

# User Manual: SkillLoop Platform - HR Admin Guide to Assigning Personalized Learning Plans

## 1. Document Title and Metadata

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## 2. Introduction

### Purpose of the Document

This document provides HR administrators with step-by-step instructions on how to effectively use the SkillLoop platform to assign personalized learning plans to employees based on their skill gap reports. This guide aims to streamline the process and ensure HR admins can leverage the platform to enhance employee development.

### Target Audience

This manual is intended for HR administrators who are responsible for managing employee training and development within the SkillLoop platform.

### Scope of the Manual

This manual covers the following topics:

- \* Navigating to the skill gap dashboard.
- \* Selecting an employee.
- \* Reviewing the skill gap analysis.
- \* Assigning a suitable learning plan.
- \* Troubleshooting common issues.

This manual does not cover:

- \* Initial platform setup and configuration.
- \* User account creation and management.
- \* Advanced reporting and analytics.

### Assumptions or Prerequisites for Using the Product

Before using this manual, it is assumed that HR administrators have:

- \* An active SkillLoop platform account with HR admin privileges.
- \* Familiarity with the organization's training and development policies.
- \* Basic understanding of skill gap analysis concepts.
- \* Employees have completed the required skill assessments or have uploaded their resumes for skill extraction.

## 3. System Overview

## Product Name and What It Does

SkillLoop is a comprehensive HR platform designed to help organizations track employee skills, identify skill gaps, and deliver personalized learning experiences. The platform utilizes AI-powered skill extraction and gap analysis to provide actionable insights for employee development.

## Key Features and Benefits

- \* Skill Gap Analysis: Identifies the difference between an employee's current skills and the skills required for their role or career goals.
- \* Personalized Learning Plans: Recommends relevant training courses and resources to close skill gaps.
- \* Centralized Skill Tracking: Provides a single source of truth for employee skills and competencies.
- \* Integration with Learning Platforms: Connects with platforms like LinkedIn Learning and Coursera for seamless access to learning content.

## Technology/Environment Requirements

- \* Web browser: Google Chrome, Mozilla Firefox, Safari, or Microsoft Edge (latest versions recommended).
- \* Internet connection: Stable internet connection for accessing the SkillLoop platform.

## Supported Platforms (OS, Browser, Mobile)

- \* Operating Systems: Windows, macOS, Linux
- \* Browsers: Chrome, Firefox, Safari, Edge
- \* Mobile: Responsive design for access on tablets and smartphones (iOS and Android)

## 4. Getting Started

### Steps for First-Time Users

- 1 Log in to the SkillLoop platform using your HR admin credentials.
- 2 If this is your first time logging in, you may be prompted to complete a brief tutorial on the platform's key features.
- 3 Familiarize yourself with the main navigation menu, which provides access to the skill gap dashboard, employee profiles, and other administrative functions.

### Account Creation or Login Instructions

- 1 Open your web browser and navigate to the SkillLoop platform URL: [Insert Platform URL Here].
- 2 Enter your username and password in the designated fields.
- 3 Click the "Login" button to access the platform.
- 4 If you have forgotten your password, click the "Forgot Password" link and follow the instructions to reset it.

## Interface Layout (Navigation Menus, Buttons)

The SkillLoop platform interface consists of the following key elements:

- \* Main Navigation Menu: Located on the left-hand side of the screen, providing access to different sections of the platform (Dashboard, Employees, Learning Plans, etc.).
- \* Skill Gap Dashboard: Displays an overview of skill gaps across the organization.
- \* Employee Profiles: Contains detailed information about each employee's skills, experience, and training history.
- \* Action Buttons: Located throughout the platform, allowing you to perform specific tasks such as assigning learning plans or generating reports.

## Initial Configurations or Setups

Upon first login, HR admins should:

- 1 Verify their profile information (name, email, contact details) and update as necessary.
- 2 Review the organization's skill library and add any missing skills relevant to their workforce.
- 3 Configure notification preferences to receive alerts about skill gap analyses and learning plan assignments.

### **Roles and Permissions if Applicable**

HR administrators have the following permissions within the SkillLoop platform:

- \* View and manage employee skill profiles.
- \* Generate and review skill gap reports.
- \* Assign personalized learning plans to employees.
- \* Track employee progress on learning plans.
- \* Access and customize the organization's skill library.

## **5. Feature-Based Usage Instructions**

### **Feature Name: Assigning Personalized Learning Plans**

#### **Description of What the Feature Does**

This feature allows HR administrators to assign personalized learning plans to employees based on their skill gap reports. This ensures that employees receive targeted training to address their specific skill gaps and support their professional development.

#### **Step-by-Step Instructions for Using It**

- \* In the main navigation menu, click on "Dashboard". The label might be "Skill Gap Dashboard" or a similar variant.

- \* This will take you to a screen displaying an overview of skill gaps within the organization.

##### **1 Navigate to the Skill Gap Dashboard:**

- \* In the Skill Gap Dashboard, locate the "Employee Skill Gaps" section.

- \* You can either search for an employee by name using the search bar labeled "Search Employees" or browse the list of employees.

- \* Click on the employee's name to access their individual skill gap report.

##### **1 Select an Employee:**

- \* The employee's skill gap report will display a visual representation of their current skills versus the skills required for their target role (if selected) or their current role.

- \* Pay close attention to the "Missing Skills" section, which highlights the skills that the employee needs to develop.

- \* Review the proficiency levels for each skill to understand the extent of the gap.

##### **1 Review the Skill Gap Analysis:**

- \* Below the skill gap analysis, you will find a section labeled "Recommended Learning Plans".

- \* This section will display a list of learning plans that are relevant to the employee's skill gaps and career goals.

- \* Click on a learning plan to view its details, including the course content, estimated time to completion, and learning outcomes.

- \* To assign a learning plan to the employee, click the "Assign" button next to the learning plan. You might see a tooltip saying "Assign this learning plan to [Employee Name]".

- \* A confirmation message will appear, indicating that the learning plan has been successfully assigned to the employee.

##### **1 Assign a Suitable Learning Plan:**

- \* After assigning the learning plan, you can track the employee's progress in the "Employee Profiles" section.

- \* Select the employee and navigate to the "Learning Plans" tab to view their progress on the assigned learning plan.

##### **1 Monitor Employee Progress:**

## Input Formats or Field-Level Guidance

- \* **Employee Search Bar:** Enter the employee's full name or employee ID to quickly find their skill gap report.
- \* **Skill Gap Report:** The report displays skill names, proficiency levels (Beginner, Intermediate, Expert), and gap indicators (e.g., red, yellow, green).
- \* **Learning Plan Details:** Each learning plan includes a title, description, list of courses, estimated time to complete, and learning outcomes.

## Expected Outputs or Results

- \* The employee receives a notification that a new learning plan has been assigned to them.
- \* The assigned learning plan appears in the employee's profile, along with a progress tracking indicator.
- \* The HR administrator can monitor the employee's progress on the learning plan and generate reports on skill development.

## Screenshots or UI References (optional)

[To be updated during UAT with actual SkillLoop platform screenshots]

## Notes, Warnings, or Tips

- \* Before assigning a learning plan, ensure that it aligns with the employee's career goals and learning preferences.
- \* Encourage employees to provide feedback on the learning plans to ensure they are effective and relevant.
- \* Regularly review and update the organization's skill library and learning plans to keep them current with industry trends and business needs.

## 6. Account Management and Settings

### Managing Profile and Password

To manage your profile and password:

- 1 Click on your profile icon in the top right corner of the screen.
- 2 Select "Settings" from the dropdown menu.
- 3 In the "Profile" tab, you can update your personal information, such as your name, email, and contact details.
- 4 In the "Security" tab, you can change your password.

### Notification Preferences

To manage your notification preferences:

- 1 Click on your profile icon in the top right corner of the screen.
- 2 Select "Settings" from the dropdown menu.
- 3 In the "Notifications" tab, you can choose which types of notifications you want to receive (e.g., skill gap alerts, learning plan assignments, progress updates).
- 4 You can also customize the frequency and delivery method for each type of notification.

### Theme or UI Customization (if available)

[To be updated during UAT if theme/UI customization is available]

### Linking/Disconnecting Accounts or Integrations

[To be updated during UAT if account linking/integration is available]

## 7. Troubleshooting Guide

## List of Common Issues with Solutions

- \* **Issue:** Cannot find an employee in the Skill Gap Dashboard.
- \* **Solution:** Ensure that the employee has been added to the SkillLoop platform and that their profile is active. Double-check the spelling of the employee's name in the search bar.
- \* **Issue:** No learning plans are recommended for an employee.
- \* **Solution:** Verify that the employee has a target role selected and that the skill library contains learning plans that are relevant to that role. You may need to add new learning plans to the library.
- \* **Issue:** Error message when assigning a learning plan.
- \* **Solution:** Check your internet connection and try again. If the issue persists, contact SkillLoop support for assistance.

## Error Messages and Explanations

- \* "Invalid username or password": This error message indicates that you have entered an incorrect username or password. Please double-check your credentials and try again. If you have forgotten your password, click the "Forgot Password" link to reset it.
- \* "Employee not found": This error message indicates that the employee you are searching for does not exist in the SkillLoop platform. Ensure that the employee has been added to the platform and that their profile is active.
- \* "Learning plan not available": This error message indicates that the learning plan you are trying to assign is no longer available or has been removed from the system.

## How to Reset, Recover, or Retry Actions

- \* To reset your password, click the "Forgot Password" link on the login page and follow the instructions to create a new password.
- \* To retry assigning a learning plan, simply click the "Assign" button again. If the issue persists, contact SkillLoop support for assistance.

## Escalation or Ticket-Raising Steps

If you are unable to resolve an issue using the troubleshooting steps above, please contact SkillLoop support by following these steps:

- 1 Click on the "Help" button in the top right corner of the screen.
- 2 Select "Contact Support" from the dropdown menu.
- 3 Fill out the support request form, providing a detailed description of the issue and any relevant screenshots or error messages.
- 4 Click the "Submit" button to submit your support request.

## 8. FAQs (Frequently Asked Questions)

\* **Answer:** Navigate to the "Employees" section in the main navigation menu and click the "Add Employee" button. Fill out the employee's profile information and click "Save".

- 1 **Question:** How do I add a new employee to the SkillLoop platform?

\* **Answer:** Navigate to the "Skill Library" section in the main navigation menu. Here, you can add new skills, edit existing skills, and categorize skills based on industry or function.

- 1 **Question:** How do I customize the skill library?

\* **Answer:** Yes, you can generate reports on employee skill development in the "Reporting" section. You can customize the reports to track progress on specific learning plans or skill gaps.

- 1 **Question:** Can I generate reports on employee skill development?

\* **Answer:** It is recommended to review and update the learning plans at least once per quarter to ensure they are current with industry trends and business needs.

- 1 **Question:** How often should I review and update the learning plans?

\* **Answer:** You can send a reminder notification to the employee or discuss the issue with their manager. You may also need to adjust the learning plan to better align with the employee's needs and goals.

1 **Question:** What happens if an employee does not complete their assigned learning plan?

\* **Answer:** SkillLoop offers integration with various HR systems, including HRIS and LMS platforms. Contact SkillLoop support for more information on integration options.

1 **Question:** Is it possible to integrate SkillLoop with other HR systems?

\* **Answer:** SkillLoop employs industry-leading security measures to protect employee data, including encryption, access controls, and regular security audits.

1 **Question:** How does SkillLoop ensure the security of employee data?

\* **Answer:** Yes, managers can assign learning plans directly to their team members if they have the necessary permissions.

1 **Question:** Can managers assign learning plans directly to their team members?

\* **Answer:** SkillLoop supports resume uploads in common formats such as PDF, DOC, and DOCX.

1 **Question:** What file formats are supported for resume uploads?

\* **Answer:** The system determines the proficiency level based on the information provided in the employee's profile, skill assessments, and self-evaluations.

1 **Question:** How does the system determine the proficiency level for each skill?

## 9. Support and Contact Information

### How to Contact Customer Support (Email, Phone, Live Chat)

\* **Email:** [support@skillloop.com](mailto:support@skillloop.com)

\* **Phone:** 1-800-SKILLLOOP (1-800-754-5556)

\* **Live Chat:** Available on the SkillLoop platform during business hours.

### Working Hours or Expected Response Time

\* Customer support is available Monday through Friday, 9:00 AM to 5:00 PM EST.

\* Email and live chat inquiries will typically be responded to within 24 hours.

\* Phone support is available during business hours.

### Links to Tutorials, Community Forums, or Knowledge Base

\* **Tutorials:** [Insert Link to SkillLoop Tutorials]

\* **Community Forums:** [Insert Link to SkillLoop Community Forums]

\* **Knowledge Base:** [Insert Link to SkillLoop Knowledge Base]

### Feedback Channels (for Bugs or Suggestions)

\* To report bugs or suggest new features, please email [feedback@skillloop.com](mailto:feedback@skillloop.com).

## 10. Appendix

### Glossary of Technical or Domain Terms

\* **Skill Gap:** The difference between an employee's current skills and the skills required for their role or career goals.

\* **Learning Plan:** A structured set of training courses and resources designed to help an employee develop specific skills.

\* **Proficiency Level:** A measure of an employee's competence in a particular skill (e.g., Beginner, Intermediate, Expert).

\* **HRIS:** Human Resources Information System.

\* **LMS:** Learning Management System.

### **System Limitations or Known Issues**

\* [To be updated during UAT with any known system limitations or issues]

### **Keyboard Shortcuts or Tips (if any)**

\* [To be updated during UAT with any relevant keyboard shortcuts or tips]

### **Version/Release Notes or Change History**

\* **Version 1.0 (October 26, 2023):** Initial release of the HR Admin Guide to Assigning Personalized Learning Plans.

### **License and Third-Party Acknowledgements**

\* [To be updated with any relevant license and third-party acknowledgements]