Certification Updates

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Determine the Method That Best Meets Your Needs

Method A	Method B	Method C
Multiple Active Certifications for the Same Product (s)	**Replacement Certification**	**One Certification for Both Upcoming & Previous Users**

Method A

Deciding Factors:

- Users currently in progress should not be affected.
- Simple set up for the site manager.
- Reports must be run on multiple certifications.
- May present a challenge to users running reports that may not be aware of multiple certifications.
- Users may be able to obtain multiple certifications if in associated user groups.
- Products and assets from the original certification must not be included in certification rules.

Certification Steps

Step 1: Create a new certification.

Step 2: Reference the new products/ assets within the rules.

Step 3: Do not inactivate original assets/ products within the certification rules.

Step 4: Do not inactivate the original certification.

Method B

Deciding Factors:

- Users currently in progress could be affected.
- Simple set up for the site manager.
- Reports must be run on multiple certifications.
- May present a challenge to users running reports that may not be aware of multiple certifications.
- Users may only obtain one certification.
- Products and assets from the original certification must not be included in certification rules.
- This method is ideal for annually revised certifications.

Certification Steps

Step 1: Create a new certification.

Step 2: Reference the new products/ assets within the rules.

Step 3: Inactivate original assets/ products within the certification rules.

Step 4: Inactivate the original certification.

Method C

Deciding Factors:

- Users currently in progress could be affected.
- More complicated set up for the site manager.
- Reports will be run on only one certification.
- Users are only able to obtain one certification.
- Products and assets from the original certification must be included in certification rules.
- Ask us to temporarily disable certification email alerts prior to applying the new certification to existing users, so users won't receive an email alerting them about a certification that they've already obtained.

Certification Steps

Step 1: Create a new certification.

Step 2: Reference both the new and original products/assets within the rules.

Step 3: Inactivate original assets/ products within the certification rules.

Step 4: Delete the original certification.

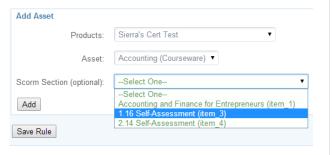Step 5: Use Check Eligible Users and apply the certification to all users who obtained the previous certification.

For more detailed coverage of certifications, please see the Certifications chapter of the Site Manager Manual.

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How Product Updates Affect Your Existing Certifications

Changing a SCORM Package

Certifications that point to a specific SCORM Section (SCO file) are broken when you direct your asset to a new SCORM package.
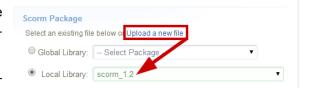
If the SCORM has only one SCO file and a grade or other completion component, then you can direct the certification to the asset alone and not worry about creating a new certification each time you update the SCORM package.

Overwriting a SCORM Package

Overwriting a SCORM package by uploading it with the exact same name as the original will not require you to update associated certifications.
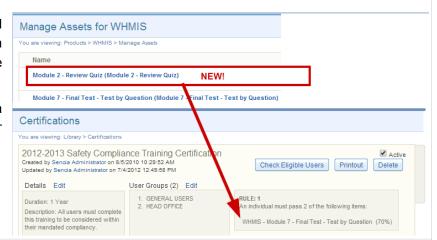
You will affect users currently in progress. Overwriting essentially replaces the original file, so this process is not best practice if you intend to keep earlier versions of the SCORM packages within the LMS.

Adding or Inactivating Products and Assets

Adding a new asset or product that is required for an existing certification requires the creation of a new certification to include rules for the new asset or product.

The system will prevent you from deleting a product or asset that is associated to a certification.

Updating Non-SCORM Assets

Updating assets that are not SCORM packages should not affect your certifications. This includes adding or removing questions within a test.

Inactive assets are not visible for selection when creating a certification. If you wish to include rules that point to both an inactive asset and an active asset, then you will need

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