Three Blended Learning Curricula: Flexible, Interactive, Easy-to-Prepare

For **Learners:**
- Learn new content through blended learning program:
  - **Curriculum pre-assessments** to measure the baseline, and **post-assessments** to measure increase in knowledge.
  - **Online learning, demos and simulations** to build foundational knowledge.
  - **Classroom workshops** for coaching, discussion, and practicing hands-on skills.
  - **Module assessments** to measure learning.
- Focus on skills for success in work and education: Teamwork and Collaboration, Note Taking, Study Habits and Test Taking, and Typing and Data Entry

For **Facilitators:**
- For Each **Curriculum**: 10-minute train-the-trainer video and Facilitator Kit (curriculum overview, icebreakers, additional activities)
- For each **Course**: 5-minute train-the-trainer videos and Instructor Materials (detailed facilitator guide with activities, participant guide, slides, handouts)
## Blended Learning: Digital Literacy Enhanced

<table>
<thead>
<tr>
<th>Pre</th>
<th>Computer Basics (120 min)</th>
<th>Windows Basics (140 min)</th>
<th>Internet Basics (110 min)</th>
<th>Internet Explorer (70 min)</th>
<th>Google Chrome (80 min)</th>
<th>Microsoft Outlook (165 min)</th>
<th>Web-Based Email (90 min)</th>
<th>Social Media (150 min)</th>
<th>Microsoft Word (230 min)</th>
<th>Microsoft PowerPoint (340 min)</th>
<th>Microsoft Excel (285 min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post</td>
<td>Computer Basics (1-6 hours)</td>
<td>Windows Basics (2-6 hours)</td>
<td>Internet Basics (2-6 hours)</td>
<td>Internet Explorer (2-4 hours)</td>
<td>Google Chrome (2-4 hours)</td>
<td>Microsoft Outlook (4-6 hours)</td>
<td>Web-Based Email (2-4 hours)</td>
<td>Social Media (4-8 hours)</td>
<td>Microsoft Word (5-12 hours)</td>
<td>Microsoft PowerPoint (5-12 hours)</td>
<td>Microsoft Excel (5-12 hours)</td>
</tr>
</tbody>
</table>

Classroom time can vary by audience and activities covered.
### Blended Learning: IT Customer Support

<table>
<thead>
<tr>
<th>Pre</th>
<th>Customer Service and Communication</th>
<th>IT Task and Time Mgmt</th>
<th>Problem Solving and Troubleshooting</th>
<th>IT General Concepts</th>
<th>Computer Anatomy</th>
<th>Internet Safety</th>
<th>IT Tasks</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customer Service and Comms (125 min)</td>
<td>IT Task and Time Mgmt (150 min)</td>
<td>Problem Solving and Troubleshooting (95 min)</td>
<td>IT General Concepts (135 min)</td>
<td>Computer Anatomy (155 min)</td>
<td>Internet Safety (160 min)</td>
<td>IT Tasks (260 min)</td>
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</tr>
<tr>
<td>CRM Tickets</td>
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<td>Problem Solving and Troubleshooting (2-6 hours)</td>
<td>IT General Concepts (3-12 hours)</td>
<td>Computer Anatomy (4-16 hours)</td>
<td>Internet Safety (1-6 hours)</td>
<td>IT Tasks (1-6 hours)</td>
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<td></td>
</tr>
<tr>
<td>Customer Service and Comms (4-12 hours)</td>
<td>IT Task and Time Mgmt (2-6 hours)</td>
<td>Problem Solving and Troubleshooting (2-6 hours)</td>
<td>IT General Concepts (3-12 hours)</td>
<td>Computer Anatomy (4-16 hours)</td>
<td>Internet Safety (1-6 hours)</td>
<td>IT Tasks (1-6 hours)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Classroom time can vary by audience and activities covered.

**IT Customer Support Faculty Prep Landing Page**

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### Blended Learning: Health Technology and Administration

<table>
<thead>
<tr>
<th></th>
<th></th>
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<td>(185 min)</td>
<td>(150 min)</td>
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<td>(120 min)</td>
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<td>(8-12 hours)</td>
<td>(4-12 hours)</td>
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<td>(8-12 hours)</td>
</tr>
</tbody>
</table>

Classroom time can vary by audience and activities covered.

Health Technology and Administration Faculty Prep Landing Page

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Skills to Succeed Learning Exchange at a Glance

Launched in April 2014

115 online and smartphone courses and resources
73 workshop modules

Top 10 Highest Usage Online Courses
1. Teamwork and Collaboration
2. Time Management
3. Communicating with Purpose
4. Positive Attitude
5. Interviewing Skills
6. Professionalism in the Workplace
7. Tracking Your Tasks
8. Networking
9. Resume and Cover Letter Writing
10. Taking Initiative

30,172 online courses completed by 3,851 learners

As of 2/28/2017

Target annual users per organization:
Minimum: 100
Maximum: None

Used by 44 Partners with multiple locations, multiple programs, and varied audiences:
- Opportunity Youth
- Homeless Youth
- High School Students
- Community College and 4-Year College Students
- Recent Immigrants
- Unemployed Adults
- Formerly Incarcerated
- Women’s Shelter
- Veterans

Part of our Skills to Succeed commitment and available at no cost to our nonprofit partners
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<th>Foundational Skills</th>
<th>Career Planning and Job Search</th>
<th>Professional Skills</th>
<th>Job Tracks and Certifications</th>
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<td>Word</td>
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<td>Integrity</td>
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<td>Problem Solving and Troubleshooting</td>
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<td>CRM Tickets</td>
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<td>LinkedIn for Veterans</td>
<td>mTypes of Interviews</td>
<td>Problem Solving and Troubleshooting</td>
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<td>mThe Interview Process</td>
<td>Problem Solving and Troubleshooting</td>
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<td>mTypes of Interviews</td>
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<td>Problem Solving and Troubleshooting</td>
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<td>Interview Follow-ups</td>
<td>Problem Solving and Troubleshooting</td>
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<td>Overall</td>
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<td>Problem Solving and Troubleshooting</td>
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<td>Problem Solving and Troubleshooting</td>
<td>Procedure Codes</td>
</tr>
<tr>
<td>First Job – Growing in Your Career</td>
<td>Learning Board</td>
<td>Problem Solving and Troubleshooting</td>
<td>Problem Solving and Troubleshooting</td>
<td></td>
</tr>
</tbody>
</table>
Demo
Troubleshooting and Reporting

1. Learning Exchange Support and Contacts
2. Technical Requirements
3. Checking Your Settings
4. Self Registration and Logging On
5. Most Typical User Issues
6. Reporting
1. Learning Exchange Support and Contacts

**FOC and LISC**
- FOC instructors work with learners to troubleshoot basic/routine issues
- Contacts: Your LISC Program Officer or Candi Blake (cblake@lisc.org)
- Escalate more complex issues to Accenture. Please provide:
  - Name of user/description of problem
  - Browser/version
  - Screen print of error

**Accenture US Corporate Citizenship**
- Address more complex issues; escalate most complex issues
- Contacts: Evelyn.Garcia@accenture.com and Krista.A.Tracy@accenture.com
- Set up organizations, training plans, reporting users

**Accenture Global Corporate Citizenship**
- Address the most complex issues
- Ensure site is running properly

**FOC and LISC**
- FOC instructors work with learners to troubleshoot basic/routine issues
- Contacts: Your LISC Program Officer or Candi Blake (cblake@lisc.org)
- Escalate more complex issues to Accenture. Please provide:
  - Name of user/description of problem
  - Browser/version
  - Screen print of error
2. Technical Requirements

<table>
<thead>
<tr>
<th>Recommended for Learning Exchange Plus Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
</tr>
<tr>
<td>Screen Resolution</td>
</tr>
<tr>
<td>Bandwidth</td>
</tr>
<tr>
<td>Web Browser</td>
</tr>
</tbody>
</table>

**Plugins / Components Active and Installed**
- JavaScript enabled
- Cookies enabled
- Pop-ups enabled
Additional plugins/components for some online courses:
- Flash player
- Adobe Reader
- Audio and video card available
- Audio/video players: MP4, WMA, WMW and FLV
- Unblock YouTube at your location

**For Mobile Courses**
- Device: Smartphone or iPad*
- Operating System: iOS 5 or Android 4.4
- Browser: Safari or Chrome
- Access: Wifi recommended
  - *Mobile courses can also be run on computer

These three settings are critical to proper functioning of the site. Instructions for enabling these elements found in Admin Support job aid.
3.1 Checking Your Settings – Internet Explorer

Note! You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Internet Explorer and click the gear icon.
2. Click Internet Options.
3. Click the Privacy tab.
4. For Cookies, move the slider for Settings down to Medium Level.
5. For Popups, ensure there is no check mark for Turn on Pop-up Blocker.
6. Click the OK button.
7. For JavaScript, click the Security tab.
8. Click the Internet zone.
9. Click the Custom level… button.
10. In the section entitled Scripting, click Enable on Active Scripting and click OK.
11. A popup window appears asking, Are you sure you want to change the settings for this zone? Click the Yes button.
12. Click the OK button (Security tab window).
3.2 Checking Your Settings – Chrome

**Note!** You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Chrome and click the gear icon.
2. Click **Settings**
3. Click the link **Show advanced settings** (at the bottom of the window)
4. In the **Privacy** section, click **Content settings**…
5. In the **Cookies** section, select option **Allow local data to be set** (recommended).
6. In the **Pop-ups** section, select option **Allow all sites to show pop-ups** (recommended).
7. In the **JavaScript** section, select option **Allow all sites to execute JavaScript** (recommended).
8. Click **Done** to save changes.
3.3 Checking Your Settings – Firefox

**Note!** You must enable the following for the Skills to Succeed Learning Exchange to work properly:

Cookies
Popups
JavaScript

1. Open Firefox and click the List icon.
2. Click the **Options** icon.
3. For **Cookies**, click the **Privacy** icon.
4. In the **History** section, select **Use custom settings for history**
5. Check **Accept cookies from sites**.
6. Check **Accept third-party cookies** (or select **Always**).
7. For **Popups**, click on the **Content** icon.
8. Ensure there is no check in the box for **Block pop-up windows**
9. Click the OK button.
10. For **JavaScript**, for Firefox versions less than v23, click on the **Content** icon.
11. Check the option **Enable JavaScript**.
12. Click **Done** to save changes.
13. Click the OK button.
Self Registration:
2. Fill out the self registration form.
3. Click the Confirm my registration button.

Note!
- It’s helpful to register together as a class.
- Instruct learners to select the proper organization from the drop down. This will allow you to track their activity on reports and count toward your metrics.
- If learners do not have an email address, coach them on how to set one up beforehand.
- Have learners make note of their username and password.
4. Self Registration for Students and Logging On

Logging On:
1. Navigate to:
   http://skillstosucceedlearning.accenture.com/
2. Carefully enter the Username and Password
3. Click the LOGIN button.
   **Note!**
   • You have 10 tries to log on correctly.
   • After the tenth try, you will be locked out of the system and must wait 5 minutes before you can try again.
   • Before a tenth incorrect try, click the Forgot your password? Link (see details on following pages)
## 5. Most Typical User Issues – Cheat Sheet

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 - Forgot Username or Password</td>
<td><img src="image" alt="Login Form" /> Click here on the logon page and follow the prompts.</td>
</tr>
<tr>
<td>5.2 - Locked out</td>
<td>If you enter your password incorrectly 10 times in a row, you will be locked out for 5 minutes. Wait 5 minutes and try again, using the <em>Forgot your username or password</em> link on the logon page.</td>
</tr>
<tr>
<td>5.3 - Cannot launch course</td>
<td>Make sure pop-ups are enabled.</td>
</tr>
<tr>
<td>5.4 - Not marked complete</td>
<td>Make sure JavaScript is enabled. Wait 1-2 minutes and refresh the screen.</td>
</tr>
</tbody>
</table>
5.1 Forgot Password or Username

1. If you forget your password, click the *Forgot your password?* link at the bottom of the window.

2a. On the next screen, enter your *User* name, and press the *Send* button.
5.1 Forgot Password or Username (continued)

2b. If you can’t remember your user name, click the *I can’t identify my account* link, and press the *Send* button.

On the next screen, type your *email* address, and press the *Send* button.
3. Answer your two security questions.
4. Press the Send button.
5. Enter a new Password and repeat it.
6. Enter the Word verification code.
7. Press the Send button.
8. You will now be logged on to the system.
5.2 Locked Out

If you enter your password incorrectly 10 times in a row, you will be locked out of the system for 5 minutes.
1. After 5 minutes, you can try again to enter your username and password.
2. If you can’t remember your username or password, press the Forgot Your Username or Password link before you are locked out again. Follow the prompts. This is the fastest way to resolve this issue.
3. If you are still having difficulty, contact your instructor who will request that your password be reset.
When you click the course link, a new window should open to launch the course. If the course does not launch properly, you may see a screen that says, “If you have finished viewing this resource, click here to return to the course page.”

1. Go to your browser settings and enable popups. If you are unsure how to do that, see previous pages for instructions on how to do that for your specific browser.
5.4 Not Marked Complete

When you complete a course, it should show as completed:

- On the course description page, the checkbox should be filled in.
- On the training plan, if you have one, the status should be marked as complete. If not, follow these steps:

1. Go to your browser settings and enable JavaScript. If you are unsure how to do that, see previous pages on how to do that for your specific browser.
2. On the course description page, refresh your browser. The checkbox should be filled in.
3. On the Training Plan, refresh your browser. The status for the course should say “Complete.” If not, try again in 60 seconds, which is the frequency that the training plan updates.
As a Reporting User, there are three reports available for you to monitor your learners’ progress:

- Status and Grades Report
- Training Plan Report
- Badges Report – can be used for your organization’s incentives

These reports are accessible from the home page.
As you review the data in the Status & Grades Report and the Training Plan Report, there are four statuses:

- **Complete:**
  - For Courses – the learner has accessed the last page and if there is a quiz, he or she has passed it.
  - For Resources – the learner has launched the resource. Since it is an external site, there is no information on their activity on that site.

- **In Progress**: the learner has started, but not completed a course.

- **Enrolled**: the learner has accessed the course page, but not launched the course.

- **Pending Enrollment**: the learner has not accessed the course page yet. This status only appears for the Training Plan Report.

**Note**: Reporting users do not show up as Complete on the reports. Only true users count toward Complete.
After you access the Status and Grades Report from the home page, you see a screen where you can filter your report by the various options.

1. Experiment with the filters to get the data you are interested in. For example, these filters will show all users in the Florham Park location who took the Listening course from March 1 – May 31.

2. Click the Add filter button.

**Note:** You can leave the filters empty if you wish.
6.1 Status and Grades Report (continued)

3. Scroll to the bottom of the screen to see the results.
4. If you have a large amount of data, you can export it to Excel by pressing the *Generate Excel* button. Be sure the *Filtered users* radio button is selected.

5. You will see a blue bar showing your progress. When it is full, press the *Download* button.

6. You will see an *Excel icon and file name* in the bottom left corner of your screen. Doubleclick to open your report in Excel. You can then sort and filter the data as needed for your reporting purposes.
6.2 Training Plan Report

After you access the Training Plan Report from the home page, you see a screen where you can filter your report by the various options.

1. Experiment with the filters to get the data you are interested in. For example, these filters will show all users with a first name of Krista.
2. Click the Add filter button.
3. The filtered users will be displayed in the list.

Note: You can leave the filters empty if you wish. You can also click Show Advanced button to show additional filters (for example, date filters).
4. Highlight the users to include in your report from the list of Available Users.
5. Press the Add to Selection button.
6. You will see the user(s) added to your Selected List.
7. Click the **Get Training Plans** button.

8. You will see the training plans of those you selected. In this example, we had only selected one.

**Note:** Data is only shown for courses on the defined training plan. If additional courses were taken, it will not show up in this report (however, learners will see it online on their training plan). You can see a full listing in the Status & Grades Report.
6.2 Training Plan Report (continued)

9. If you have a large amount of data, you can export it to Excel. First be sure to press the Check all button, or check the individual plans you want to include.

10. Then press the Export Selected button.

11. You will see an Excel icon and file name in the bottom left corner of your screen. Doubleclick to open your report in Excel. You can then sort and filter the data as needed for your reporting purposes.
After you access the Badges Report from the home page, you see a screen where you can filter your report by the various options.

1. Experiment with the filters to get the data you are interested in. For example, these filters will show all users with the first name Krista.

2. Click the Add filter button.

Note: You can leave the filters empty if you wish.
3. Scroll to the bottom of the screen to see the results. You can see who has earned which badges, along with the criteria that were required to achieve them.

Note the meaning of each badge:

- **Bronze** – completed 1 required course
- **Silver** – completed 50% of required courses
- **Gold** – completed 100% of required courses
- **Platinum** – completed 1 recommended course and feedback for 100% of required courses
4. If you have a large amount of data, you can export it to Excel by pressing the Generate Excel button. Be sure the Filtered users radio button is selected.

5. You will see a blue bar showing your progress. When it is full, press the Download button.

6. You will see an Excel icon and file name in the bottom left corner of your screen. Double-click to open your report in Excel. You can then sort and filter the data as needed for your reporting purposes.

**Note:** When you download the report to Excel, the checkmarks will be replaced with the actual dates the badges/criteria were achieved.
Appendix – Additional Curricula
Skills to Succeed Blended Learning Curricula

Each curriculum provides a blend of **online** courses for building foundational knowledge and classroom **workshops** for practicing hands-on skills. **Pre-assessments** measure baseline, and **post-assessments** measure increase in knowledge.

<table>
<thead>
<tr>
<th>Curriculum</th>
<th>Pre Courses</th>
<th>Post Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seeker Mobile</td>
<td>Pre: Career Planning, Writing and Cover Letter Writing</td>
<td>Post: Online Networking, Interviewing</td>
</tr>
<tr>
<td>First Job: Growing in Your Career</td>
<td>Pre: Cross Cultural Diversity, Conflict Management</td>
<td>Post: Global Awareness, Capstone, Presentations: Deliver</td>
</tr>
<tr>
<td>Entrepreneurship*</td>
<td>Pre: Becoming an Entrepreneur, Price, Profit and Cost</td>
<td>Post: Coming Soon!</td>
</tr>
<tr>
<td>Retail Industry Fundamentals*</td>
<td>Pre: Retail Industry Fundamentals, Basic Work Fundamentals, Business of Retail</td>
<td>Post: Getting and Keeping Jobs in Retail</td>
</tr>
</tbody>
</table>

*online only

*classroom only
## Blended Learning: Job Seeker Mobile

<table>
<thead>
<tr>
<th>Pre</th>
<th>Career Planning</th>
<th>Resume and Cover Letter Writing</th>
<th>In-Person Networking</th>
<th>Online Networking</th>
<th>Interviewing</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Career Planning (10 mins)</td>
<td>Starting Your Resume (15 min)</td>
<td>Networking Techniques (15 min)</td>
<td>Using Social Media Professionally (10 min)</td>
<td>Types of Interviews (15 min)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Career Assessment (Pick One) (30 mins)</td>
<td>Finalize Your Resume (10 min)</td>
<td>Expand Your Network (10 min)</td>
<td>Online Professional Profile (10 min)</td>
<td>The Interview Process (10 min)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Career Planning (1 hour)</td>
<td>Introduction to Cover Letters (10 min)</td>
<td>In-Person Networking (1 hour)</td>
<td>LinkedIn Webinars (60 mins)</td>
<td>Interviewing (1 hour)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Resume and Cover Letter: Beg &amp; Adv (1 hour ea)</td>
<td></td>
<td></td>
<td>Online Networking (1 hour)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Online Learning**
- Starting Your Resume (15 min)
- Networking Techniques (15 min)
- Expand Your Network (10 min)
- LinkedIn Webinars (60 mins)
- Online Networking (1 hour)

**Classroom Learning**
- Finalize Your Resume (10 min)
- In-Person Networking (1 hour)
- Online Professional Profile (10 min)
- Interviewing (1 hour)

**Assessment**
- Career Planning (10 mins)
- Career Assessment (Pick One) (30 mins)
- Career Planning (1 hour)
- Resume and Cover Letter: Beg & Adv (1 hour ea)

**Learning Board: Job Seeker**
# Blended Learning: First Job – Starting Your Career

<table>
<thead>
<tr>
<th>Pre</th>
<th>Professionalism and Work Ethic</th>
<th>Writing Techniques</th>
<th>Business Communication</th>
<th>Verbal Communication</th>
<th>Presentations: Plan &amp; Create</th>
<th>Presentations: Deliver</th>
<th>Teamwork</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Professionalism in the Workplace (1 hour)</td>
<td>Writing with Clarity (60 mins)</td>
<td>Email (45 mins)</td>
<td>Listening (45 mins)</td>
<td>Presentations (30 mins)</td>
<td>Communicating with Purpose (20 mins)</td>
<td>Teamwork and Collaboration (30 mins)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Integrity (20 mins)</td>
<td>Writing Techniques (60–90 mins)</td>
<td>Business Communication (60–90 mins)</td>
<td>Verbal Communication (20 mins)</td>
<td>Knowing Your Audience (30 mins)</td>
<td>Presentation Part 2: Deliver a Presentation (60–90 mins)</td>
<td>Teamwork (60–90 mins)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Professional Presence (30 mins)</td>
<td>Introduction to Technical Writing (15 mins)</td>
<td>Business Communication (60–90 mins)</td>
<td>Verbal Communication (60–90 mins)</td>
<td>Knowing Your Audience (30 mins)</td>
<td>Presentation Part 2: Deliver a Presentation (60–90 mins)</td>
<td>Teamwork (60–90 mins)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Positive Attitude (30 mins)</td>
<td>Writing Techniques (60–90 mins)</td>
<td>Email (45 mins)</td>
<td>Listening (45 mins)</td>
<td>Presentations (30 mins)</td>
<td>Communicating with Purpose (20 mins)</td>
<td>Teamwork and Collaboration (30 mins)</td>
<td></td>
</tr>
</tbody>
</table>

- **Online Learning**: Yellow
- **Classroom Learning**: Orange
- **Assessment**: Red
- **Learning Board**: Green

**Learning Board**: First Job-Starting Your Career
# Blended Learning: First Job – Growing in Your Career

<table>
<thead>
<tr>
<th>Pre</th>
<th>Cross Cultural Diversity</th>
<th>Conflict Management</th>
<th>Time &amp; Task Management</th>
<th>Financial Literacy</th>
<th>Global Awareness</th>
<th>Capstone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cross-Cultural Understanding (45 mins)</td>
<td>Managing Conflict in the Workplace (20 mins)</td>
<td>Time Management (45 mins)</td>
<td>Financial Literacy: Parts 1, 2 &amp; 3 (90 mins)</td>
<td>Global Awareness (45 mins)</td>
<td>Introduction to Problem Solving (1 hour)</td>
</tr>
<tr>
<td></td>
<td>Valuing Diversity (20 mins)</td>
<td>Conflict Management (60–90 mins)</td>
<td>Tracking Your Tasks (45 mins)</td>
<td>Financial Literacy (60–90 mins)</td>
<td>Global Awareness (60–90 mins)</td>
<td>Capstone Case Study (4 hours)</td>
</tr>
<tr>
<td></td>
<td>Cross Cultural Diversity (60–90 mins)</td>
<td>Time and Task Management (60–90 mins)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Learning Board: First Job-Growing in Your Career**

- **Online Learning**
- **Classroom Learning**
- **Assessment**
- **Learning Board**
### Blended Learning: Entrepreneurship

<table>
<thead>
<tr>
<th>Business Topic</th>
<th>Learning Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becoming an Entrepreneur</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Price, Profit and Cost</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Business Financial Planning</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Marketing Your Business</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Marketing Channels and Pricing</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Running Your Business</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Protecting Your Business</td>
<td>(30 min)</td>
</tr>
<tr>
<td>Creating Your Business Plan</td>
<td>(30 min)</td>
</tr>
</tbody>
</table>

*Online Learning*
# Instructor-Led Training: Retail Industry Fundamentals

<table>
<thead>
<tr>
<th>Retail Industry Fundamentals</th>
<th>Basic Work Fundamentals</th>
<th>Business of Retail</th>
<th>Customer Focus</th>
<th>Selling</th>
<th>Getting and Keeping Jobs in Retail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Industry Fundamentals (1 hour)</td>
<td>Retail Soft Skills (1 hour)</td>
<td>Retail Tools and Technologies (1 hour)</td>
<td>Customer Service (1 hour)</td>
<td>Payment Procedures (1 hour)</td>
<td>Getting Ready for Your Retail Journey (1 hour)</td>
</tr>
<tr>
<td>Tips and Tricks to Succeed at Work (1 hour)</td>
<td>Company and Product Knowledge (1 hour)</td>
<td>Product Sales (1 hour)</td>
<td></td>
<td></td>
<td>Starting Your New Job (1 hour)</td>
</tr>
<tr>
<td>Communication (1 hour)</td>
<td>Teamwork (1 hour)</td>
<td>Inventory Tracking (1 hour)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem Solving (1 hour)</td>
<td></td>
<td>Workplace Safety (1 hour)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Retail Industry Fundamentals**
  - Getting Ready for Your Retail Journey
  - Starting Your New Job
- **Basic Work Fundamentals**
  - Retail Soft Skills
  - Company and Product Knowledge
  - Teamwork
  - Problem Solving
- **Business of Retail**
  - Retail Tools and Technologies
  - Customer Service
  - Inventory Tracking
  - Payment Procedures
- **Customer Focus**
  - Product Sales
  - Workplace Safety
- **Selling**
  - Getting Ready for Your Retail Journey
  - Starting Your New Job

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