

Professional Services

Mass Import of Courses / Content Packages / Training Completion Records


Service Overview:

This billable Professional Service Offering is for customers wanting to import content packages (SCORM / AICC), course (create course shells), and completion records.


Each import varies from customer to customer based on requirements, complexity, data volume and interdependencies. A good understanding of Learn365 and its features and accurate data for the import is required to guarantee a successful delivery.

Learn365 Definitions

 **A Course** is a place to host course definitions and learning content. Learning content within a course can include videos, PowerPoints, quizzes, other items and Content Packages (SCORM/AICC)

 **Content Packages (SCORM / AICC)** are an e-learning industry standard. Content packages can be created in-house by the customer or purchased from a content provider like Go1, LinkedIn Learning, Clip Training, Law Pilots, and others. Content packages are added to the Content Package library during import. A Content

Package (SCORM / AICC) on its own does not represent a course and must be associated with a course.

 **A Training Completion Record** is a training record for an individual user that completed training in the past. The completion record must include the actual issue date and if required can include an expiration date. A certificate image file or internal Learn365 certificate can be used for physical certificate records. If certificate is not required, a customer can elect to only import the completion record.

A record can be associated to an existing Learn365 course or can be imported as an external training record if the course does not exist in Learn365.

- An **External Training** record refers to training that took place outside of Learn365.

Once records are imported, learners will get a full picture of their entire learning transcript including historical records by accessing the **My Training Dashboard** page and managers can see course completion records through the **Line Manager Dashboard** page.

Accurate and complete **Data Files** must be provided by the client and used for mass import / creation. Approved templates for datafiles are provided by **Learn365**.

Import Process

Import Preparation:




Important factors for any import include use cases, customer and system preparation, data interdependencies, data quality, timelines and expectations. Please fill out the **Import Services Request form** to request your import services. This will help our team in preparing a professional service quote necessary to deliver the requested import services.







Required Course to be taken:

To ensure the success of your project, and to optimize the interaction between you and our Professional Services team, the **Import Services Training** course will be assigned to you explaining the data preparation, etc.

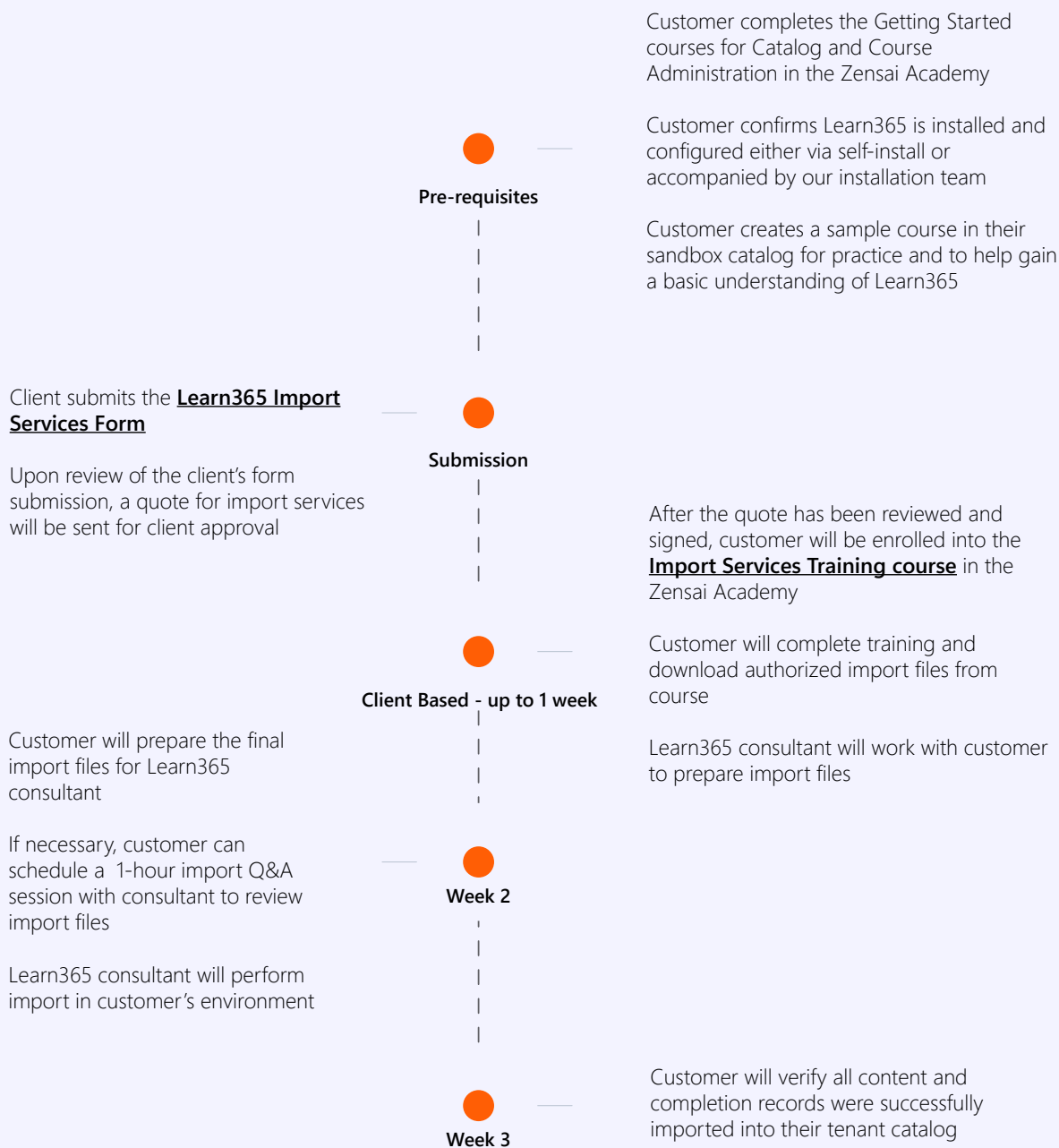
This course is required to be completed at the start of the project.

Frequently Asked Questions

-  **What is the estimated effort on our side?**
Learn365 requires simple, but accurate MS Excel based data files for the import. The customer is responsible for the extraction of data and preparation of these import files. The effort ranges typically between 4 and 8 hours.
-  **Can I import completion records on my own?**
Success Plus and Premium customers can now import their own completion records and courses from the **Learn365 Automation Center**. Contact your Customer Success Manager for more information.
-  **How much does an import cost?**
Depending on the number of SCORM packages, course shells, and completion records, we will provide a quote for professional service hours.
Average quote for import services: **8 hours**

***For Success Plus customers the service is limited to up to 1 initial bulk import of completion records.**
***For Success Premium customers the service is limited to up to 1 bulk import of completion records per quarter. More information available [here](#).**
-  **What are the limitations?**
The Import Service will not import training plans. Other limitations are explained in detail as part of our mandatory Import Services Training course.
-  **Are users enrolled into courses during import of completion records?**
If course exists prior to import of completion records, you can select to have users enrolled into existing courses. The imported record will display as completed along with any associated certificate files. You can also select to not have users enrolled into training (not recommended).
-  **Is a certificate required when importing completion records?**
A certificate is not required for importing completion records. However, if you would like to use Learn365 notifications to let learners know when training must be retaken for compliance reasons, a certificate with expiration date is required.
-  **What are typical timelines from start to finish?**
Based on past projects we see a typical project duration of 2-3 weeks based on data collection, preparation and resources availability.
-  **Will you extract data for us from our old LMS?**
No, the Learn365 team is unable to extract data from your current LMS. Data for the import must be provided by the customer.
-  **I just want to import Content Packages as courses. How is that handled?**
Content Packages (SCORM / AICC) must be associated with a course, otherwise they are only uploaded into the Content Package library.

Import Timeline



*Please note that the timeline above is only an estimated reference and actual import time will vary based on availability and seasonality

Pricing

Customers can purchase standardized buckets of either 4, 10, 25 or 50 hours for Import Services. An estimation of hours needed is made based on the Learn365 Import Services Form. The hours will be used by the assigned Learn365 Consultant as stated above in the timeline. Unused hours can be used for any additional engagement needs you have and are valid for 12 month from the start of the project.

Type	Hourly price	Total price
4 hours	315 USD	1,260 USD
10 hours	260 USD	2,600 USD
25 hours	235 USD	5,875 USD
50 hours	220 USD	11,000 USD

Hourly prices may vary by country and are adjusted based on your location / currency. Quotes will be provided in local currency.