

## **SkillSoft Removed Courses Process**

This document describes the process of removing SkillSoft items from availability in the TMS and maintaining accurate assignments that include SkillSoft items. This references the SkillSoft Removed Courses document that should be used by VA TMS Administrators to manage assignments that include SkillSoft courses.

For a quick overview of how the curriculum management process works, see the [How It Works](#) section at the end of this document.

The SkillSoft Removed Courses document will be hosted on the Inside TMS site at this location:  
<http://www.insidetms.va.gov/SkillSoftCourse.html>.

### **Update of SkillSoft courses**

SkillSoft continually evaluates its courses and identifies courses that either are considered no longer valuable for continued support or need to have their content revised. When revising course content, SkillSoft may revise a course by simply updating the course content and replacing the current course with the updated course, or they may expand the amount of content and replace the previous course with two or more new courses. Revising a series of several related courses at one time is common. So there may not be a one-to-one relationship between a course or series of courses and their replacements.

We have four Excel documents that catalog the SkillSoft courses on the Inside TMS (see link above). We plan to update those monthly as we receive new courses from SkillSoft. The documents should be updated by about the middle of the month. We add the new courses to the TMS, check their data entry, test them, and publish them. We then submit the updated Excel files for posting by Web Ops on the Inside TMS site.

Around the second week of each quarter we will update the Removed SkillSoft Courses document. This document will list the courses that have been removed and any pertinent replacements. This may list a series replacement with a series if there is no one-to-one course replacement.

### **Removal of SkillSoft courses**

The VA project manager managing the contract with SkillSoft will determine which courses should be removed from access from the VA TMS. That person is listed as the point of contact for all SkillSoft items in the TMS, so content related questions can always be directed to them.

Courses are not actually deleted from the TMS, because completed records in user accounts must be maintained. But reference to a “removed” course refers to a TMS Item that is made no longer available to TMS users.

When the VA SkillSoft project manager removes a SkillSoft course from the TMS it is done in two phases:

1. Remove the Catalogs from the item – this prevents users from locating and enrolling in the course;
2. Deactivate the item – this is done about 30 days following removal of the Catalogs from the item and completes the process. This prevents users from accessing the course material.

## **Responsibilities of TMS Administrators**

The TMS Administrators need to ensure that courses they assign are available and remove courses from assignments when an included item is no longer intended to be available in the VA TMS. In order to do that, they should check the SkillSoft Removed Course list when it's updated at the beginning of each Fiscal Year Quarter to identify any SkillSoft courses they've included in assignments that are being removed from availability by the SkillSoft project manager. They will need to remove Items scheduled for TMS removal from any assignments they have created and replace them with pertinent replacement courses if possible.

NOTE: Any SkillSoft course items that do not have the Catalogs "DVA-Standard" and "DVA-Internal" assigned to them means that those items should not be made available to TMS users; those items should not be assigned to anyone, nor included in any assignment profiles, nor should any TMS Administrator assign any other TMS Catalogs to them.

The following practices are recommended when SkillSoft (or other) items are included in Curricula and the item is removed from availability in the TMS due to out of date content or for other reasons. This guidance will use SkillSoft courses as the example.

## **Management Process**

There are two scenarios that could present themselves when a SkillSoft course is removed from availability in the TMS:

1. There is a direct replacement course for the item removed,
2. There is not a single replacement course corresponding to the item removed.

### **Direct Course Replacement Scenario**

In the case where there is a direct course replacement, the VA Program manager of the SkillSoft contract will assign the removed SkillSoft item as a substitute to the new replacement SkillSoft item. The effective date will be entered as October 1, 2007 because many of the SkillSoft courses have been available in the LMS/TMS since that time and this will provide the most correct information for identifying TMS users that have completed that item. It is the responsibility of each TMS Administrator to add the new SkillSoft item to any assignments they manage where appropriate and to also remove the removed SkillSoft item from the same assignments. Users that have completed the removed course will be credited for the completion of the new replacement item through the substitute relationship. This process will maintain the correct recurrence tracking for the user in cases where a curriculum is assigned and the item within is set to be a recurring assignment.

Note that even if they have only assigned the removed item to learning plans the new replacement item needs to be assigned to those learning plans and the old removed item must be removed from the direct assignment in order to provide the correct available course to users and prevent users from attempting to access the removed course content, which will be unavailable to them.

### **No Direct Course Replacement Scenario**

If a removed SkillSoft course (or courses) has been replaced by a series of SkillSoft courses and there is no one-to-one course replacement, a decision will need to be made locally regarding a replacement for the removed item. TMS Administrators or the appropriate Subject Matter Expert can check the referenced replacement courses in the

pertinent SkillSoft catalog on the Inside TMS site (<http://www.insidetms.va.gov/SkillSoftCourse.html>) in order to determine which course or courses would be appropriate as a replacement for the removed course. The course title links in the Excel documents on the Inside TMS site lead to detailed information about the course such as a description and learning objectives that are more detailed than can be found in the TMS item.

The TMS Administrator or Subject Matter Expert appropriate for each particular scope of assignment (e.g., for an Administration-wide, regional, or facility level assignment) must determine which item or items should be assigned to staff in lieu of the removed course. The particular process for this determination may be made locally. The TMS Administrator must then assign the replacement course(s) and remove the “removed” course from the assignments.

Question about this process or about removed SkillSoft courses should be directed to the SkillSoft Project Manager, who is the person listed as the Point of Contact for all SkillSoft items. SkillSoft items can be identified as those items with a SourceID = SkillSoft. Questions about non-SkillSoft courses that are removed from availability in the TMS should be addressed to the Point of Contact listed in the Description for the particular TMS Item.

### **How it Works**

- VA SkillSoft Project Manager (listed as Point of Contact for SkillSoft TMS items) maintains spreadsheets with the current SkillSoft offerings and removed courses
  - Spreadsheets are posted on Inside TMS (<http://www.insidetms.va.gov/SkillSoftCourse.html>)
  - Data in the spreadsheets will indicate replacements for removed courses
- TMS Administrators are responsible for ensuring that they are no longer assigning removed courses
  - Review the spreadsheet (SkillSoft Removed Course List) upon update (quarterly)
  - If you have assigned a removed course, adjust assignments as needed (read on)
- VA SkillSoft Project Manager will establish substitute relationships in cases where there is one direct course replacement for a removed course
  - This will ensure that assignments made by curriculum that contain a recurrence, will still track the user’s recurring assignment/due date properly
- When no single direct course replacement exists, the replacement becomes left to the local facility/TMS Administrator must determine which course(s) will replace the removed course in their TMS assignments:
  - TMS Administrator or SME use the spreadsheets from Inside TMS to identify appropriate replacement items
  - Substitute relationships do not apply in these cases
  - If there is a curriculum assignment with recurrence, it is up to the local facility to determine best course of action