (LO) types, users are navigated to a new Training Completion page where they can review received Points and Badges associated to the LO, review and print a Certificate, as well as submit a rating for the training. For example, if I mark the Material, "3 Steps Toward Effective Risk Taking!" as complete, I'm immediately directed to the Training Completion Page.

Select the call-outs below to learn more about the Training Completion Page.

Learn how to configure the pages

- Create Badges & Points here
- Configure Training Completion Preferences Page here
- Configure your LOs in the Course Catalog here
- Enable Badges and Leaderboard on Snapshot here

Training Completion

You have completed **A Manager's Guide To Recruitment & Selection!**

You have earned:

Badges

New Badge
Project Management

Leaderboard

50 Points
View Leaderboard

What's next?

Edit My Rating

★★★★★

Review and Rate Training

View My Certificate

View Certificate

Evaluate This Training

Evaluate Training

Done

Badges

Clicking the "New Badge" icon redirects you to your "My Badges" page. This page shows you all of the Badges you've received. The "All" dropdown allows you to navigate between Badges received from completing LOs (Learning Badges) and Badges received from the Feedback tool (Feedback Badges). Feedback is only available with Performance.

Any previously received Badges will retroactively show on this page. For example, if I had previously received Badges from Feedback, they will show on this page. As a Manager, you have the ability to use the My Team dropdown to get some insight into your subordinates' Badges received. The Badges page is a great way for users to keep track of all of the badges they've received over time.

The Badge icon will appear on the Training Completion Page if a Badge has been associated to the LO and the user has the "Learning Badge – View" permission. Please note, If Badges and Points are associated to ILT Events and Sessions, they will not show on the Training Completion Page for a user when marked complete. The Badges and Points will still be awarded to the user and can be accessed from the Badges and Points Snapshot widgets.
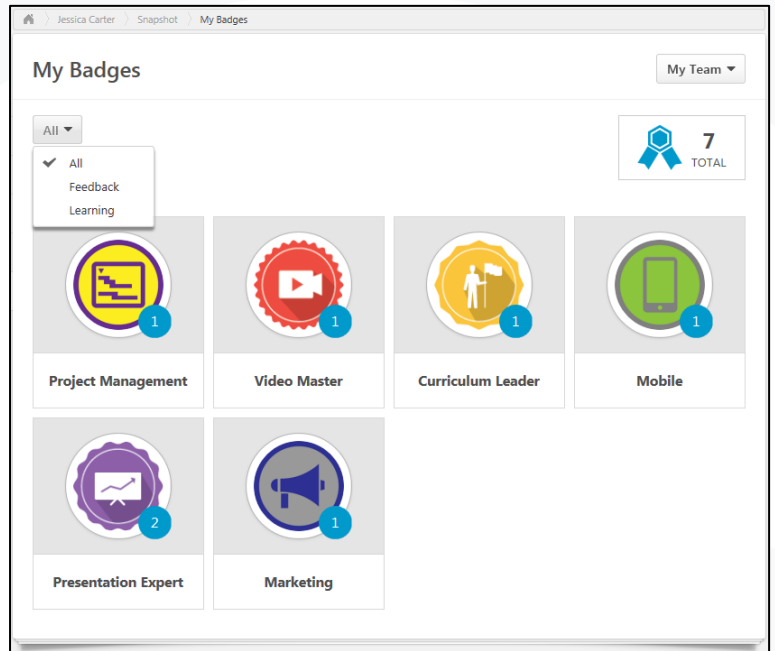

View Leaderboard

Clicking the "View Leaderboard" icon redirects you to the Leaderboard page. The Leaderboard page shows all of the points you've earned from completing LOs and receiving Badges and where you stack up amongst your peers. On the top right hand corner of the page you see your total points and what your rank is.

The page will default to your Division's Leaderboard ("Talent" in the example to the right). Using the dropdown, you can change views and navigate to the leaderboard for your Position, Location, or Custom OU type if it applies. This way you can see your total points against others in your same position or office. You also have the option to filter by a specific timeframe. For example, you can filter to just this Month, This Year or All Time. As a Manager, you have the ability to use the My Team dropdown to get some insight into your subordinates' rank. The Leaderboard is a great way to improve your users' completion in training by adding some friendly competition using Points.

The Learning icon will appear on the Training Completion Page if points have been associated to the LO and/or Badge and the user has the "Learning Points – View" permission.
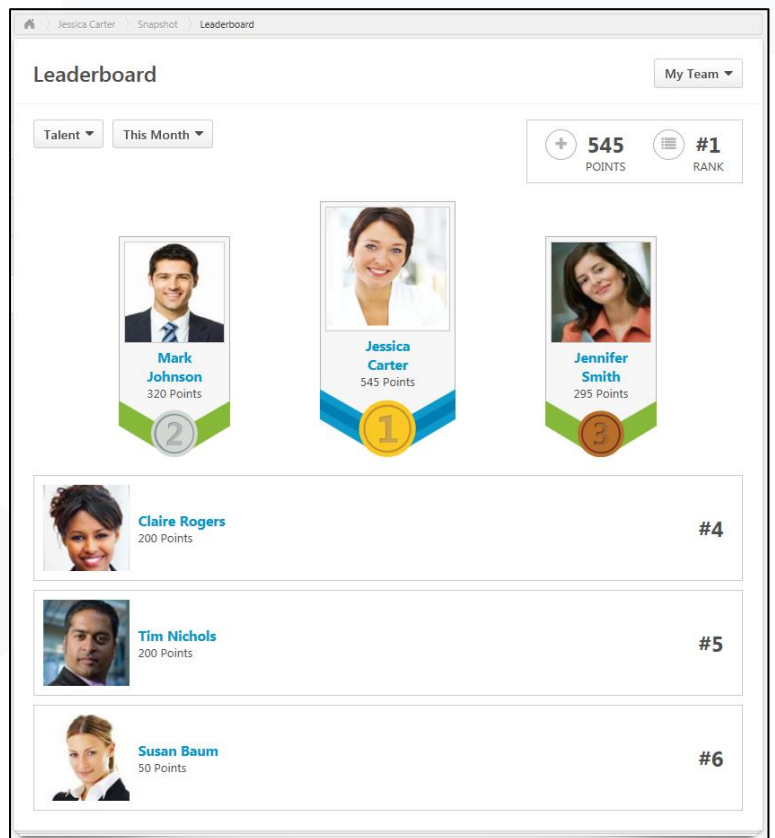
Filter Options
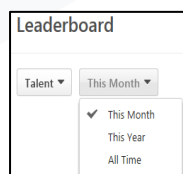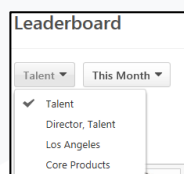
Rate and Review Training

Clicking the "Rate this Training" icon brings up a new pop-up window for you to Rate and/or Review the training. Reviewing training helps other users within the organization get a better understanding of the training they are looking to take, and also helps provide feedback to your internal teams as to how valuable certain training might be. After you review an LO, you'll always be able to edit your review from the Training Completion Page. Enabling the Course Ratings & Reviews Functionality (via Course Ratings Preferences) can help improve the number of reviews left on your LOs. The Course Ratings Preferences is configurable by Division.

View My Certificate

Clicking the "View My Certificate" icon brings up a new pop up window that allows you to review and/or print the Certificate associated to the LO. The Certificate will always be available for you to download from the Training Completion and Training Details page. Certificates can be enabled through the "Custom Certificates" and "Custom Certificate Defaults" Preference pages. These preferences can be configured by Division.

Evaluate Training

Clicking the "Evaluate This Training" or "Take Post-Test" icon allows you to complete Level 1 and Level 2 Evaluations from the Training Completion Page. When a Level 1 Evaluation is tied to the LO, the tile will read "Evaluate This Training". When a Level 2 Evaluation is tied to the LO, the tile will read "Take Post-Test". If the LO has a Level 1 and Level 2 Evaluation tied to the LO, the user will be prompted to first complete the Level 1 and once complete the page will refresh for them to complete the Level 2.

Users will only be able to complete the Evaluation from the Training Completion Page if the Evaluations are NOT "required". If the Evaluation is "required", the user will complete the Evaluation as they normally would from their Active Transcript. The LO would move to the Completed Transcript, and when the user opens the Training Completion Page it will read as "Evaluation Completed".
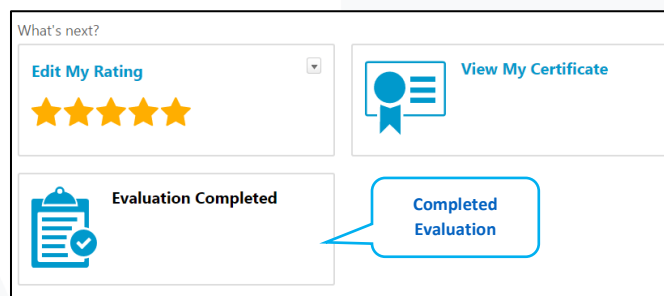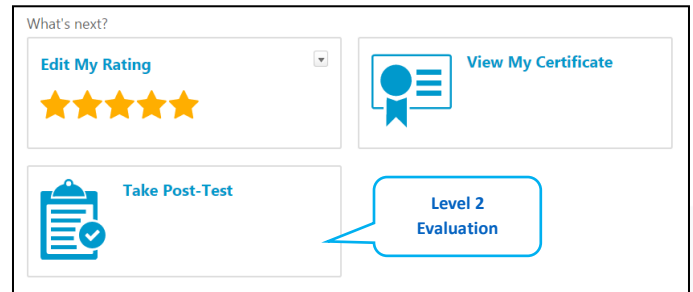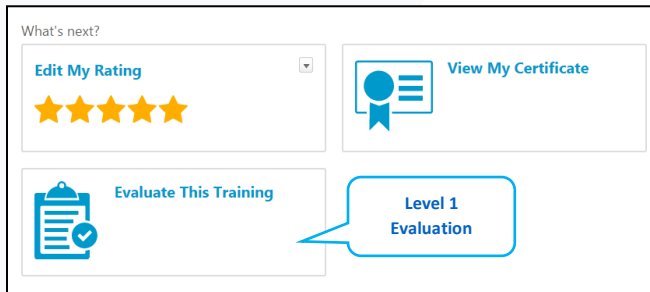
Administrator Configurations

Creating Badges and Points

To create Badges and Points, navigate to Admin > Tools > Core Functions > Core Preferences > Badges & Points. On this page you will see all of the badges that have been previously created. You have the ability to edit any Badge, however, any changes to points will only apply to Badges awarded in the future. A change to the Badge Title or Image will update for any users previously awarded the Badge. If you inactivate a Badge, any users previously awarded the Badge will still continue to have the Badge, but the Badge will not be available to add to LOs. If you delete a Badge, the Badge will not be available to add to LOs and will be dis-associated from any existing LOs.

Clicking "Add Badge" allows you to create a new Badge. Creating a Badge only takes a few steps, including adding a Title, selecting whether the Badge should be a Feedback or Learning Badge, adding an image, short description, associating points and a Manger Only checkbox. The difference between a Feedback and Learning Badge, is Feedback Badges are given by users and Managers from the Feedback tab of Universal Profile, where a Learning Badge enables an administrator to associate the Badge to an LO. The Manager Only checkbox applies to Feedback Badges, where only Managers can you award the specific Badge.

The Points tab allows you to configure the filter options available on the Leaderboard. The options available here are the User's Division, User's Position, User's Location and User's All Custom OU Type. The User's Custom OU type refers to any Custom OUs the user is associated to on their User Record.

Training Completion Preference Page

The Training Completion Preferences page allows you to configure existing and future LOs Training Completion Pages. You can navigate to this page from Admin > Tools > Learning > Learning Preferences > Training Completion Page. There are three main options, Setting by Learning Object Type, Completion Message and Applying the setting to existing LOs.

Setting by Learning Object Type is selecting which LO types should have the Training Completion Page enabled. For example, if only Online Courses and Materials should have the Training Completion Page enabled, you would only want to check those boxes.

The Completion Message appears at the top of the Training Completion Page. Tags and HTML can be used to make this message as simplistic or complex as you would like. Leave this box blank if you would prefer to not have a Completion Message on the Training Completion page. The last option allows you to overwrite any Training Completion Page customizations that have been made for individual LOs via Course Catalog with your selected settings. The configurations made here will be the setting for any newly created LO and will also be applied to all existing LOs and future LOs.

Configure LOs in Course Catalog

In order for users to receive a Badge and Points from completing LOs, the LO needs to be configured in the Course Catalog. To add a Badge to an LO, you will click the Add Badge icon on the General Page. The pop-up will show all Active Learning Badges. You also have the ability to associate only Points to an LO if you do not want to use Badges. In this case, you would only input a point value in the Points field. It's important to note, if you add a Badge that has points associated to it and then add Points in the Points field, the user completing the LO will receive the total points combined from the Badge and the Points field. For example, if you add a Badge worth 50 points, and then input 50 points in the Points field, the total points for this LO would be 100.

You will see two additional checkboxes at the bottom of the General Page: Enable Completion Page and Enable Default Completion Message. The Enable Completion Page must be checked in order for the user to be able to view the Training Completion Page. The value of this checkbox will default to the settings you have selected on the Training Completion Preferences Page. You also have the option to configure a new Training Completion Message specifically for the LO, by unchecking Enable Default Completion Message.

Enable Badges and Leaderboard on Snapshot page

You are able to add the Badges and Leaderboard widgets to the Snapshot page from the Admin > tools > Core Functions > Universal Profile > Snapshot General. Adding the widgets to the Snapshot page is a quick way for users to access their total Badges received and see where they rank on the Leaderboard. By selecting the checkboxes from this page, the widgets will be enabled for your users. The Snapshot page can be configured by Division. Enabling these widgets will ensure users on the Training Completion page are properly redirected when they click on the "New Badge" and "View Leaderboard" links.

Badges

Leaderboard

7
Badges

545
Points

Permissions

There are two Administrator permissions that are automatically added to the System Administrator security role:

- **Training Completion Page Preferences – Manage:** The permission allows administrators to access and edit the Training Completion Page preferences page, as well as providing them with the options to "Enable Completion Page" and "Enable Default Completion Message" for individual LOs within the Course Catalog.
- **Badge & Point Preferences – Manage:** This permission allows administrators to create, edit and delete badges. As well as configure the Leaderboard.

The permission, "**Course Catalog Update**" will allow administrators to associate Badges and Points to LOs within the Course Catalog.

There are 4 permissions available for end users (not automatically enabled):

- **Snapshot – Badges:** Allows users to view the Badges widget and sub-page within the Snapshot.
- **Snapshot – Leaderboard:** Allows users to view the Leaderboard widget and sub-page within the Snapshot.
- **Learning Badge – View:** Allows users to view the Badge field on Training Details and the Training Completion Page.
- **Learning Points – View:** Allows users to view the Points field on Training Details and the Training Completion Page.

Key Considerations

It's important to understand how users navigate to the Training Completion page, as there are a few instances that users will not be automatically redirected to the Training Completion Page. In the instance you're not redirected to the Training Completion Page, you're always able to access it from the Training Details page for the LO types it's enabled for.

Automatic Redirection

Automatic Redirection applies to the following Learning Object Types:

- Online Course (Except AICC courses)
- Material
- Test
- Video

Automatic redirection occurs for the above LO Types in the following scenarios:

- User completes the LO
- User clicks "Mark Complete" on their own Transcript
- User clicks "Mark Complete" on Action items
- User completes another recurrence of the LO
- User completes another version of the LO
- Test Only: User completes the Test, is navigated to the Test Summary Page, clicks "submit" and passes test.

Automatic redirection will NOT occur for these LO types in the following scenarios:

- If the course is published as AICC
- Admin clicks "Mark Complete" from Transcript Details page
- Admin clicks "Exempt" from Transcript Details Page
- User completes LO as an associated LO, in the following scenarios:
    - Pre-requisite
    - Pre-work
    - Post-work
    - Cohort Structure
    - Curriculum Structure
    - Library Structure
- Upon completing required pre-completion work:
    - Pending Signature
    - Pending Evaluation
    - Pending Acknowledge
    - Pending post-work
- When completing an LO launched from:
    - Welcome Page Widget
    - Deep Link
- When an LO is a Training Equivalent or Language equivalent
- Test Only:
    - User completes the Test, is navigated to the Test Summary page, clicks "submit" and FAILS test
    - If there are free-form questions
- Online Course Only: Online Course is launched and completed from LO Details

Manual Redirection

Users can manually navigate to the Training Completion page from their Completed Transcript for the following Learning Object Types:

- Online Course
- Event
- Quick Course
- Curriculum
- Test

- Library
- Materials
- Video Cohort

From within the Curriculum Player and Cohort Player, users will see the "view Completion Page" in the "Options" dropdown and can **manually navigate** to the Completion Page once the LO is in the Completed status.

Users will not receive Badges or Points in the following scenarios:
- Equivalent LO
- Mark as Exempt
- Exception Requests
- Proxy as Complete
- Completing a Certification

FAQ

Q: What if I was previously using Badges through Feedback. Will those Badges still appear for the user?
A: Yes, any Badges/Points the user previously received will continue to show for the user.

Q: Am I able to batch enable the Training Completion Page for previously created LOs?
A: Yes, you are able to batch enable the Training Completion Page for previously created LOs from the Training Completion Preferences Page and selecting the checkbox at the bottom of the page.

Q: Am I able to batch edit Points and Badges to LOs?
A: Yes, this is done through the Course Catalog. You would select all of the LOs you want to add a Badge or Points to, and click on "Edit Selected". From here you would select Edit Badge or Edit Points.

Q: What if I add points to an LO that already has a Badge?
A: Any points added to the Points field where a Badge has already been added that has points associated to it, would combine the points for the LO. For example, if I added a Badge that has 50 points associated to it, and I then add 50 points to the Points field, the total points awarded to the user would be 100.

Q: What if I change the Title or Image of the Badge?
A: A change to the Badge title or image will update any previously awarded Badges and will be the new title/image for any future awarded Badges.

Q: If I inactivate a Badge that is already associated to an LO, will it continue to stay associated with that LO?
A: Yes, the Badge will continue to stay associated with the LO until it's manually removed.

Q: If I delete a Badge that is already associated to an LO, will it continue to stay associated with the LO?
A: No, the Badge will be removed from the LO and will no longer be awarded to users.

Q: If I change a Badge inside an LO and the LO is already on a user's Transcript, will the user see the new Badge?
A: Yes, if a user hasn't completed the LO they will receive the new Badge and Points once completed.

Q: If I complete an LO within a Curriculum, will I be redirected to the Training Completion Page after completing each LO?

A: At this time, you won't be automatically redirected, but a "View Completion Page" option will display in the Options dropdown of the Curricula Player that will redirect the user to the Training Completion Page.

Q: If I complete an LO that has pre-work tied to it and the pre-work had points associated to it, will I receive those points as well?

A: Yes, you will receive all of the points tied to pre-work, post-work, pre-requisites and the LO points as well. However, the Training Completion page will only display the points associated to the LO.