

Computer Based Training Frequently Asked Questions

Q: What is Computer-Based Training?

A: Computer-Based Training (CBT) is a developmental tool that you can utilize at your own pace right from your desktop computer. It is a web-based system of courses provided by the SkillSoft company. Courses are accessed through a customized website called SkillPort. CBT is not intended to replace classroom-based training, but designed to supplement traditional methods and provide greater opportunity for skill development. The CBT courses map to our Classroom-based Program which is tied to the Oakland County Competency Model.

Q: What courses are available?

A: There are 80 business skills courses currently available. Curriculum includes interpersonal communication, administrative support, business etiquette/professionalism, organization/time management, grammar, business writing, customer service, team building, strategic planning, leadership/management skills and more. Course descriptions can be found in this catalog.

Q: How long are the courses?

A: Courses are typically two to five hours in length. Anticipated course length is included with each course description.

Q: How do I register for a course?

A:

- Review the list of course descriptions.
- Review the Computer-Based Training Program Requirements.
- Complete the Computer-Based Training User License Request form.
- Submit the form to HR Training (you must have your supervisor sign the completed form prior to submitting it).
- Once the form is received by HR Training, you will be sent log-in information for the SkillPort site and other information to help you get started.

Q: Is there a cost? What is the cost?

A: There is an annual user license issuance fee of \$25.00. The individual course registration fee is \$45.00 (your organization will be charged a fee of \$45.00 for each course started).

Q: Are there assessments/feedback on my performance?

A: Yes. There are assessments and valuable feedback after each lesson as well as a mastery assessment of the entire course. You may re-take lessons and/or the entire course as many times as you wish to master the content.

Q: Are the courses scored?

A: Yes. To successfully complete a course, you must receive a score of at least 70%.

Q: What if I score below 70%

A: You may re-take the course, or specific topics within the course, as many times as you wish to master the content.

Q: Will I get a certificate of completion?

A: Yes. You may print a certificate of completion after successful completion of each course.

Contact Information

If you have any questions or want more information regarding Computer-Based Training, contact Kelly Fitzpatrick at 248-858-0533 or by e-mail at fitzpatrickk@oakgov.com.