

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

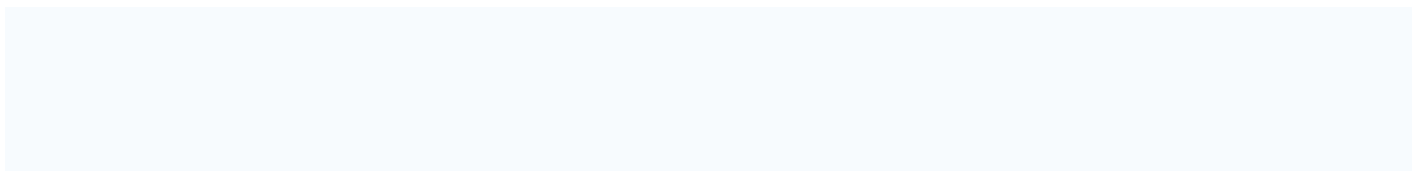
Click **Add** to create the course. From now on, every edition scheduled under it opens an Effectiveness evaluations tab once completed.

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.

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.

 New Edition

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

User *
Smith Jane

Edition *
Fire Safety Training — Q1 2026

Description

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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