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Contingent Talent Management

Workforce Portal Competency Tests Feature

Overview

The Contingent Talent Management (CTM) Solution 2020.3.2 release included a new optional feature which enables applicants to complete Competency Tests through Workforce Portal with a mobile friendly experience. The new Competency Test experience works well on all browsers and device screen sizes.

Prerequisites

1. Workforce Portal Competency Tests requires Workforce Portal to be enabled in your CTM site.
    a. If you have not yet enabled Workforce Portal:
        i. Please review the various help documents and videos located in the CTM > Support section, under the 'Workforce Portal' tab.
        ii. The Workforce Portal feature must be enabled in your CTM site by contacting CTM Support. You can reach them at ctmsupport@healthcaresource.com
2. The Workforce Portal Competency Tests feature must be enabled in your CTM site by contacting CTM Support. You can reach them at ctmsupport@healthcaresource.com

For Administrators: Review CTM System settings for Workforce Portal Competency Tests

1. ***For customers using the CTM Credentialing Solution (RSS):***
    a. Review the following document for more information regarding the Competency Tests migration process, used to migrate legacy Competency Tests from the Credentialing Solution to the Staffing Solution and Workforce Portal: https://media.healthcaresource.com/public/ContingentTalentManagement/Product/WorkforcePortal_CredentialMigrationManager.pdf

2. At the **Admin Tab > Workforce Portal Settings** screen:
    a. On the **Temps** tab:
        i. Set the **Auto-Assign New Hire Requirements** option based on your desired preference.
            1. If set to **Yes**, any Credentials set with an auto-assign process point of New Hire will be assigned automatically when the CTM Temp Profile is set to a **Worker** experience in Workforce Portal from the main Temp Profile screen.

    b. On the **Notifications** tab:
        i. Set the **Temp Assignment Reminder** values based on your desired preference. These settings will send automatic follow-up reminder emails to any Workforce Portal user who has not yet completed an assigned Competency Test.

3. At the **Admin Tab > Competency Tests > Settings** screen:
    a. The **Validated** tab contains the Competency Tests provided from the HealthcareSource Clinical Advisory team. This content is nationally validated for accuracy and validity.
    b. Navigate to the Competency Tests you intend to use in each Category
    c. For each Competency Test, open the Test Settings by clicking on the **Test Name**.
    d. Set values for the **Test Expiration**, **Maximum Failure Count**, and **Test Reassignment** fields.

4. At the **Admin Tab > Agency Compliance Settings > Credentials** screen:
    a. Filter for the category of **Mobile Tests**.
    b. Edit each of the Mobile Competency Tests you intend to use and set the compliance requirements, such as Expiration Date, Requirements Completed Date, Documents, and Verification.

5. At the **Admin Tab > Agency Compliance Settings > Credential Requirements** screen:
    a. Edit or Add Requirements for each Competency Test you intend to use in the Mobile Tests category.
    b. If you'd like to Auto-Assign Competency Tests as soon as new Applicants start an Online Application through Workforce Portal, edit the Credential Requirement and select the **Auto-Assign** value as **Application Start**.

For CTM Users: Manually assign a Competency Test to a Workforce Portal user

1. Competency Tests can be manually assigned from the CTM Temp's **Credentials** screen if needed:
    a. Open the **Select Credentials** link from the CTM Temp's Credentials page
    b. Filter for the Category of **Mobile Tests**
    c. Select the Competency Test which needs to be assigned
    d. Save the page
    e. At the bottom of the page, under the **Mobile Tests** category, the selected Competency Test row will be visible. Click the **Assign** link to manually assign a Competency Test.
        i. This action will email the CTM Temp using their primary email address, notifying them that a Competency Test has been assigned. The link in the email will direct the user into Workforce Portal to complete their Competency Test.
    f. After the page is refreshed, the Competency Test will show in a status of **Assigned**.

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Workforce Portal User Experience for Competency Tests

1. Once a Competency Test is assigned to a Workforce Portal user, when the user logs into Workforce Portal they will see a **Tests** tile with an indicator that a Competency Test needs to be completed.
2. For certain Competency Tests, the user will have an opportunity to download any **Reading Materials** for review before taking the test.
3. Once the test begins, the user can review the questions in the test and select their answers as needed.
4. A timer displays throughout the test to show the user how much time remains.
5. If the user would like to come back to a question later, they can mark the question with the **Review Later** toggle switch.
6. At the end of the test, any questions which were not previously answered or marked for review will be presented again before the test is completed.
7. The user will be able to use the **End Test** button once they have finished the test.
8. The user will see the score of their completed tests inside the **Completed** section of the **Tests** tile.
9. When the user completes the test through Workforce Portal, a PDF file will be generated and placed on file under the assigned Competency Test in the CTM Temp's **Credentials** screen, along with the **score** of the test. If the user passes the test, then the **Requirement Completed** date will also be populated.

For CTM Users: Notifications

1. At the **Main Tab** of CTM, at the top right of the page, navigate to the **User Alerts** screen.
2. Under the **Temp Credential Events** tab, various email notification subscriptions are available for CTM Users. If the CTM User is associated to the CTM Temp Profile as their **Recruiter**, **Staffing Specialist**, or **Compliance Manager**, then they can subscribe to these events and will be notified by email when they occur. Use the following steps to subscribe to an event:
    a. Select the **Edit** link near any **Inactive** event in the tab
    b. Select the **From** value of **Staffing** and **Save**
    c. The Event should change from **Inactive** to **Active**. This indicates that the CTM user is now subscribed to receive email alerts when this event occurs.