This QRG will guide you through the steps to close a competency gap.

1. Log into the LMS.

   **NOTE:** For instructions about logging on, refer to the Log-On Instructions (TS02-L) QRG.

2. Click the Competencies link in the left navigation menu.

![Competencies link](image)

Figure 1 – Competencies link in the left menu on the LMS home page
3. Click the **Required Competencies** link.

![Required Competencies link](image1)

Figure 2 – Required Competencies link

4. Click the **Actions** link.

![Actions link](image2)

Figure 3 – Actions link for a competency on the All Competencies page
5. On the Actions activity menu, click the **Close Gap** link.

![Close Gap link](image)

**Figure 4 – Close Gap link on the Actions activity menu**

**NOTE**: A gap is the difference between the Required Level and the Held Level. A negative Gap indicates areas that need improvement. The **Close Gap** link will only be available on the Actions activity menu where you have a negative Gap.

6. The Close Competency Gap screen will display a listing of courses that could be taken in order to close the current gap.

**NOTE**: Taking training from the list does NOT mean you will automatically move to the next competency level.

7. Click the **Register** link of the course you would like to attend.
8. The next screen will show a listing of all the current offerings that are available for registration. Register for the offering you would like to attend.

**NOTE**: If there are no offerings available, the Learning Offerings screen will say No Items Found. You may send a learning request to the administrator and request another offering. For instructions about learning requests, please refer to the Learner User Guide.

**NOTE**: Online courses will only list one offering on the Learning Offerings screen.

9. Once you register, you will receive a registration confirmation.

*If you experience trouble with this process, please submit a helpdesk ticket at: [http://intrahr.od.nih.gov/helpdeskform.htm](http://intrahr.od.nih.gov/helpdeskform.htm)*