



Using Talent

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3. Scope



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [5.3 Skills](#), [6. Troubleshooting](#).

Reference only — see [4. Setup](#) for how to configure each of these.

3.1 Definitions

- **Skillset** — a baseline: for each skill it lists, it sets the target score (0-5) a group is expected to reach, and whether that skill is a **core** requirement. A Skillset applies to one or more GLPI Groups, never to individual users, so everyone in that group is measured against the same expectations.
- **Core skill** — a skill marked as a hard requirement on a Skillset, as opposed to one that's merely tracked. The distinction is informational (it doesn't block an evaluation), intended to help a manager tell "must reach this score" apart from "nice to have" at a glance.
- **Effectiveness (result)** — a separate judgment from whether someone *attended* a training: it records whether the training actually changed on-the-job behavior, as *Effective*, *Partially effective*, or *Not effective*, backed by a piece of evidence (a GLPI ticket) rather than inferred automatically from attendance.
- **Job Fit** — a single percentage summarizing how close a person's current skill scores are to their group's Skillset targets, capped per skill so an excess on one skill can never compensate for a shortfall on another.

3.2 Assets, management & administration items

- **Courses, Editions, Enrollments, Certifications, User Certifications, Effectiveness evaluations, Skills, Skill Categories, Skillsets, Evaluations** — new itemtypes under **Management > Talent**.
- **Tickets** — a ticket can be linked to a Course, Edition or Certification (the linked item's own **Tickets** tab shows the connection), and an Effectiveness evaluation always links to one as its supporting evidence.
- **Core Users** — a user's own record gains **Enrollments** and **Certifications** tabs listing their training history, and a **Skills** tab showing their radar charts and evaluation history (visible to the user themselves, to anyone managing their group, or to an evaluator with full access).
- **Core Groups** — a Skillset applies to one or more Groups; a user's applicable skills and targets come from the Skillset(s) linked to the groups they belong to.
- **Documents** — a User Certification can carry an attached file (e.g. a scanned certificate), stored under the document category configured in Setup.
- **Native GLPI Dashboard** — Talent installs its own "Team dashboard" (under **Management > Talent > Team dashboard**), alongside GLPI's own Assets/Helpdesk dashboards, with two radar charts and five KPI cards. Sharing it with other profiles uses GLPI's own dashboard-sharing icon, not a Talent-specific right.

3.3 Automatic actions

None.

See [4.2 Configuration](#).

3.4 Notifications

None.

3.5 Rules

None.

3.6 Permissions

Rights are granted per profile on **Setup > Profiles > (a profile) > Talent**, one row per itemtype — Courses, Editions, Enrollments, Certifications, User Certifications, Skills, Skillsets — each with the standard Read / Update / Create / Delete / Purge rights. A profile only sees the Talent menu, and only the itemtypes it has at least Read on.

Evaluations and Effectiveness evaluations carry one extra option beyond the standard rights: a profile holding it can create and view evaluations/effectiveness results for *any* user, not just the members of a group they manage. Without it, an evaluator can still evaluate — just only people in a group GLPI already lists them as managing.

See [4.3 Permissions](#).

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4. Setup



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [5.3 Skills](#), [6. Troubleshooting](#).

4.1 Installation

Drop the plugin in `plugins/talent`, then install and activate it from **Setup > Plugins**.

4.2 Configuration

Talent has one configuration screen, on **Setup > General > Talent**: the document category new User Certification uploads are filed under. No other setup is required before use.

4.3 Permissions

Rights are granted per profile on **Setup > Profiles > (a profile) > Talent**, one row per itemtype — Courses, Editions, Enrollments, Certifications, User Certifications, Skills, Skillsets — each with the standard Read / Update / Create / Delete / Purge rights. A profile only sees the Talent menu, and only the itemtypes it has at least Read on.

Evaluations and Effectiveness evaluations carry one extra option beyond the standard rights: a profile holding it can create and view evaluations/effectiveness results for *any* user, not just the members of a group they manage. Without it, an evaluator can still evaluate — just only people in a group GLPI already lists them as managing.



5.1 Training Courses



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.2 Training Certifications](#), [5.3 Skills](#), [6. Troubleshooting](#).

5.1.1 Configuring document headings

Talent has one general configuration screen: which document heading a Certification's and a Course's uploaded files are filed under.

5.1.1.1 Open the Talent configuration screen

From the main menu choose **Setup > General**, then the **Talent** tab.

 Talent Configuration

Trainings

Certification document heading

▼

i

+

Syllabus document heading

▼

i

+

 Save

The Talent configuration screen, showing the document headings uploads are filed under.

“ **Note: - Certification document heading** — the document category a new User Certification's uploaded file is filed under.

- **Syllabus document heading** — the same, for a Course's uploaded syllabus. Both are optional; leaving one empty files uploads without a heading rather than blocking the upload.

5.1.2 Enabling effectiveness on a course

Effectiveness evaluation (see 5.1.4) is not a global setting — it is switched on per course, the same place a course's name and supplier are set.

5.1.2.1 Create a course with effectiveness enabled

On a course's form, tick **Enable effectiveness evaluation** to reveal three extra fields:

- **Evaluation responsible** — who is expected to carry out the effectiveness evaluation for editions of this course. Optional; left empty, any user with the right can still evaluate.
- **Evaluation method** — *Questionnaire* or *Direct observation*, recorded for reference only; it does not change how the evaluation form behaves.
- **Evaluation delay (months)** — how many months after an edition ends its evaluation window stays open, from 1 to 12. Required once effectiveness is enabled: a course with effectiveness on but no delay would have no evaluation window at all, so nothing could ever be evaluated — GLPI rejects saving that combination.

Enable effectiveness evaluation ☒

Effectiveness			
Evaluation responsible	Smith Jane i	Evaluation method	Direct observation
Evaluation delay (months)	3		

In this example: effectiveness is enabled with a 3-month evaluation window, using direct observation, with Jane Smith as the evaluation responsible.

5.1.2.2 Save the course

Click **Add** to create the course. From now on, every edition scheduled under it opens an Effectiveness evaluations tab once completed.

5.1.3 Granting Talent permissions

Talent rights are granted per profile, one row per itemtype, alongside every other plugin's rights on the same Profile form.

5.1.3.1 Open a profile's Talent rights

From the main menu choose **Setup > Profiles**, open a profile, then switch to its **Talent** tab.

TALENT								
	READ	UPDATE	CREATE	DELETE	PURGE	SEE AND MANAGE ALL EVALUATIONS (BYPASS GROUP RESTRICTION)	EVALUATE ANY TRAINING (BYPASS THE RESPONSIBLE RESTRICTION)	SELECT/UNSELECT ALL
Courses	☒	☒	☒	☒	☒			☒
Editions	☒	☒	☒	☒	☒			☒
Enrollments	☒	☒	☒	☒	☒			☒
Certifications	☒	☒	☒	☒	☒			☒
User Certifications	☒	☒	☒	☒	☒			☒
Skills	☒	☒	☒	☒	☒			☒
Skillsets	☒	☒	☒	☒	☒			☒
Evaluations	☒	☒	☒	☒	☒	☒		☒
Effectiveness evaluations	☒	☒	☒	☒	☒		☒	☒
Select/unselect all	☒	☒	☒	☒	☒			☐

Save

The Talent rights matrix: one row per itemtype, with the standard Read/Update/Create/Delete/Purge columns.

“ **Note:** A profile only sees the Talent menu, and only the itemtypes it has at least Read on. Evaluations and Effectiveness evaluations carry one extra option beyond the standard rights — see 5.1.4 and 5.3.3 — letting a profile holding it evaluate any user, not just the members of a group it manages.

5.1.4 Creating a course

A course is the reusable template for a training subject — its name, supplier, reference code and default duration. Courses do not have dates or attendees of their own; those live on the editions scheduled under a course.

5.1.4.1 Open the course list

From the main menu choose **Management > Talent > Courses**. The list shows every course the current entity can see.

☐	NAME
☐	Forklift Operation Safety
☐	First Aid Certification
☐	Fire Safety Training
☐	Manual Handling Basics
☐	Forklift Recertification
☐	Powered Access Equipment Training

The course list, scoped to the current entity.

5.1.4.2 Start a new course

Click **Add** to open a blank course form.

5.1.4.3 Fill in the course details

- **Name** and **Reference code** — the course's title and a short internal identifier you choose, used to tell similar courses apart in lists and reports. Both required.
- **Supplier** — the organization or trainer delivering it. Required.
- **Course type** — a category you define (e.g. "Professional Licenses", "Compliance"). Required.
- **Duration (hours)** — the course's expected length. Informational only; it does not block edition scheduling.
- **Scope** — optionally restricts which GLPI groups the course is intended for. Leaving it empty means it applies to everyone.
- **Active** — controls whether the course can be selected when scheduling a new edition. An inactive course stays visible in lists and reports but drops out of the edition-creation dropdown.



New Course

Name *	Driving License Training	Reference code *	DLT-101
Supplier *	Acme Training Ltd i	Course type *	Professional Licenses i +
Duration (hours)	8	Website	
Scope	+	Active	Yes ▾
Trainer type	Internal ▾	Trainer	----- ▾ i
Description	Classroom and practical training preparing employees to obtain or renew a professional driving license.		
Syllabus	File(s) (2 Mio max) i Drag and drop your file here, or Choose File No file chosen		

Enable effectiveness evaluation ☐

+ Add

In this example: a supplier-delivered, active course, 8 hours, filed under the "Professional Licenses" course type.

5.1.4.4 Save the course

Click **Add** to create the course. GLPI returns to the course list, and the new entry appears there.

☐	NAME
☐	Forklift Operation Safety
☐	First Aid Certification
☐	Fire Safety Training
☐	Manual Handling Basics
☐	Forklift Recertification
☐	Powered Access Equipment Training
☐	Driving License Training

The new course appears in the list.

“ **Note:** A course's **Editions**, **User Certifications** and **Tickets** tabs appear once the course is saved — see the Editions chapter for scheduling a session under this course.

5.1.5 Scheduling an edition

An edition is one scheduled session of a course — its dates, delivery format and status. A course can have any number of editions over time; enrollments and attendance are always recorded against a specific edition, never against the course itself.

5.1.5.1 Open the edition list

From the main menu choose **Management > Talent > Editions**. The list shows every scheduled session across all courses the current entity can see.

☐	NAME
☐	Fire Safety Training — Q1 2026
☐	Manual Handling Basics — Q1 2026
☐	Forklift Recertification — Q1 2026

The edition list, scoped to the current entity.

5.1.5.2 Start a new edition

Click **Add** to open a blank edition form.

5.1.5.3 Fill in the edition details

- **Name** — a title for this session (e.g. including a date or cohort). Required.
- **Course** — the course this edition schedules a session of. Required; only active courses appear here.
- **Start date / End date** — the session's dates. Required.
- **Status** — *Planned* (the default, open for enrollment), *Not Delivered* (cancelled — requires a reason, see the warning below), or *Completed* (marks every enrolled attendee as Attended automatically).
- **Format** — how the session is delivered (e.g. in person, online).
- **Website** — an optional link, e.g. to a video-call room or a supplier's registration page.

Name *	First Aid Certification — Spring 2026	Course *	First Aid Certification
Start date *	2026-03-02 	End date *	2026-03-03 
Status	Planned	Website	
Format	-----	Trainer	Inherit from course (none set) 
Trainer type	Internal		
Description			

 Add

In this example: a session of "First Aid Certification", planned and running for two days.

“  **Warning:** Setting **Status** to *Not Delivered* requires a reason and cannot be undone from the form alone — GLPI offers a **Clone** button on a not-delivered edition to reschedule it as a new one instead of trying to reuse the cancelled record.

5.1.5.4 Save the edition

Click **Add** to create the edition. GLPI returns to the edition list, and the new entry appears there.

☐	NAME
☐	Fire Safety Training — Q1 2026
☐	Manual Handling Basics — Q1 2026
☐	Forklift Recertification — Q1 2026
☐	First Aid Certification — Spring 2026

The new edition appears in the list.

“ **Note:** An edition's **Enrollments** tab appears once it is saved — see the Enrollments chapter for enrolling users into a session.

5.1.6 Enrolling a user into an edition

An enrollment links one user to one edition, and is where attendance and outcome are recorded once the session has taken place. A user cannot be enrolled twice into the same edition.

5.1.6.1 Open the enrollment list

From the main menu choose **Management > Talent > Enrollments**. The list shows every enrollment the current entity can see, across all editions.

☐	NAME
☐	John Doe - Fire Safety Training
☐	(2)

The enrollment list, scoped to the current entity.

5.1.6.2 Start a new enrollment

Click **Add** to open a blank enrollment form.

5.1.6.3 Fill in the enrollment details

- **Course** — pick the course first; it filters the **Edition** dropdown below to that course's own sessions.
- **User** — the person being enrolled. Required.
- **Edition** — the specific session the user is enrolled into. Required; only editions still in *Planned* status can accept new enrollments.
- **Attendance** — left at its default until the session takes place, then updated to record whether the user actually attended.

 New Enrollment

Course *

Fire Safety Training

▼

Edition *

Fire Safety Training — Q1 2026

▼

i

Description

User *

Smith Jane

▼

i

Attendance

Not marked

▼

+ Add

In this example: enrolling a user into "Fire Safety Training — Q1 2026".

5.1.6.4 Save the enrollment

Click **Add** to create the enrollment. GLPI returns to the enrollment list, and the new entry appears there.

☐	NAME
☐	John Doe - Fire Safety Training
☐	(2)
☐	Smith Jane - Fire Safety Training

The new enrollment appears in the list.

5.1.6.5 Enrolling several users at once

Repeating the single-enrollment form for a whole group is slow — **Mass Enrollment** enrolls any number of users into one edition in a single submission. Open it from the **+** icon next to the Talent menu title, or navigate to it directly.

5.1.6.6 Pick the users and the edition

- **User** — a multi-select; add as many users as needed, one at a time.
- **Course** then **Edition** — same as the single-enrollment form: pick the course first to filter the Edition dropdown to its sessions.
- **Description** — optional, but applies identically to every enrollment this creates, not just one.

 Massive enrollment

User

✕Smith Jane

✕Doe John

Group

?

+

Course

Manual Handling Basics

▼

Edition

*

Manual Handling Basics — Q1 2026

▼

i

Description (careful, applies to all enrollments created)

+ Add

In this example: enrolling two users into "Manual Handling Basics — Q1 2026" in one submission.

5.1.6.7 Save the mass enrollment

Click **Add** to create one enrollment per selected user, all against the same edition.

☐	NAME
☐	John Doe - Fire Safety Training
☐	(2)
☐	Smith Jane - Fire Safety Training
☐	Smith Jane - Manual Handling Basics
☐	Doe John - Manual Handling Basics

Both enrollments appear in the list, one per user.

5.1.7 Recording training effectiveness

Effectiveness measures whether a training actually changed on-the-job behavior, separately from whether the attendee simply completed the session. It is recorded per attendee, once the edition is completed, against evidence you attach yourself — never inferred automatically from attendance alone.

5.1.7.1 Open the edition's Effectiveness tab

Effectiveness is only available on a course that has it enabled (see Setup), and only once the edition's status is *Completed*. Open the edition and switch to its **Effectiveness evaluations** tab.

USER	ENROLLMENT	RESULT	EVALUATION DATE
Smith Jane	-	Pending — to be evaluated before 2028-01-12	-

+ Evaluate

The Effectiveness evaluations tab lists every attendee, with an Evaluate action for anyone not yet evaluated.

5.1.7.2 Evaluate an attendee

Click **Evaluate** next to an attendee's row to open a blank effectiveness form for their enrollment.

5.1.7.3 Fill in the result and its evidence

- Result** — *Effective* (the training produced the intended change), *Partially effective* (some improvement, but short of the goal), or *Not effective* (no observable change). There is no automatic threshold; this is a judgment call made against the evidence below.

- **Evidence** — a GLPI ticket documenting what was observed (an incident that did or didn't recur, a follow-up review, a manager's note). Required: effectiveness is always backed by a concrete record, not a free-text opinion.

 New effectiveness evaluation

Enrollment *
...ne — Forklift Recertification — Q1 2026 ▾

Result *
Effective ▾

Evidence *
...effectiveness evidence (Jane Smith) ▾ i

+ Add

In this example: recording an Effective result for Jane Smith's forklift recertification, backed by a ticket documenting the post-training observation.

5.1.7.4 Save the evaluation

Click **Add** to record the result. GLPI returns to the edition's Effectiveness evaluations tab, which now shows the result and evaluation date for this attendee.

USER	ENROLLMENT	RESULT	EVALUATION DATE
Smith Jane	-	Effective	2026-09-03

The result now appears against the attendee, with the evaluation date GLPI recorded automatically.

“ **Note:** An attendee can only be evaluated once, and only within the evaluation window a course's Setup configures (a number of months after the edition's end date). Outside that window, or before it, no **Evaluate** action appears for them.

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5.2 Training Certifications



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.3 Skills](#), [6. Troubleshooting](#).

5.2.1 Creating a certification and issuing it to a user

A certification is the record a course can lead to, with a validity period. A User Certification is the individual instance a specific person holds — with its own issue date, an automatically calculated expiration date, and an optional supporting document.

5.2.1.1 Open the certification list

From the main menu choose **Management > Talent > Certifications**. The list shows every certification the current entity can see.

☐	NAME
☐	Forklift Operator License

The certification list, scoped to the current entity.

5.2.1.2 Create a new certification

- **Name** — the certification's title. Required.
- **Certification type** — a category you define (e.g. "License", "Compliance"). Required.
- **Course** — optionally links the certification to the course that leads to it.
- **Validity (months)** — how long the certification remains valid once issued. A value of 0 means it never expires.



New Certification

Name * First Aid Certificate

Certification type * License

Course First Aid Certification

Validity (months) 12 months

Comments

+ Add

In this example: a certification linked to "First Aid Certification", valid for 12 months once issued.

“ **Note:** A certification only becomes something a person holds once it is issued as a **User Certification** — the certification record itself has no holder.

5.2.1.3 Open the User Certification list

From the main menu choose **Management > Talent > User Certifications**. The list shows every certification issued to a user that the current entity can see.

☐	NAME
☐	John Doe - Forklift Operator License

The User Certification list, scoped to the current entity.

5.2.1.4 Issue the certification to a user

- **User** — who is being certified. Required.
- **Certification** — which certification is being issued. Required.
- **Status** — the certification's lifecycle state: Pending, Ongoing, Completed, Valid, Expired, Prior Notice or Revoked. Set manually; it does not flip to Expired automatically once the expiration date passes.
- **Certification number** — the identifier printed on the certificate itself. Required.
- **Issue date** — required; **Expiration date** is calculated automatically from the certification's validity period and is left blank when validity is 0.
- **User Certification file** — an optional upload (e.g. a scanned certificate), stored under the document category set in Setup.



New User certification

User *	Smith Jane	▼ i	Certification *	First Aid Certificate	▼ i
Status	Pending	▼	Certification number *	FAC-2026-0007	
Issue date *	2026-02-15	📅			
Enrollment	-----	▼ i			
File(s) (2 Mio max) i Drag and drop your file here, or Choose File No file chosen					

No file attached yet

+ Add

In this example: issuing "First Aid Certificate" with a 12-month validity — the expiration date fills in automatically once saved.

5.2.1.5 Save the User Certification

Click **Add** to issue the certification. GLPI calculates the expiration date and returns to the User Certification's own form, where **Expiration date** now shows the result.



Smith Jane - First Aid Certificate

Name Smith Jane - First Aid Certificate

User * Smith Jane ▼ i

Certification * First Aid Certificate ▼ i

Status Pending ▼

Certification number * -2026

Issue date * 2026-02-15 📅

Enrollment ----- ▼ i

File(s) (2 Mio max) i

Drag and drop your file here, or

Choose File

No fil...hosen

No file attached yet

INFO FIELDS

Expiration date 2027-02-15

🗑 Put in trashbin

💾 Save

Issued on 2026-02-15 with a 12-month validity, the expiration date is automatically set to 2027-02-15.

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5.3 Skills



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [6. Troubleshooting](#).

5.3.1 Creating a skill category and a skill

A skill is one competency the plugin can track — e.g. "Forklift Operation" or "Customer Communication". Every skill is either **Transversal** (a general, role-independent competency such as teamwork or communication) or **Technical** (specific to a job or piece of equipment), and is filed under a Skill Category of the matching type. Skills only become meaningful once they are targeted by a Skillset and scored in an Evaluation — see the next two chapters.

5.3.1.1 Open the skill category list

From the main menu choose **Management > Talent > Skills**, then the **Skill Categories** dropdown management link. Skill categories are hierarchical, like other GLPI dropdowns — you can nest them if useful.

5.3.1.2 Fill in the category details

- **Name** — the category's title. Required.
- **Type** — Transversal or Technical. Every skill filed under this category inherits its type; this is what splits a user's skill radar into its two charts.

Name	Customer Service	Comments	
As child of	----- i +	Type	Transversal

+ Add

In this example: a new Transversal category, "Customer Service".

5.3.1.3 Save the category

Click **Add** to create the category.

5.3.1.4 Open the skill list

From the main menu choose **Management > Talent > Skills**. The list shows every skill the current entity can see, alongside the pre-existing Teamwork, Problem Solving and Forklift Operation skills used elsewhere in this manual.

☐	ID
☐	Teamwork
☐	Problem Solving
☐	Forklift Operation
☐	Inventory Management
☐	Safety Compliance

The skill list, scoped to the current entity.

5.3.1.5 Start a new skill

Click **Add** to open a blank skill form.

5.3.1.6 Fill in the skill details

- **Name** — the skill's title. Required.
- **Code** — a short, unique, read-only identifier GLPI generates from the name the first time you save. Used internally to reference the skill; it never changes afterwards, even if you rename the skill later.

- **Type** — Transversal or Technical; picking a type filters the **Category** dropdown below to categories of the same type.
- **Category** — which Skill Category this skill is filed under. Required.

 New Skill

Name *

Type *

Transversal

Description

Communicates clearly and courteously with customers, in person and by phone.

Code

Category *

Customer Service

i

+

+ Add

In this example: a Transversal skill, "Customer Communication", filed under the "Customer Service" category.

5.3.1.7 Save the skill

Click **Add** to create the skill. GLPI returns to the skill list, and the new entry appears there, alongside its auto-generated code.

☐	ID
☐	Teamwork
☐	Problem Solving
☐	Forklift Operation
☐	Inventory Management
☐	Safety Compliance
☐	Customer Communication

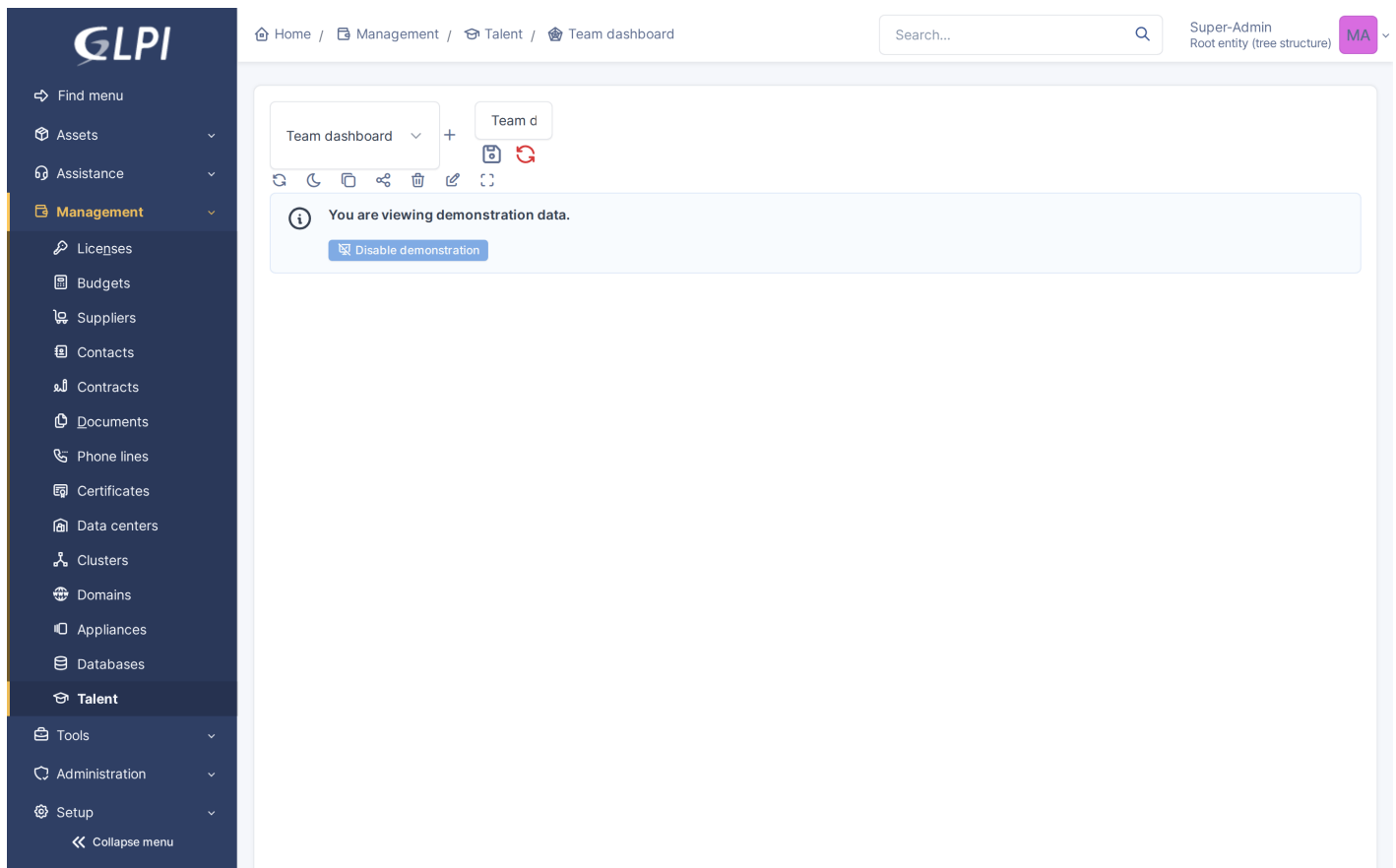
The new skill appears in the list, with its generated code.

5.3.2 The team dashboard

Talent adds a Team dashboard to GLPI's native dashboard system — the same "Central > Dashboard" area that hosts GLPI's own Assets and Helpdesk dashboards. It aggregates every evaluation across a group into two team-average radar charts and five KPI figures, and can be filtered to a single group at a time.

5.3.2.1 Open the Team dashboard

From the main menu choose **Management > Talent > Team dashboard**. Like any GLPI dashboard, it can be shared with other profiles from its own share icon — sharing is managed the same way as GLPI's built-in dashboards, not through Talent's own rights.



The Team dashboard: five KPI cards (Job Fit, average Transversal/Technical scores, team members evaluated, and how many are below target) above the team's average Transversal and Technical radar charts.

“ **Note:** Every card can be filtered to a single group with the dashboard's own group filter — useful when several Skillsets apply to different teams and a manager only wants to see their own.

5.3.3 Recording an evaluation and reading a skill radar

An Evaluation is a snapshot: on a given date, an evaluator scores a user against every skill their group's Skillset targets. Scoring the same skills again later builds a history, which is what lets the radar chart show progress rather than just a single point in time.

5.3.3.1 Open the evaluation list

From the main menu choose **Management > Talent > Evaluations**. The list shows one row per evaluation already on record, including the earlier baseline evaluation this chapter is about to add to.

☐ NAME

☐ Evaluation — 2025-11-01

The evaluation list, showing the previous evaluation on record for Jane Smith.

5.3.3.2 Start a new evaluation

Click **Add**, then pick the **User** being evaluated. The skills table below fills in automatically once a user is selected: it lists every skill their group's skillset targets, alongside the target itself and the score from their most recent previous evaluation, if any.

 New Evaluation

User *

Smith Jane

i

Comment

 SKILLS

TYPE	SKILL	BASELINE	PREVIOUS SCORE	CURRENT SCORE
Transversal	Problem Solving (skill-problem-solving)	3	3	N/A
Transversal	Teamwork (skill-teamwork)	4	3	N/A
Technical	Forklift Operation (skill-forklift-operation)	5	4	N/A
Technical	Inventory Management (skill-inventory-management)	4	3	N/A
Technical	Safety Compliance (skill-safety-compliance)	5	4	N/A

+ Add

Selecting Jane Smith loads the skills her group's baseline targets, each with its target score and her previous score for comparison.

5.3.3.3 Score each skill

Set the **Current score** for each skill on the 0-5 scale, or **N/A** for a skill that genuinely cannot be assessed this time (excluded from every average and from the radar chart, rather than counted as a 0).

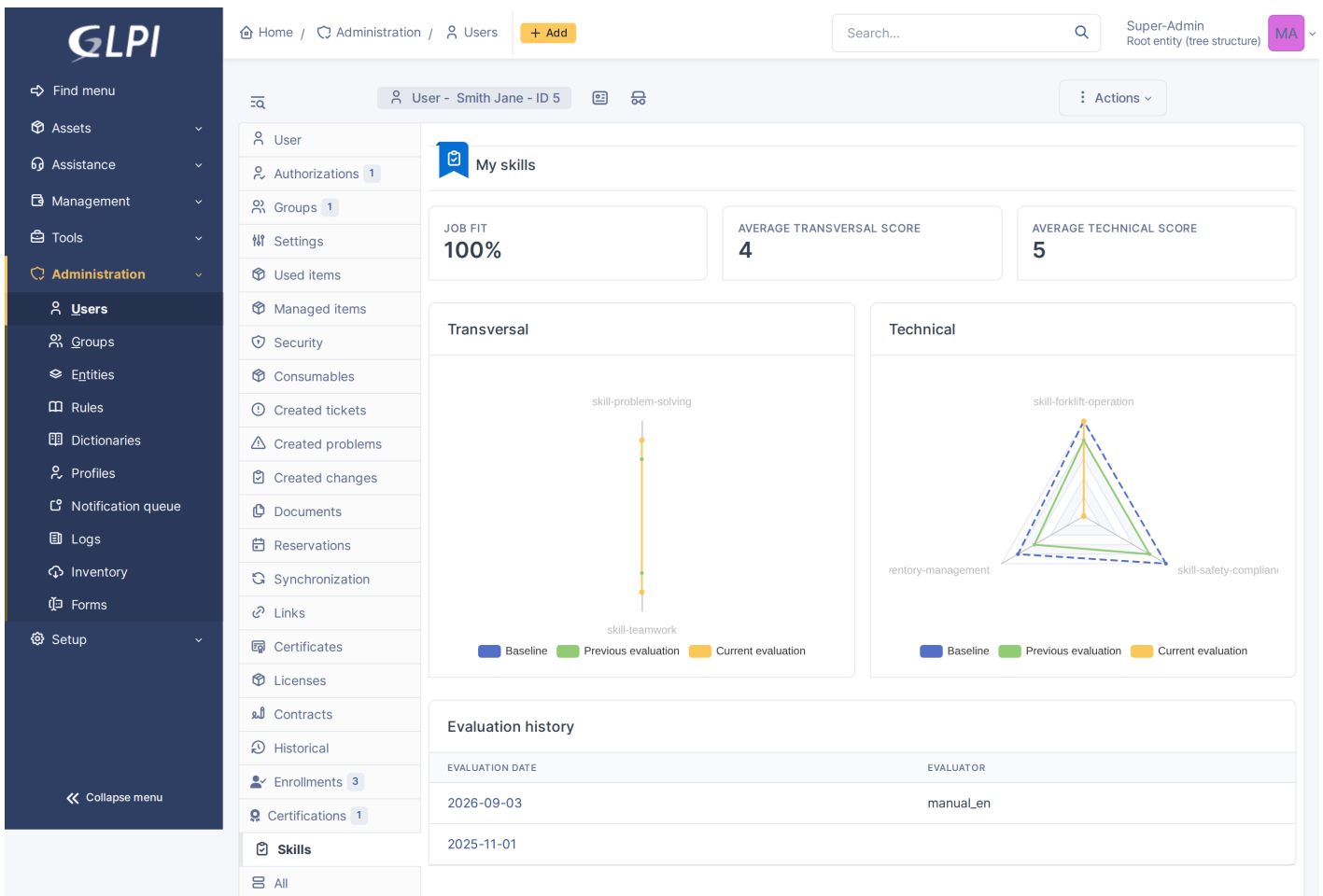
5.3.3.4 Save the evaluation

Click **Add** to record the scores. The evaluation date is set automatically to today and cannot be backdated.

5.3.3.5 View a user's skill radar

Every user has a **Skills** tab on their own GLPI profile (visible to the user themselves, to anyone managing their group, or to an evaluator with full access), showing two radar charts — Transversal and Technical — plotting the target, the previous score and the current score for each skill side by side, alongside three KPI figures: **Job Fit** (how close the current scores are to target, overall), and the average Transversal and Technical scores.





Jane Smith's skill radar: the Technical chart shows her scores now exceeding target on Forklift Operation.

5.3.4 Building a skillset

A Skillset is a baseline: for each skill it lists, it sets the target score (0-5) a group is expected to reach, and whether that skill is a **core** requirement. A Skillset applies to one or more GLPI Groups — not to individual users — so everyone in that group is measured against the same expectations. A user with no group, or whose group has no Skillset, has nothing to be evaluated against.

5.3.4.1 Open the skillset list

From the main menu choose **Management > Talent > Skillsets**. The list shows every skillset the current entity can see, including the pre-existing "Warehouse Associate Baseline" used by the Evaluations chapter.

☐	NAME
☐	Warehouse Associate Baseline

The skillset list, scoped to the current entity.

5.3.4.2 Start a new skillset

Click **Add** to open a blank skillset form.

5.3.4.3 Name the skillset

- **Name** — the skillset's title, e.g. the role or team it sets the baseline for. Required.
- **Description** — optional context on who this baseline applies to and why.

 New Skillset

Name *

Customer Service Team

Description

Expected skill levels for front-of-house customer service roles.

Groups

+

+ Add

In this example: a new skillset, "Customer Service Team".

5.3.4.4 Save the skillset

Click **Add** to create the skillset. GLPI returns to the skillset list; open the new skillset from there to reach its own form, where the **Skills** and **Groups** tabs become available.

5.3.4.5 Add a skill and its target score

Switch to the **Skills** tab. Pick a **Type**, then a **Skill** of that type, and click **Add** to append it to the table below with a default target of 0 — adjust the **Baseline** dropdown to the score this group is expected to reach, and tick **Core** for a skill that is a hard requirement rather than a nice-to-have.

☐	TYPE	SKILL	CODE	BASELINE	CORE	
	Transversal	Customer Communication	customer-communication	4	☐	

 Save

In this example: "Customer Communication" added with a target score of 4.

5.3.4.6 Save the skillset's skills

Click **Save** to record the target scores. These are what an evaluator sees as the "Baseline" column when scoring anyone in a group this skillset applies to (set from the **Groups** tab).

“ **Note:** A skillset only takes effect once it is linked to a group on its **Groups** tab — see the pre-existing "Warehouse Associate Baseline" skillset (linked to the "Warehouse Team" group) in the Evaluations chapter for that workflow.

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6. Troubleshooting



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [5.3 Skills](#).

The Talent menu doesn't appear

Talent's menu entry only shows once a profile has been granted at least Read on one of its itemtypes. Go to **Setup > Profiles**, open the profile, and check the **Talent** tab: grant Read on Courses, Editions, Enrollments, Certifications or User Certifications as appropriate, then have the user log out and back in.

"You do not have access to this course/edition"

This is entity isolation working as intended: an edition can only be created under a course in the same entity as the user's active entity, and an enrollment can only be created into an edition in that same entity. Switch to the correct active entity (top right of the page) before creating the record, or ask an administrator to grant the right in the target entity.

A course doesn't appear when scheduling an edition

Only **active** courses appear in the edition-creation dropdown. Open the course and set **Active** to **Yes**.

The "Not delivered reason" dropdown won't let me save

Setting an edition's status to **Not Delivered** requires selecting a reason — it's a required field for that status only. Pick a reason from the dropdown, or ask an administrator to add one under the relevant dropdown management screen if none fits.

expiration_date stays empty on a User Certification

This is expected when the underlying certification's **validity (months)** is set to 0 — a validity of 0 means the certification never expires, so no expiration date is calculated.

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