



1. Introduction



Part of the **talent** manual — see also [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [5.3 Skills](#), [6. Troubleshooting](#).

1.1 What talent does

Talent adds training and skills management to GLPI: courses, scheduled editions of those courses, enrollments, the certifications a person earns or holds as a result, and — beyond training itself — a way to define the skills a role requires, evaluate people against them, and see the result as radar charts on a person's own profile and on a team dashboard. It lets a team plan and record workplace training and competence the same way GLPI already tracks assets and tickets — scoped to entities, gated by rights, and linked to tickets when a training request or a piece of evidence comes through the helpdesk.

1.2 Pain points it addresses

Training records (who attended what, when, and whether they're certified) tend to live in spreadsheets disconnected from the rest of an organization's GLPI data. Talent keeps that information inside GLPI: a course a supplier delivers, the editions (sessions) scheduled for it, who enrolled and their outcome, and the certifications that come out of it — including expiry tracking and a document attached as proof.

This isn't only a tidiness problem — several compliance frameworks explicitly require demonstrable, up-to-date training and awareness records, something a spreadsheet is a weak substitute for at audit time:

- **ISO 9001:2015, Clause 7.2 (Competence)** requires an organization to determine the competence needed by people whose work affects quality, ensure that competence through education, training or experience, and **retain documented information as evidence** — certificates, licenses, on-the-job training records. Talent's User Certifications, with issue/expiration dates and an attached document, are exactly that evidence.
- **ISO/IEC 27001:2022, Annex A Control 6.3 (Information security awareness, education and training)** requires an ongoing, role-based training and awareness programme for all personnel, with auditors expecting completion logs and evidence per person. Talent's Enrollments (attendance/outcome per user per session) and User Certifications provide that log.
- **Spain's Esquema Nacional de Seguridad (ENS, RD 311/2022)** separates this into two distinct, continuous measures: **op.pers.3 (Concienciación / Awareness)** — keeping staff alert to their security role through periodic reminders — and **op.pers.4 (Formación / Training)** — ensuring regular, role-proportional training. Both must be demonstrated on an ongoing basis, not as a one-off at onboarding, which is what Courses scheduling repeated Editions over time is built for.

Talent doesn't certify compliance with any of these on its own, but it gives the team responsible for it a real, queryable, entity-scoped record instead of an Excel file no auditor can easily verify.

1.3 Features

- **Courses** — reusable templates for a training subject: name, supplier, reference code, type, and default duration.
- **Editions** — a scheduled session of a course, with its own dates, status and delivery format. A "Not Delivered" status requires a reason and offers a one-click Clone to reschedule; a "Completed" status automatically marks every enrolled attendee as Attended.
- **Enrollments** — one user's participation in one edition, with attendance and outcome. A Mass Enrollment tool enrolls several users into one edition at once.

- **Certifications** — the certification records a course can lead to, with a validity period; **User Certifications** are the individual instances a user holds, with issue and (auto-calculated) expiration dates and an optional supporting document.
- **Effectiveness** — a per-attendee judgment, recorded once an edition is completed and within a configurable evaluation window, on whether the training actually changed on-the-job behavior — backed by a linked ticket as evidence.
- **Skills, Skill Categories and Skillsets** — a skill (e.g. "Forklift Operation") is either Transversal or Technical and filed under a matching category; a Skillset sets the target score a GLPI Group is expected to reach on each skill it lists.
- **Evaluations** — a snapshot, on a given date, of one person's score (0-5, or N/A) against every skill their group's Skillset targets. A Job Fit percentage and per-type averages are calculated automatically from the scores.
- **Skill radar charts** — every user has a "Skills" tab on their own GLPI profile showing two radar charts (Transversal and Technical) plotting their target, previous and current score per skill, alongside their Job Fit and average scores.
- **Team dashboard** — a native GLPI dashboard aggregating every evaluation across a group into two team-average radar charts and five KPI figures (Job Fit, average scores, team members evaluated, and how many are below target), filterable by group.
- Entity isolation throughout: a technician only ever sees and manages the courses, editions, enrollments, certifications, skills and evaluations in their own entity.

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