

Certificate Processing 101

How to obtain a continuing education certificate

September 2013

Certificate Requests

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Table of Contents

Certificate Processing 101	1
Continuing Education Programs Overview	3
Credit Lists for Continuing Education Programs	5
Printing Credit Certificates via the Credentialing Module in Skillport	6
Obtaining Credit Certificates via the Certificate Request Application (CRA)	8
Accepted and Not Accepted Forms of Proof of Course Completion	9
Obtaining a Learning Progress Report via Skillport	13
Obtaining a Test Score Report from within a Course	14
Obtaining a Credit Certificate for CEs for BRN	16
Obtaining a Credit Certificate for completion of the CBAP curriculum	17
Obtaining a Credit Certificate for completion of the ITIL OSA curriculum	18

Continuing Education Programs Overview

Skillsoft offers certificates for continuing education credits for the following programs:

- **Professional Development Units (PDUs) for Project Management Institute (PMI)**
 - Skillsoft is a PMI® Charter-Global Registered Education Provider (R.E.P.), Provider #1008. Through this appointment, Skillsoft has been recognized as a provider of project management training courseware that can assist PMI members and other project management stakeholders in their ongoing professional development (PDUs).
 - i. Skillsoft issued certificates are not required when applying for the CAPM or PMP exam.
 - 1. A learner may provide a progress report as proof of required training.
 - 2. In the event a learner's application is chosen for audit by PMI, a learner may obtain official certificates from Skillsoft to validate required training.
 - ii. Skillsoft issued PDU certificates are not required when registering PDUs on PMI's site.
 - 1. Skillsoft courses that have been pre-approved for PDUs may be registered under Category A.
 - 2. Skillsoft courses that are not pre-approved for PDUs may be registered under Category B, which will require PMI's direct approval for credit.
 - iii. Skillsoft issued PDU certificates are an accepted form of documentation to validate completion of PDUs earned, in the event that PMI conducts an audit of a learner's registered PDUs.
- **Continuing Professional Education credits (CPEs) for National Association of State Boards of Accountancy (NASBA)**
 - Skillsoft is registered with NASBA as a sponsor of continuing professional education (CPEs) on the National Registry of CPE Sponsors. Skillsoft's Sponsor number is 106191.
 - i. Skillsoft will provide formal CPE certificates to those learners who wish to retain one for their records.
 - ii. Skillsoft issued CPE certificates can also be used for those learners looking to submit documentation to their respective state accountancy board.
- **Recertification Credit Hours (RCHs) for Human Resources Certification Institute (HRCI)**
 - Skillsoft is an HRCI Approved Provider. Being an HRCI Approved Provider allows Skillsoft to offer continuing education courses to learners that will be counted toward recertification and provide them with the number of recertification credit hours (RCHs) that will be awarded.
 - i. Skillsoft issued RCH certificates are required prior to registering for credits on HRCI's site.
 - 1. It is through the certificate request process that a HRCI ORG # is issued, which is needed in order to register credits online.

- **Continuing Education contact hours (CEs) for Board of Registered Nursing (BRN)**
 - Skillsoft is an approved licensed Continuing Education Provider in the State of California. Through this honor, Skillsoft has been recognized as a provider of continuing education courses to assist California Registered Nurses in their ongoing professional development. Skillsoft's CEP number is 13334.
 - i. Learners can obtain a formal CE certificate from Skillsoft.

Skillsoft offers a certificate of completion for the following curriculums to validate required training for exam candidates:

- Certified Business Analysis Professional (CBAP) curriculum completion for International Institute of Business Analysis (IIBA)
- Operational Support and Analysis (OSA) curriculum completion for Information Technology Infrastructure Library (ITIL)



Credit Lists for Continuing Education Programs

Lists of Skillsoft courses that are eligible for credit can be found at the following locations:

- PDUs for PMI
 - http://www.skillsoft.com/assets/credit/PMI_Course_Catalog.xls
- CPEs for NASBA
 - http://www.skillsoft.com/assets/credit/NASBA_Compliant_Course_Listing.xls
- RCHs for HRCI
 - http://www.skillsoft.com/assets/credit/List_of_Courses_for_HRCI.xls
- CEs for BRN
 - http://www.skillsoft.com/assets/credit/BRN_Course_List.xls

Skillsoft courses that need to be completed in order to receive a certificate of completion can be found at the following locations:

- CBAP curriculum completion for IIBA
 - <http://www.skillsoft.com/catalog/certification/material.asp?oid=00015&pid=00035&sid=0005&cid=00000>
- Intermediate OSA curriculum completion for ITIL
 - <http://www.skillsoft.com/catalog/certification/material.asp?oid=00015&pid=00060&sid=0005&cid=00000>

A learner should frequently reference the credit listing for the continuing education program they are interested in as lists are subject to change at any time. We cannot provide a continuing education certificate for a course that is not on an approved credit list.

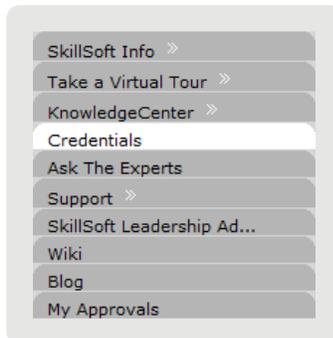
Printing Credit Certificates via the Credentialing Module in Skillport

The following continuing education program certificates are available via the Credentialing Module in Skillport:

- PDUs for PMI
- CPEs for NASBA

How to print a credit certificate from the Credentialing Module in Skillport:

- Click **Credentials** from the left hand navigation
 - *Please note: Site administrators have the ability to edit this link and therefore this link may not be labeled as “Credentials” on all Skillport sites.*



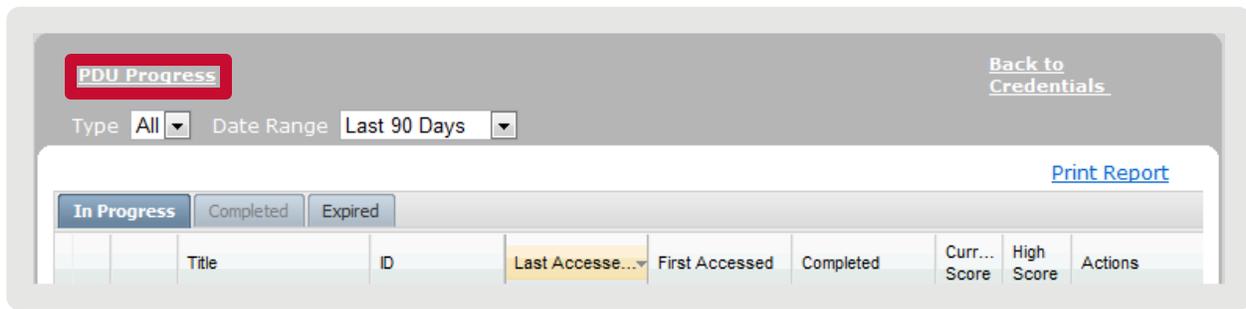
- Click **Show Progress** in Actions column for the continuing education program of interest

 A screenshot of the Credentialing module interface. It shows a table with the following data:

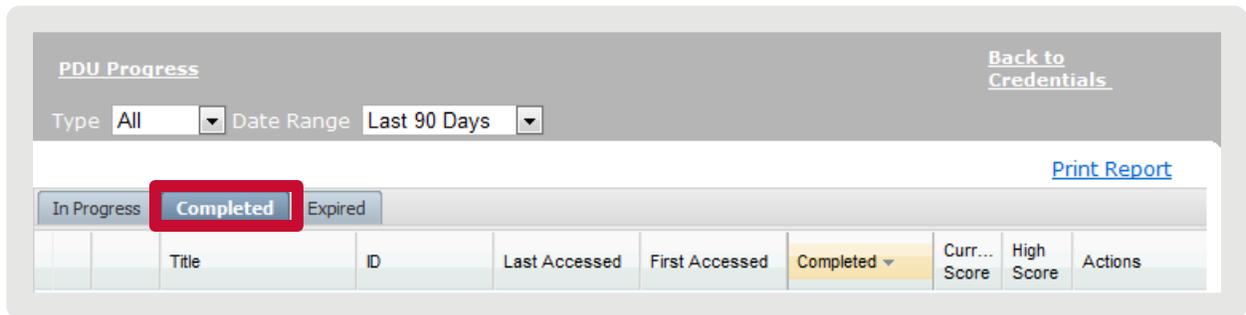
	Credential Title	Board Name	Actions
+	CPE	NASBA	Show Progress Show Catalog
+	PDU	Project Management Institute	Show Progress Show Catalog

- Click **CPE Progress** or **PDU Progress** hyperlink in upper left hand corner
 - *Please note: You must click on this hyperlink in order for Skillport to present the additional icons needed in order to print credit certificates.*

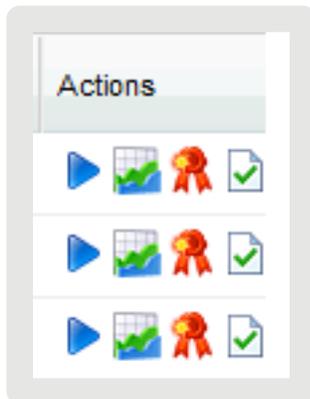
A screenshot of the CPE Progress report interface. At the top left, there is a red button labeled 'CPE Progress'. To its right is a link 'Back to Credentials'. Below these are two dropdown menus: 'Type' set to 'All' and 'Date Range' set to 'Last 90 Days'. On the right side, there is a 'Print Report' link. Below the filters are three tabs: 'In Progress' (selected), 'Completed', and 'Expired'. Underneath the tabs is a table with the following columns: Title, ID, Last Accesse..., First Accessed, Completed, Curr... Score, High Score, and Actions.



- Click **Completed** Tab



- Click **red ribbon** icon or **document with green check mark** icon, under the Actions column



- Submit a course evaluation form
- Save or print credit certificate

Obtaining Credit Certificates via the Certificate Request Application (CRA)

The following continuing education program certificates are available via the CRA:

- PDUs for PMI
- CPEs for NASBA
- RCHs for HRCI

How to obtain a credit certificate via the CRA:

- Complete a course that is eligible for one of the continuing education programs listed above
- Submit a single certificate request online
 - <http://www.skillssoft.com/CertificateRequest/>
 - The CRA only allows for one submission at a time
 - For multiple requests:
 - After completing a submission, click the **Submit an additional certificate request by clicking here.** link, at the bottom of the Acknowledgement page.

If you have any questions, feel free to contact us via e-mail at certificaterequests@skillssoft.com

Thank you

[Submit an additional certificate request by clicking here.](#)

- After the first submission, the CRA will retain the contact information entered in the top of the form
- Select the correct program from the drop down menu
- Navigate to the next course (all courses are listed alphabetically by title)
- Fill in the completion information for that course
- Send an email to certificate_requests@skillssoft.com with a proof of course completion indicating a successful test score of at least 70%
 - Proof of course completion should include the following information:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
 - Please submit proof of course completion in one of the following document or image formats:
 - .pdf, .doc, .xps, .jpeg, .tiff
 - **Excel files are not an accepted document format. If an excel file is provided, additional proof of course completion will be requested.**

Accepted and Not Accepted Forms of Proof of Course Completion

Please note: Skillsoft does not have access to any company's learning management system or an individual's records. Individual learner records are considered private property of the company who has licensed courseware from Skillsoft. Therefore, learners are required to provide proof of course completion prior to receiving a credit certificate.

Accepted forms of proof of course completion

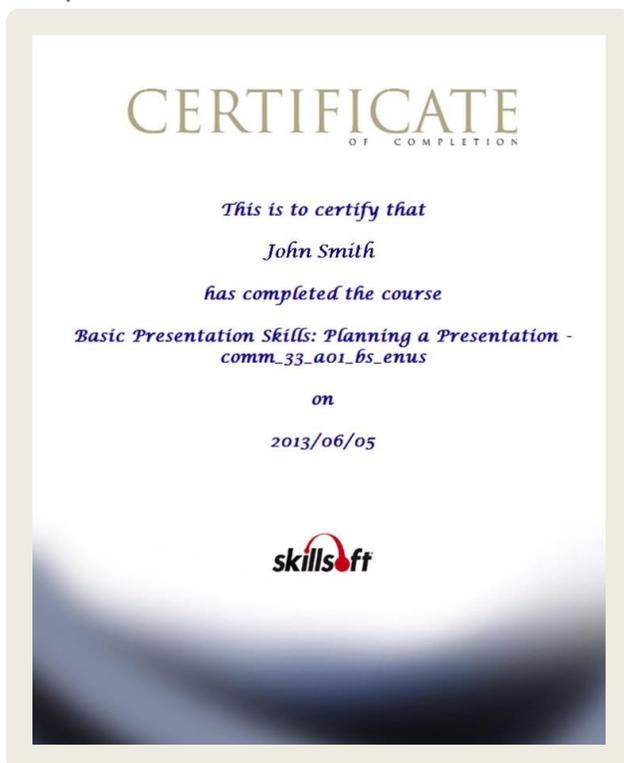
The following examples will be accepted as they provide all the necessary information required to validate completion.

- Screen shots from within a learning management system that include the following information:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
- A test score report, accessed from within the course player by following the steps as outlined in the section titled: [Obtaining a Test Score Report from within a Course](#)
 - The test score report must contain all of the following information in order to be accepted:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
- A learning progress report, if courses are being accessed via a Skillport site by following the steps as outlined in the section titled: [Obtaining a Learning Progress Report via Skillport](#)

Not accepted forms of proof of course completion

The following examples will not be accepted as proof of course completion as they do not provide all the necessary information required for validating course completion.

- Emails only stating a course has been completed.
 - These will not be accepted as it does not provide visual proof of course completion.
- Company generated certificates of completion.
 - These are generally not accepted as most do not contain all the necessary information needed to validate course completion.
- Generic certificates of completion that are accessible through a Skillport site.
 - Below is an example of a generic certificate of completion that is accessible through Skillport. This will not be accepted as it does not contain a course start date or a course completion score.



- Screen shots of the Skillssoft course player
 - Below are examples of screen shots of the course player. These will not be accepted as they do not contain a name, course start date, or course completion date.

skillssoft Basic Presentation Skills: Planning a Presentation

Goal: To plan presentations that are focused and appropriate for your audience

Current Course Score: 88%
Completion Status: Completed

Table of Contents | **Progress & Tests**

To continue at your bookmarked location, select the Return to Bookmark button.
To begin a topic or test, select any active topic or test link.

	Type	Status	Current Score	Take Course Test
Course Overview	Overview	<input type="radio"/>	N/A	
Planning Presentations			88%	Take Test
Lesson Pre-test		<input type="radio"/>		
Identifying the Audience for a Presentation	Instruction	<input checked="" type="radio"/>	92%	
Organizing Ideas for a Presentation	Instruction	<input checked="" type="radio"/>	70%	
Selecting a Presentation Method	Instruction	<input checked="" type="radio"/>	100%	
Lesson Post-test		<input checked="" type="radio"/>		

Take the Tour | Return to Bookmark

skillssoft Planning Presentations Lesson Test

Name: Smith, John

Current Course Score: 88%

To start the test, select the **Begin Test** button.

	Pre-test Score	Highest Score	Current Score
Planning Presentations	---	88%	88%
Identifying the Audience for a Presentation	---	92%	92%
Organizing Ideas for a Presentation	---	70%	70%
Selecting a Presentation Method	---	100%	100%

Begin Test | Skip Test

- Screen shot of the My Progress Tab from within Skillport
 - Below is an example on a screen shot of the My Progress Tab from within Skillport. This will not be accepted as it does not contain a name.

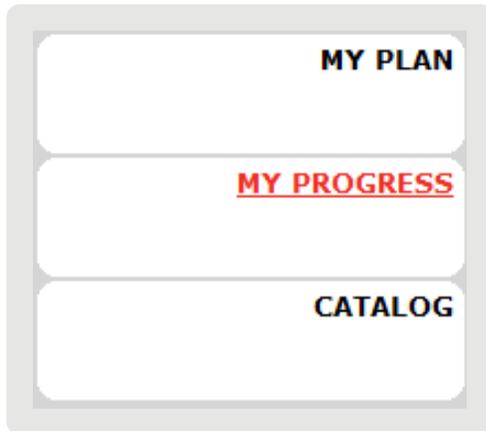
My Progress							
View	All						
Type	All	Date Range Last 90 Days					
In Progress	Completed	Not Started					
Title	ID	Last Accessed	First Accessed	Completed	Curr... Score	High Score	Actions
Project Management...	proj_19_a02_bs	Jun 24, 2013	Jun 7, 2013	Jun 11, 2013	95	95	
Managing Projects w...	proj_19_a01_bs	Jun 24, 2013	Jun 5, 2013	Jun 7, 2013	80	86	
Basic Presentation S...	comm_33_a01_t	Jun 24, 2013	Jun 5, 2013	Jun 5, 2013	88	88	

- Screen shot of the Certificate Request Application form
 - This will not be accepted as it does not prove course completion.
- Screen shot of the course evaluation form
 - Feedback is very important to Skillssoft, so we ask that a course evaluation form be completed and submitted. All submissions are systematically captured upon submission. There is no need to provide a screen shot of the course evaluation to the Certificate Request inbox.

Obtaining a Learning Progress Report via Skillport

If courses are being accessed via Skillport, a learning progress report can be generated by:

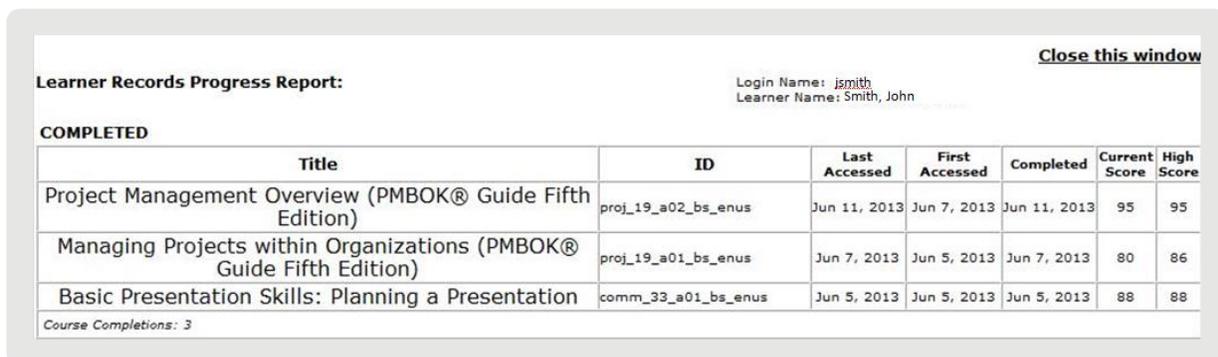
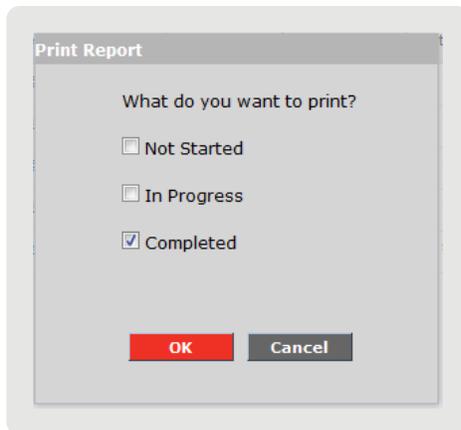
- Clicking on the **My Progress** tab



- Clicking on the **Print Report** link



- Generate a report for all completed courses



Obtaining a Test Score Report from within a Course

If the learning management system is pushing the learner's first and last name, start date, course score, completion status, and completion date to the test score report, the learner may provide the report as proof of course completion.

An example of a test score report that includes all the necessary information, for proof of course completion is below:



Test Score Report

Student Name:	Smith, John
Course Title:	Personal Productivity Improvement: Managing Your Workspace
Start Date:	Dec 12, 2012
Current Course Score:	81%
Completion Status:	Completed
Completion Date:	Dec 12, 2012

In order to complete this course, you must meet the following criteria in one or more sessions:

- Complete tests on all the course content and achieve an overall course score of 80%

	Pre-test Score	Highest Score	Current Score
Managing Your Physical and Digital Workspace	---	81%	81%
Benefits of Managing Your Workspace	---	83%	83%
Managing Your Physical Workspace	---	70%	70%
Managing Your Digital Workspace	---	83%	83%
Maintaining an Organized Workspace	---	100%	100%

To print the contents of this page, select the File menu pulldown and select the Print menu command.

A test score report can be accessed from within a course in one of two ways:

1. Clicking the **completion criteria** link at the end of a course



End of Course

You have reached the last page of the course content. You **have completed** this course based on the defined [completion criteria](#).

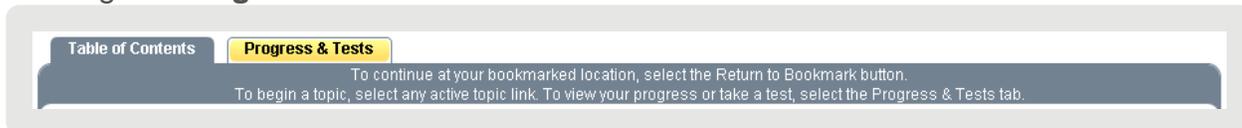
To **continue** viewing course content, return to the table of contents by clicking the Table of Contents button below.

To **exit** the course, select the Exit button in the upper right corner.

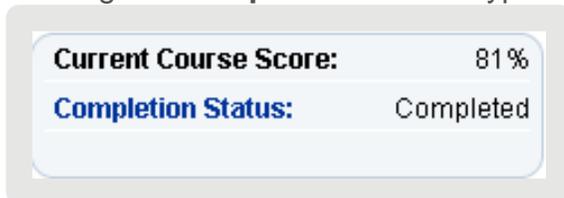
2. Clicking the **Homepage** button, in the bottom left hand corner



- Clicking the **Progress & Tests** tab



- Clicking the **Completion Status** hyperlink, in the upper right hand corner



Obtaining a Credit Certificate for CEs for BRN

Credit certificates for CEs for BRN are produced manually and not via the Certificate Request Application.

- Complete a course that is eligible for CEs
- Send an email to certificate_requests@skillsoft.com with a proof of course completion indicating a successful test score of at least 70%
- Proof of course completion should include the following information:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
- Please submit proof of course completion in one of the following document or image formats:
 - .pdf, .doc, .xps, .jpeg, .tiff
 - Excel files are not an accepted document format
- A certificate for RCHs will be emailed in .pdf format

Obtaining a Credit Certificate for completion of the CBAP curriculum

Certificates for the completion for the CBAP curriculum are a manual process.

- Complete all 9 CBAP courses
- Send an email to certificate_requests@skillssoft.com with a proof of course completion indicating a successful test score of at least 70%
- Proof of course completion should include the following information:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
- Please submit proof of course completion in one of the following document or image formats:
 - .pdf, .doc, .xps, .jpeg, .tiff
 - Excel files are not an accepted document format
- A certificate of completion will be emailed in .pdf format

Obtaining a Credit Certificate for completion of the ITIL OSA curriculum

Certificates for the completion for the ITIL OSA curriculum are a manual process.

- Complete all 14 ITIL OSA courses
- Send an email to certificate_requests@skillssoft.com with a proof of course completion indicating a successful test score of at least 70%
- Proof of course completion should include the following information:
 - Student name
 - Course title
 - Date started
 - Date completed
 - Test score
- Please submit proof of course completion in one of the following document or image formats:
 - .pdf, .doc, .xps, .jpeg, .tiff
 - Excel files are not an accepted document format
- A certificate of completion will be emailed in .pdf format