COMPLETE SKILLSOFT TRAINING

Purpose

This document will prepare you to complete an online learning activity created by SkillSoft. CareLearn Washington has content from three different vendors – DSHS, Elsevier, and SkillSoft. Each vendor builds courses a bit differently from the others. For example, most of the courses from Elsevier require you to complete a number of separate lessons per course. Most SkillSoft courses are just a single training. Some courses require you to register for the course, and others do not. In this document I will provide an example of searching for a course developed by SkillSoft, and completing that training.
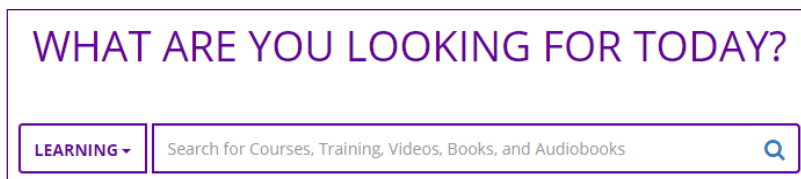
Process

1. Log into CareLearn. If you are already in CareLearn, click the **Home icon** at the top of the **interface**.

2. Locate a SkillSoft course. In this example I will use CareLearn's **Enterprise Search** located in the **Header menu**.

3. When you click the search icon, you will see a search box.

4. Enter your **search terms** and click the **Enterprise Search icon**. For this example, I entered "**Covid**" as my search term (without the quotation marks) and pressed the [**ENTER**] key on my keyboard (instead of pressing the search icon). The search returned 9 results. I then filtered those results by **Activity Type** = *SkillSoft Course*. That reduced my results to 7. There are currently 7 SkllSoft courses in CareLearn that are somehow related to Covid-19. For more information about using the search tool, refer to the training document titled *Find Training Using Enterprise Search*.

In the image above, notice the **Course Codes**. Each course in CareLearn has a unique course code, and any training developed by SkillSoft has a code that begins with "**SKS**."

5. When you find a course you are interested in, click the course title to learn more about it. In this case I will select "*Compliance Brief: Workplace Cleaning and Disinfection*."

6. Note that some courses require you to register first and others do not. In this case I can simply start the training without registering first. Click the **Start button**. This will open a new browser window. Your previous browser window will say: *Online activity is in progress. Do not close this page. You will be automatically redirected on completion*.

Do not close either browser window when you begin training.
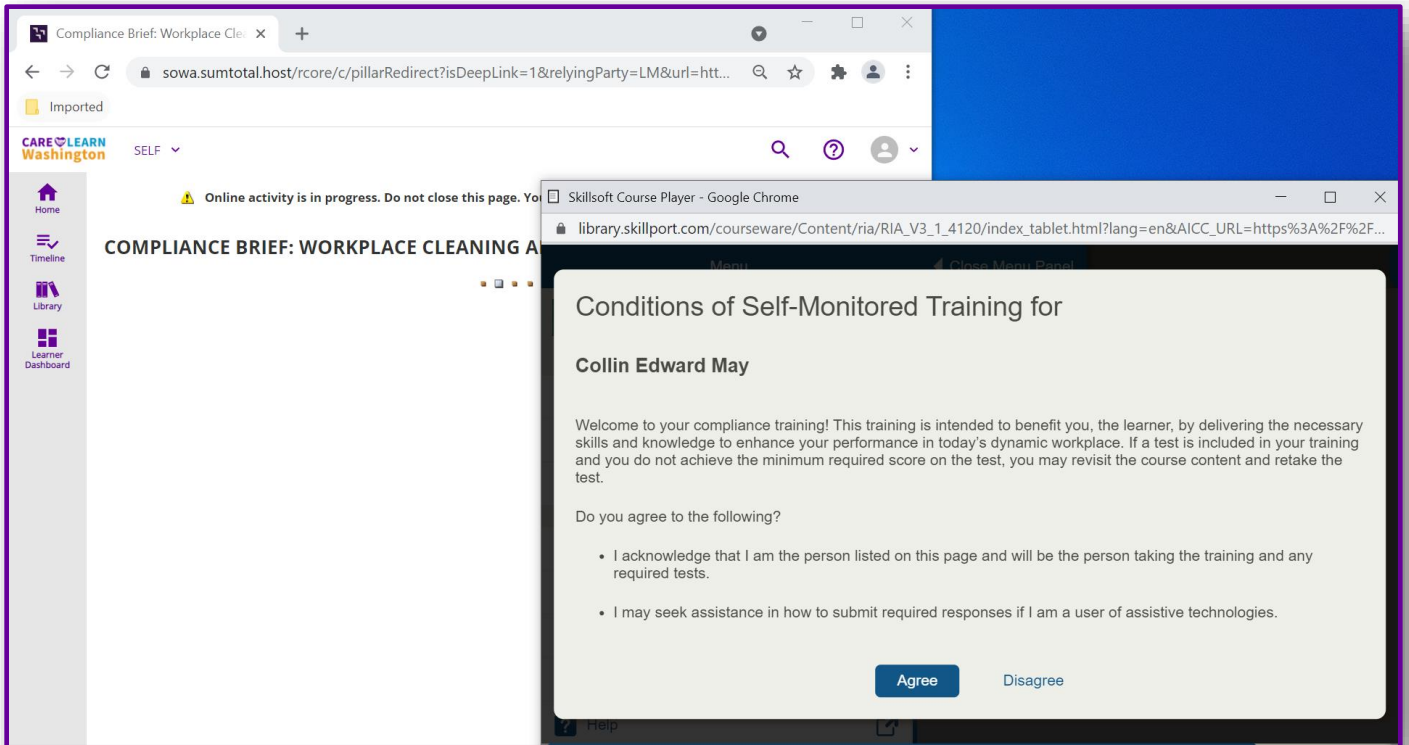
* How these windows appear (their location on your screen) may be different.

In the image above you can see the browser window where I clicked the start button (it is in back and the content has changed to display a warning message). On top of that browser window is the content window for the SkillSoft Training. The training is currently requiring me to agree to an attestation statement.

7. Read and reply to any course attestations.

8. **Maximize** the browser window that contains the course content. That means you should click the little square icon at the top right of whichever browser window Shows the SkillSoft training. Now that window is using the full size of your monitor.
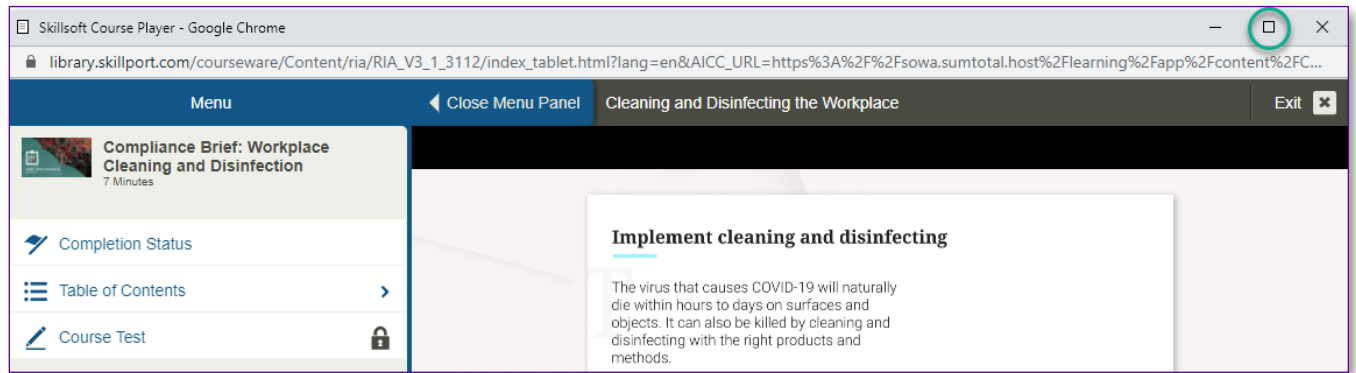

Each SkillSoft course will look and behave very similarly. On the left you will find a **Course Menu**. Above it is a button that will close the menu if it is open or open it if is closed. If you close the **slide-out menu**, there will be more room on your screen to view the course content. So you may want to open the menu when you need it, and close it when you don't.

The Course menu includes the following:

- **Completion Status**. This will show you your current status and the tasks you must complete to finish the course. **All SkillSoft courses will require you to view all of the training content, and pass the course test with a score of 80% or more**. In the example below you can see I have viewed all content but I have not taken the test. So my current **Course Status** is **In Progress**.
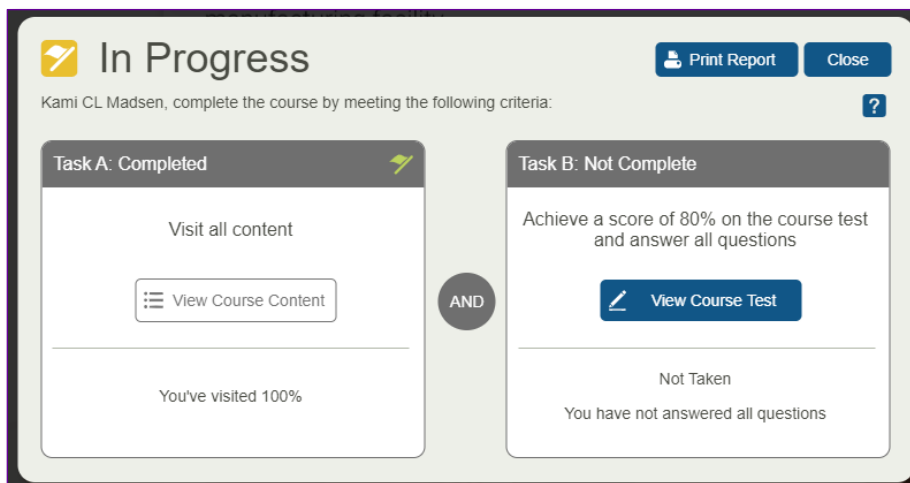
- **Table of Contents**.
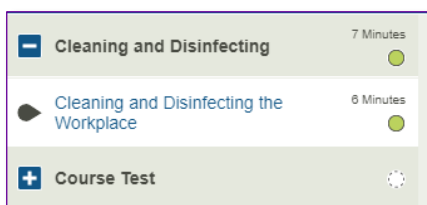
This is a menu you can **expand** or **contract** using the **< >** buttons. If you expand the table of contents you will see all of the sections of the current training, and the approximate amount of time they will take to complete. Note that most SkillSoft courses have several **Topics** while the current example has only one.

- **Course Test**. This won't be available until you have reviewed all of the training (more later).

- **Resources**. A menu you can expand or contract to find more resources provided by the course.
- **About**. This will provide more information about the course including the Goal, an Overview, Prerequisites, Objectives, etc.
- **General Settings**. Allow you to configure usability settings for the learning environment

AutoPlay	(off)
Video	(on)
Animations	(on)
Keyboard Accessibility Hints	(off)
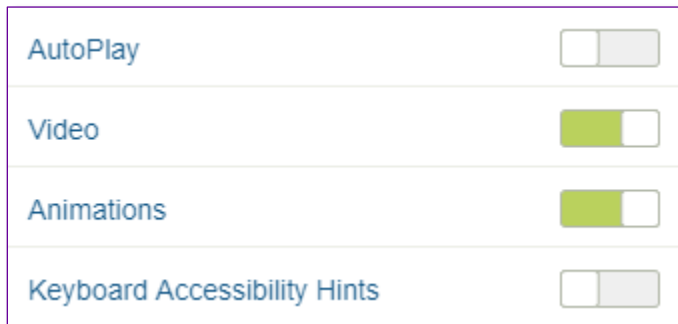
- **Take the Tour**. Click this to watch a video that provides information on the SkillSoft content environment.
- **Help**. Will open a new window of help topics about the **SkillSoft Content Environment**.

Along with the Course Menu, the top of the SkillSoft content environment includes an **About button** (same as above), and an **Exit button**.

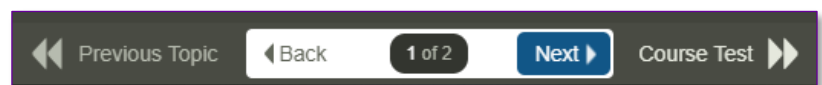At the bottom of the SkillSoft content environment you will find more controls:
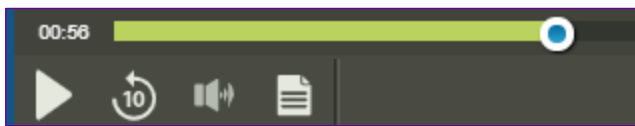
In the image to the left you see a **Progress Bar** for the video that is currently playing, a **Play/Pause button**, a **Rewind button**, a **Volume button**, and a **Transcripts button**.

The Transcript button will allow you to view a transcript for the current topic, or for the whole course,

At the bottom-center you will find **Course Navigation**.

The **Next and Back buttons** will move you to the next or previous slides in the current topic. If a course has multiple topics (section) you can use the **Previous Topic and Next Topic buttons**.

At the center of the navigation tools you will see which page of the current topic you are on, and how many pages of content there are in the current topic.

At the bottom-right of the SkillSoft content environment you will find more usability controls:
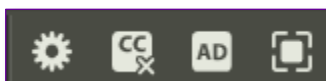
The **Configuration button** will let you adjust playback speed and text sizes. The **CC button** will show or hide Closed Captioning. The **AD button** will show or hide Audio descriptions, and the **Maximize button** will display the content in **Full Window mode**.

> Give Full Window mode a try when viewing training. It will show the fewest controls (which might be a distraction while you are learning. When you want to change your mode and see all of the controls, hover near the top of the screen and click the **X** button that appears.

9. Move through the course by completing one topic after another. When you have reached the last page of the last topic, you will be able to take the course test.

10. Click the **Course Test icon** on the last page of the course, or click the Course Test in the menu.
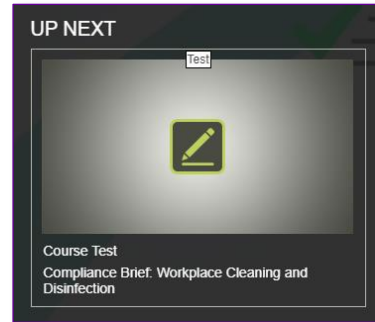
11. Click the **Course Test icon** on the last page of the course, or click the Course Test in the menu. **Note that you must score 80% to pass. Your Course Completion Status will not change from In Progress to Complete until you do**.

12. Click the **Take Test button**. Answer all test questions and review all feedback. Click **Done**.

13. When you have answered all questions, click the **Exit Test button**.   Note that you can retake the test until you have scored 80% and completed the course. However, the test questions and answers can change each time you take the test.
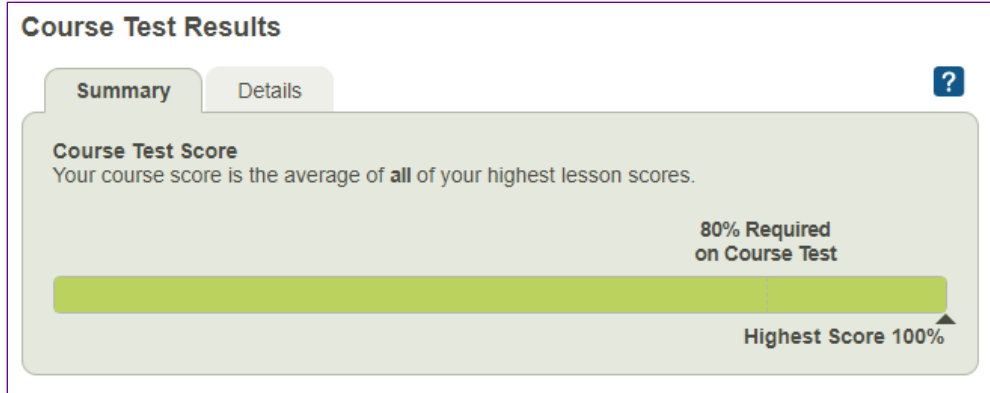
Course Test Results

Summary | Details

Course Test Score
Your course score is the average of **all** of your highest lesson scores.

80% Required
on Course Test

Highest Score 100%

14. Click the **Exit button** at the top right of the screen. Your **Course Completion Status** will be displayed. Click the **Exit Course button**.

Completed

Print Report | Exit Course

Kami CL Madsen, you completed the course on Sep 23, 2020.

Task A: Completed

Visit all content

≡ View Course Content

You've visited 100%

AND

Task B: Completed

Achieve a score of 80% on the course test and answer all questions

✎ View Course Test

You've scored 100%
You've answered all questions

15. The browser window that contained the SkillSoft training will close. Your other browser window is still available. **Make sure you do not close it.** When you started the course it had a message that said: *Online activity is in progress. Do not close this page. You will be automatically redirected on completion*. But once you exit the lesson that page will change. Now it shows you results.

CARE LEARN Washington SELF ∨

LEARNING ACTIVITY PROGRESS DETAIL

COMPLIANCE BRIEF: WORKPLACE CLEANING AND DISINFECTION

This course is designed to provide learners with information about why and how their workplace will be cleaned and disinfected to reduce the spread of COVID-19.
GENERAL

Content type:
Skillsoft Course Player

Total score:
100%

Elapsed time:
Hour(s): 1, Minute(s): 19, Second(s): 47

First launch date:
Wednesday, September 23, 2020 2:47:50 PM PDT

Completion date:
Wednesday, September 23, 2020 4:18:19 PM PDT

Status:
Completed

LESSON

Name	Total score	Status
Compliance Brief: Workplace Cleaning and Disinfection	100	Completed

OK

16. Each time you successfully complete a course you will also receive an automated notification from CareLearn. This is only for your own information and/or records.

Notes

Glossary of Terms (just the most useful)

Course Code	Each course in CareLearn has a unique course code. Elsevier codes start with ELS, and SkillSoft codes start with SKS. Any other code indicates the course was developed by DSHS.
Course Completion Status	Will be In Progress while you work on a SkillSoft course, and will change to Completed once you have viewed all of the material and have passed the test.
Expand / Contract	Many menus can be expanded and contracted to show or hide their more information.
Full Window mode	Shows the least controls, and gives the training content most room.
Header menu	At the top of most every page. Contains the **Home, Search, and Library** icons.
Interface	The area of the screen that CareLearn uses.
Maximize/Minimize	When you click a web browser's Maximize button, it will use the full size of your display.
Slide-out menu	A menu that slides in an out of the current page.
Topics	Skillsoft courses often contain multiple topics (sections). This is just a way to organize the content. Think of them like chapters.
Usability Controls	Let you change options that affect how the learning environment behaves.

SkillSoft Training Quick Reference Guide

- **Find courses from SkillSoft by clicking the Library icon and then clicking SkillSoft Library. Or use Enterprise Search and filter by Activity Type.**
- **Click the course title that interests you and review its description.**
- **Click the Start button in the header section.**

- **A new windows opens. Do not close the new window or the previous browser window.**
- **Skillsoft courses often include several topics. You can see them in the course menu.**

- **Use the course controls at the bottom of the screen to move through each page of each topic.**

- **When you have reviewed all course content click the Take Test button or find it in the menu.**
- **Answer all questions and review the feedback. Click the Done button.**
- **When you have scored an 80% or better you can click the Exit Test button.**

Here is an area where you can make your own notes