



High performance. Delivered.

Skills to Succeed Learning Exchange LISC Onboarding

March 2017

Strategy | Consulting | Digital | Technology | Operations

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

Digital Literacy Enhanced	Pre	Computer Basics	Windows Basics	Internet Basics	Internet Explorer	Google Chrome	Microsoft Outlook	Web-Based Email	Social Media	Microsoft Word	Microsoft Power Point	Microsoft Excel	Post
IT Customer Support	Pre	Customer Service and Communication		IT Task and Time Mgmt	Problem Solving and Troubleshooting		IT General Concepts	Computer Anatomy	Internet Safety		IT Tasks	Post	
Health and Technology Administration	Pre	Exploring the Healthcare Industry	Medical Terminology	Healthcare Customer Service and Communication		Healthcare Time and Task Management	Healthcare Legislation	Medical Records	Healthcare Payers	Diagnosis Codes	Procedure Codes	Post	

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

Pre	Computer Basics	Windows Basics	Internet Basics	Internet Explorer	Google Chrome	Microsoft Outlook	Web-Based Email	Social Media	Microsoft Word	Microsoft Power Point	Microsoft Excel	Post
	Computer Basics (120 min)	Windows Basics (140 min)	Internet Basics (110 min)	Internet Explorer (70 min)	Google Chrome (80 min)	Microsoft Outlook (165 min)	Web-Based Email (90 min)	Social Media (150 min)	Microsoft Word (230 min)	Microsoft PowerPoint (340 min)	Microsoft Excel (285 min)	
	Computer Basics (1-6 hours)	Windows Basics (2-6 hours)	Internet Basics (2-6 hours)	Internet Explorer (2-4 hours)	Google Chrome (2-4 hours)	Microsoft Outlook (4-6 hours)	Web-Based Email (2-4 hours)	Social Media (4-8 hours)	Microsoft Word (5-12 hours)	Microsoft PowerPoint (5-12 hours)	Microsoft Excel (5-12 hours)	

■ Online Learning
 ■ Classroom* Learning

■ Assessment

[Digital Literacy Faculty Prep Landing Page](#)

Blended Learning: IT Customer Support

Pre	Customer Service and Communication	IT Task and Time Mgmt	Problem Solving and Troubleshooting	IT General Concepts	Computer Anatomy	Internet Safety	IT Tasks	Post
	Customer Service and Comms (125 min)	IT Task and Time Mgmt (150 min)	Problem Solving and Troubleshooting (95 min)	IT General Concepts (135 min)	Computer Anatomy (155 min)	Internet Safety (160 min)	IT Tasks (260 min)	
	CRM Tickets (120 min)	IT Task and Time Mgmt (2-6 hours)	Problem Solving and Troubleshooting (2-6 hours)	IT General Concepts (3-12 hours)	Computer Anatomy (4-16 hours)	Internet Safety (1-6 hours)	IT Tasks (6-20 hours)	
	Customer Service and Comms (4-12 hours)							

■ Online Learning
 ■ Classroom Learning

■ Assessment

[IT Customer Support Faculty Prep Landing Page](#)

Blended Learning: Health Technology and Administration

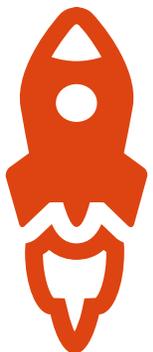
Pre	Exploring the Healthcare Industry	Medical Terminology	Healthcare Customer Svc Comms	Healthcare Time and Task Mgmt	Healthcare Legislation	Medical Records	Healthcare Payers	Diagnosis Codes	Procedure Codes	Post
	Exploring the Healthcare Industry	Medical Terminology (45 min)	Healthcare Customer Service and Comms (185 min)	Healthcare Time and Task Mgmt (150 min)	Healthcare Legislation (45 min)	Medical Records (120 min)	Healthcare Payers (45 min)	Diagnosis Codes (45 min)	Procedure Codes (45 min)	
		Medical Terminology (8-12 hours)	Healthcare Customer Service and Comms (4-12 hours)	Healthcare Time and Task Mgmt (2-6 hours)	Healthcare Legislation (4-8 hours)	Medical Records (8-12 hours)	Healthcare Payers (8-12 hours)	Diagnosis Codes (8-12 hours)	Procedure Codes (8-12 hours)	

■ Online Learning
 ■ Classroom Learning

■ Assessment

[Health Technology and Administration Faculty Prep Landing Page](#)

Skills to Succeed Learning Exchange at a Glance



Launched
in April 2014



115 online and smartphone
courses and resources



73 workshop modules



Used by **44 Partners** with multiple
locations, multiple programs, and
varied audiences:

Opportunity Youth	Recent Immigrants
Homeless Youth	Unemployed Adults
High School Students	Formerly Incarcerated
Community College and 4-Year College Students	Women's Shelter
	Veterans

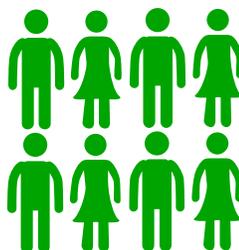


**Highest Usage
Online Courses**

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



Part of our
Skills to Succeed
commitment and
available at **no cost** to
our nonprofit partners



Target annual users

per organization:

Minimum: 100

Maximum: None

Foundational Skills

- Math/Reading/Critical Thinking**
 - Core Skills Mastery
- English as a Second Language**
 - English as a Second Language
- Financial Literacy**
 - Financial Literacy – 1-3
 - Better Money Habits
- GED**
 - GED Preparation
- Typing**
 - Typing
- Digital Literacy**
 - Tech and Media Literacy
 - Technology Tutorials
 - Microsoft Office Tutorials
- Digital Literacy (Enhanced)**
 - Computer Basics
 - Windows Basics
 - Internet 101
 - Internet Explorer
 - Google Chrome
 - Microsoft Outlook
 - Web-based Email
 - Social Media
 - Microsoft Word
 - Microsoft PowerPoint
 - Microsoft Excel

Career Planning and Job Search

- Career Planning**
 - mCareer Planning
 - College and Career Development Plan
 - ACT Profile
 - My Next Move
- Searching and Applying for Jobs**
 - Job Search
 - Job Applications
 - Indeed (Canada and US)
 - Job Bank (Canada)
 - Pay Scale (Canada)
 - Salary Basics
 - CareerOneStop
- Resume and Cover Letters**
 - mStarting Your Resume
 - mFinalize Your Resume
 - mIntroduction to Cover Letters
 - Resume and Cover Letter Writing Skills
- In-Person Networking**
 - mNetworking Techniques
 - mExpand Your Network
 - Networking*
- Online Networking**
 - mUsing Social Media Professionally
 - mProfessional Online Presence
 - Using Social Media
 - LinkedIn Webinars
 - LinkedIn for Veterans
- Interviewing**
 - mTypes of Interviews
 - mThe Interview Process
 - Interviewing Skills
 - Interview Follow-ups
- Overall**
 - Job Seeker Learning Board

Professional Skills

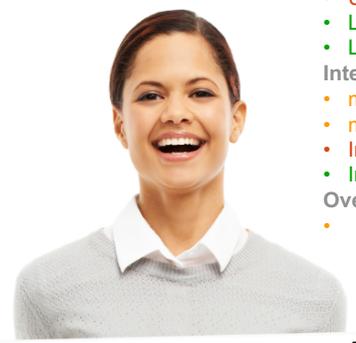
- Overview**
 - Personal Development Skills
 - Professionalism in the Workplace
 - JobStart 101
- Adaptability**
 - Change is Good
 - Staying Informed
- Communication**
 - Knowing Your Audience
 - Communicating with Purpose*
 - Writing with Clarity
 - Using Proper Grammar
 - E-mail
 - Introduction to Technical Writing
 - Verbal Communication*
 - Presentations
 - Listening
 - Introduction to Business Meetings
- Diversity and Cross-Cultural Awareness**
 - Valuing Diversity
 - Cross-Cultural Understanding*
 - Global Awareness
- Integrity**
 - Integrity
- Problem Solving**
 - Introduction to Problem Solving*
- Professionalism/Work Ethic**
 - Professional Presence*
- Self-Awareness and Self-Direction**
 - Positive Attitude
 - Taking Initiative
- Teamwork and Collaboration**
 - Teamwork and Collaboration*
 - Managing Conflict in the Workplace*
 - Sharing and Receiving Feedback
- Time Management**
 - Time Management*
 - Tracking Your Tasks*
 - Work-Life Balance
- Overall**
 - First Job-Starting Your Career Learning Board
 - First Job-Growing Your Career Learning Board

Job Tracks and Certifications

- Software Engineering Computing**
 - History of Computers
 - The Internet
 - Computing in the Business World
 - Software Development Overview
- Software Engineering**
 - Introduction to Software Engineering
 - Plan and Analyze
 - Design
 - Build
 - Test
 - Package and Deploy
 - Maintain
 - Software Engineering: A Final Review
- Entrepreneurship**
 - Becoming an Entrepreneur
 - Price, Profit and Cost
 - Business Financial Planning
 - Marketing Your Business
 - Marketing Channels and Pricing
 - Running Your Business
 - Protecting Your Business
 - Creating Your Business Plan
- IT Customer Support**
 - Customer Service and Communication
 - CRM Tickets
 - IT Task and Time Management
 - Problem Solving and Troubleshooting
 - IT General Concepts
 - Computer Anatomy
 - Internet Safety
 - IT Tasks
- Health and Technology Administration**
 - Medical Terminology
 - Healthcare Customer Service & Communication
 - Healthcare Task and Time Management
 - Healthcare Legislation
 - Medical Records
 - Healthcare Payers
 - Diagnosis Codes
 - Procedure Codes

Instructor Skills and Resources (Downloadable Workshops)

- Job Seeker**
 - Career Planning
 - Resume and Cover Letter Writing
 - In-Person Networking
 - Online Networking
 - Interviewing Skills
- First Job – Starting Your Career**
 - Professionalism and Work Ethic
 - Writing Techniques
 - Business Communication
 - Verbal Communication
 - Presentations: Plan and Create
 - Presentations: Deliver
 - Teamwork
- First Job – Growing in Your Career**
 - Cross-Cultural Diversity
 - Conflict Management
 - Time and Task Management
 - Financial Literacy
 - Global Awareness
 - Capstone
- Cyber/IT Hot Topics**
 - STEM Overview, Cybersecurity, Internet of Things, Connected Car, Computation Thinking, Machine Learning, Cloud Computing, Mobility
- Retail Industry Fundamentals**
 - Retail Industry Overview
 - Retail Soft Skills
 - Tips and Tricks to Succeed at Work
 - Company and Product Knowledge
 - Communication
 - Teamwork
 - Problem Solving
 - Retail Tools and Technology
 - Customer Service
 - Product Sales
 - Inventory Tracking
 - Workplace Safety
 - Payment Procedures
 - Getting Ready for Your Retail Journey
 - Starting Your New Job
- Digital Literacy**
 - Word
 - Excel
 - PowerPoint
 - Outlook
- Big Data and Using Excel**
 - Big Data and Using Excel
- Digital Literacy (Enhanced)**
 - Computer Basics
 - Windows Basics
 - Internet 101
 - Internet Explorer
 - Google Chrome
 - Microsoft Outlook
 - Web-based Email
 - Social Media
 - Microsoft Word
 - Microsoft PowerPoint
 - Microsoft Excel
- IT Customer Support**
 - Customer Service and Communication
 - IT Task and Time Management
 - Problem Solving and Troubleshooting
 - IT General Concepts
 - Computer Anatomy
 - Internet Safety
 - IT Tasks
- Health and Technology Administration**
 - Exploring the Healthcare Industry
 - Medical Terminology
 - Healthcare Customer Service & Communication
 - Healthcare Task and Time Management
 - Healthcare Legislation
 - Medical Records
 - Healthcare Payers
 - Diagnosis Codes
 - Procedure Codes



Click for course descriptions.

Developed By:

Knowledge is Power Program	Canada Corp Citizenship/Futurepreneur
Accenture Open Education*	Various External Resources
LISC / Goodwill Community Foundation	US Corporate Citizenship

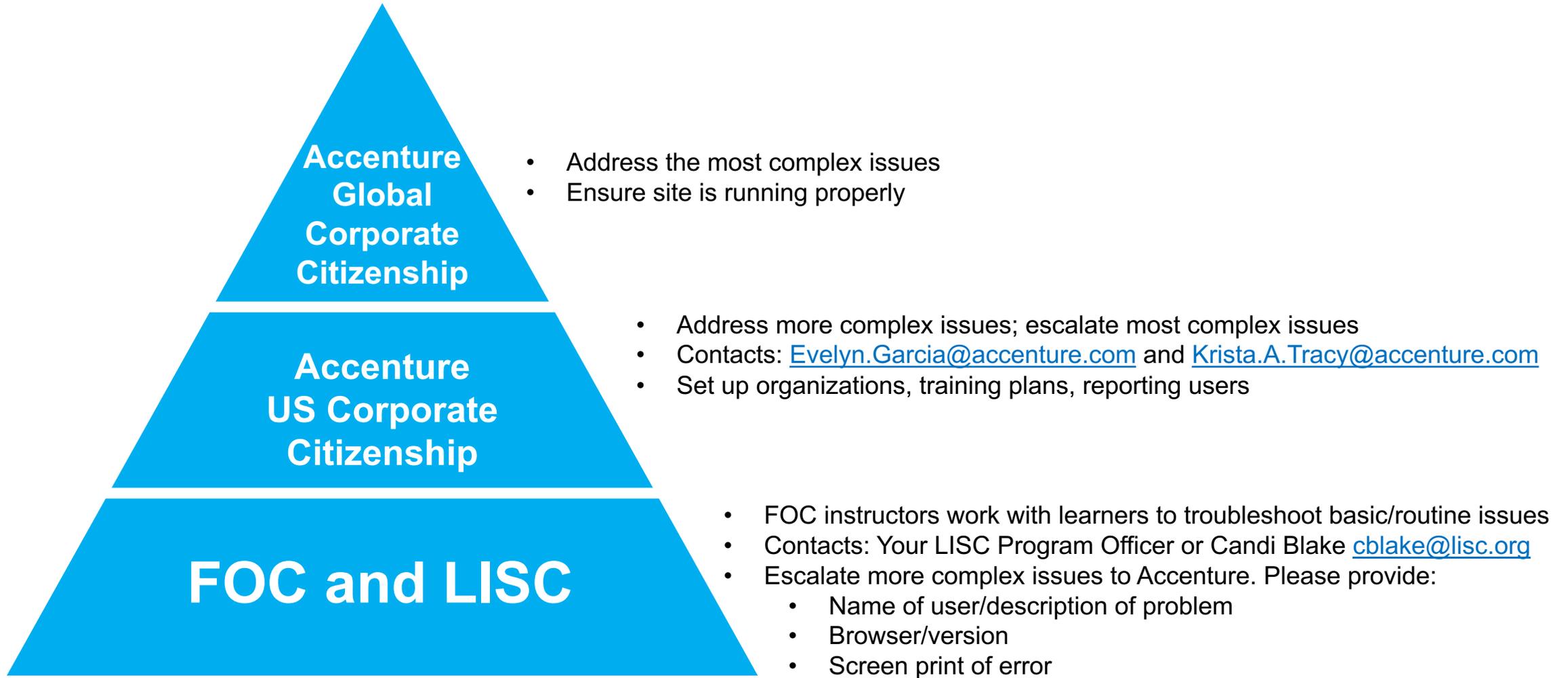
* Courses with asterisk have a second version developed with Points of Light

Demo

Troubleshooting and Reporting

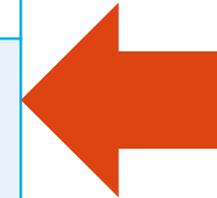
1. Learning Exchange Support and Contacts
2. Technical Requirements
3. Checking Your Settings
4. Self Registration and Logging On
5. Most Typical User Issues
6. Reporting

1. Learning Exchange Support and Contacts



2. Technical Requirements

Recommended for Learning Exchange Plus Content	
Operating System	Windows 7, 8, 10 recommended
Screen Resolution	1440 x 900 recommended
Bandwidth	1 Mbps or above recommended
Web Browser	Internet Explorer 10 or 11; Chrome (version 25 or greater) or Firefox (version 20 or greater) recommended
Plugins / Components Active and Installed	<ul style="list-style-type: none">• JavaScript enabled• Cookies enabled• Pop-ups enabled Additional plugins/components for some online courses: <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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



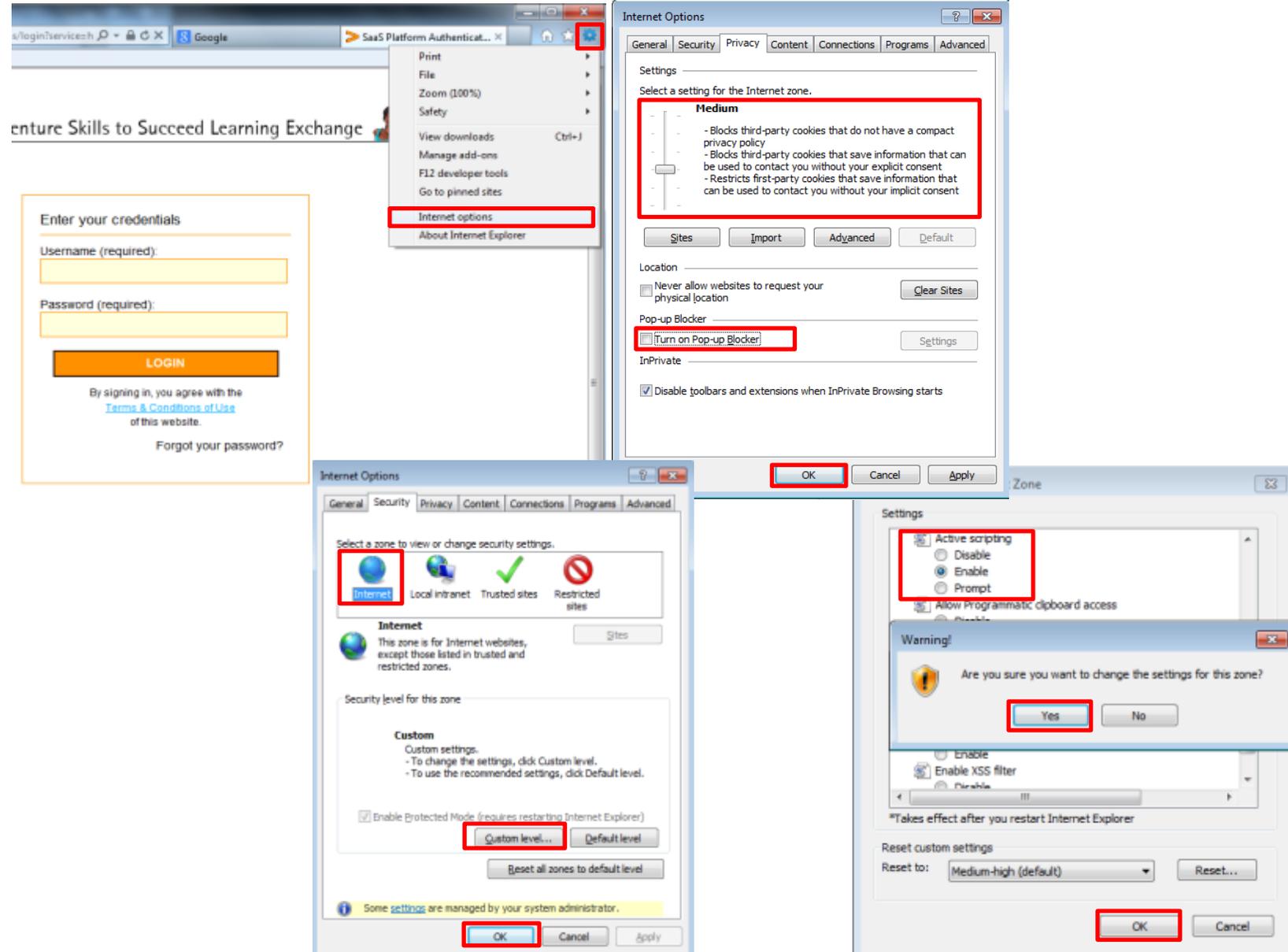
These three settings are critical to proper functioning of the site. Instructions for enabling these elements found in Admin Support job aid.

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).

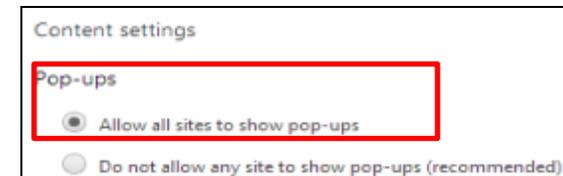
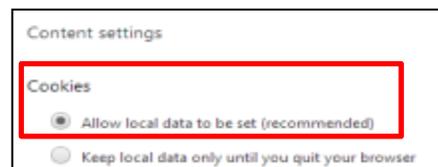
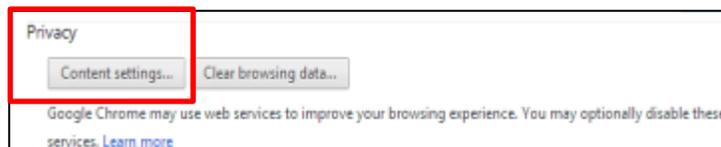
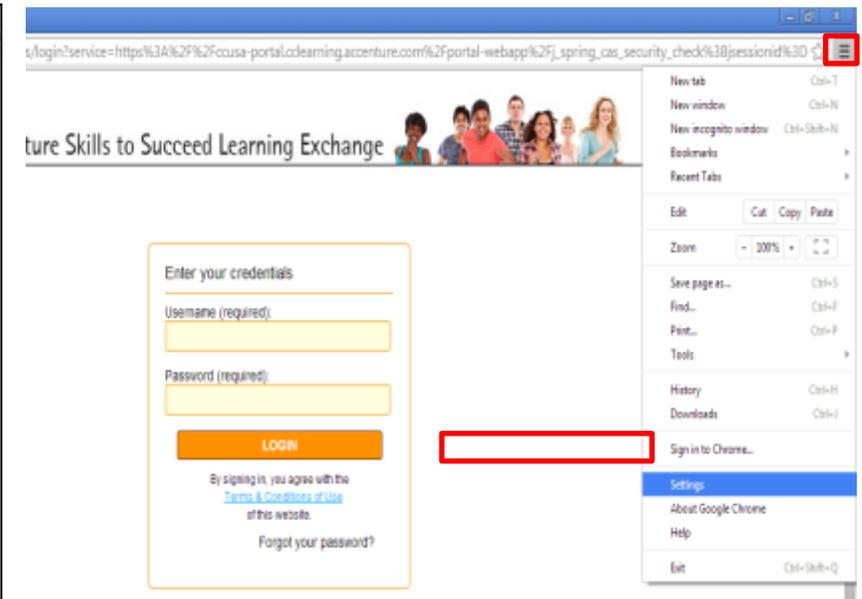
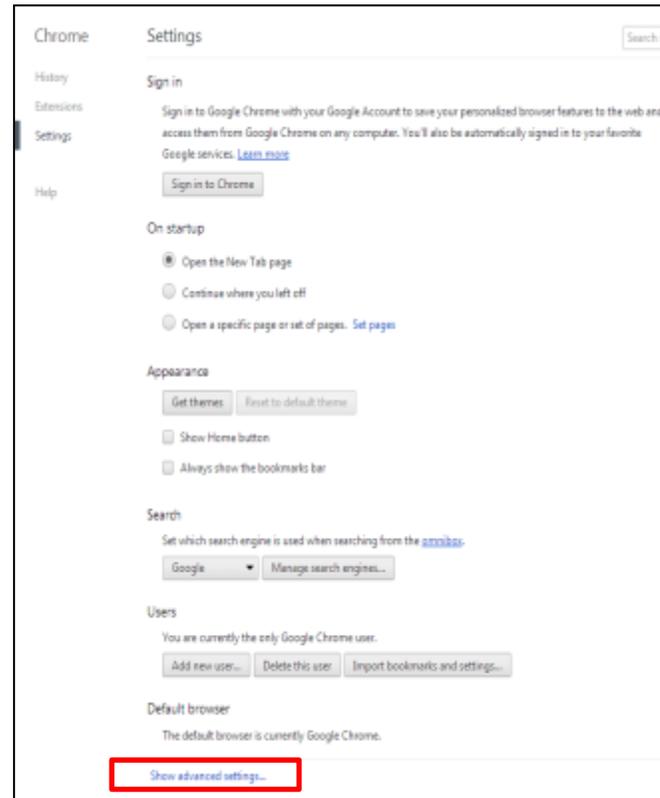


3.2 Checking Your Settings – Chrome

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*.
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

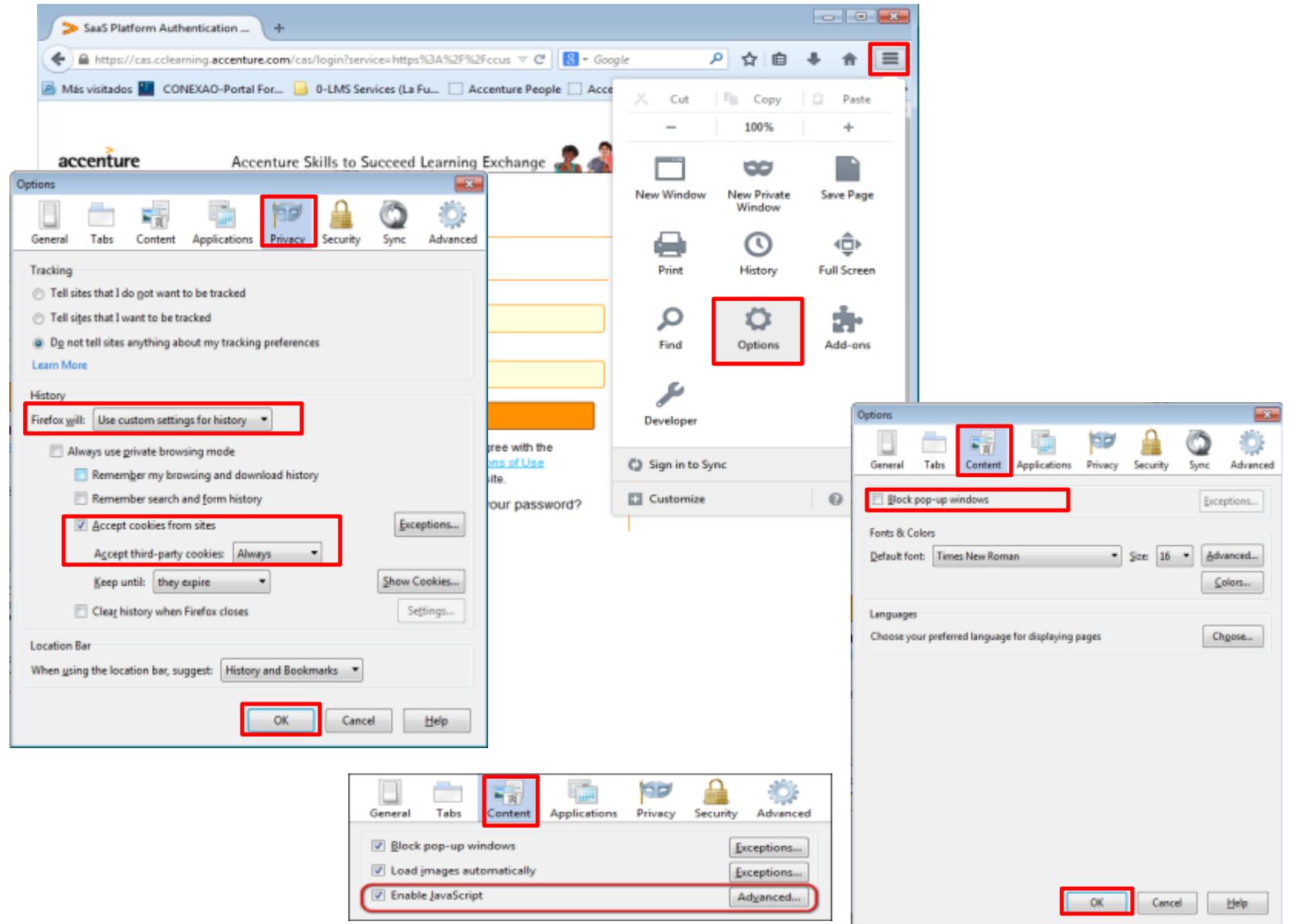
Note! You must enable the following for the Skills to Succeed Learning Exchange to work properly:

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.



4. Self Registration for Students and Logging On

Self Registration:

1. Navigate to: <https://ccusa-lms.cclearning.accenture.com/localregistration.php>
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.

Accenture Skills to Succeed Learning Exchange



Complete your registration

User Name*

Your User Name must be at least 3 characters and NOT contain blank spaces, capital letters or special characters except for (_ - . @).

Password* Progress bar Password strength

The new password must meet the following requirements:
* Must not contain the user name.
* Must be at least 8 characters long.
* Must contain at least one capital letter.
* Must contain at least one lowercase letter.
* Must contain at least one number.

Confirm Password*

First Name* Last Name*

Organization*

E-mail Address*

Country* Location*

Enter two security questions so that you can retrieve your User Name or Password if you forget it later.

Select your first security question*

Security question

Select your second security question*

Security question

aying

Enter the word verification

Confirm my registration

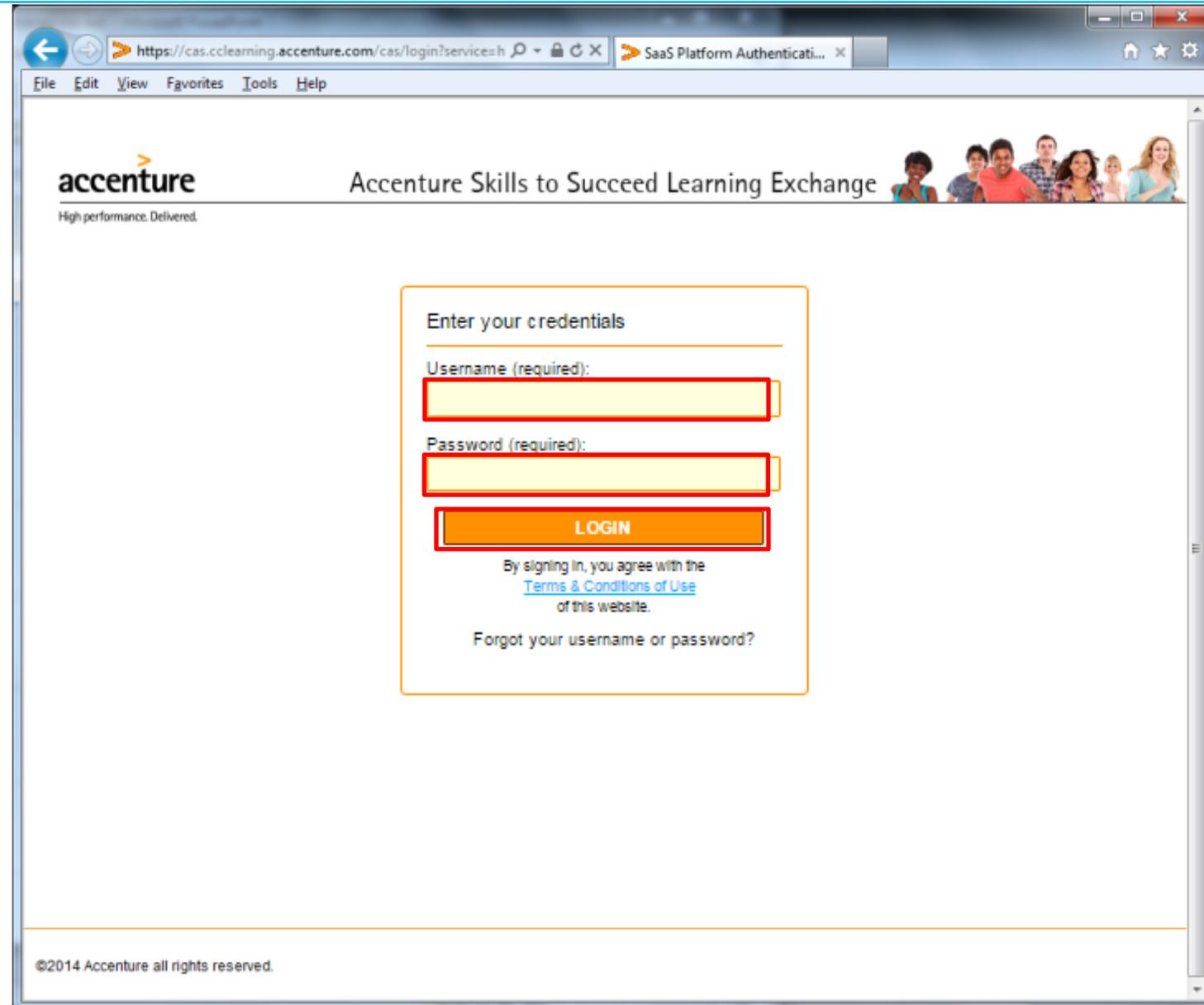
4. Self Registration for Students and Logging On

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)

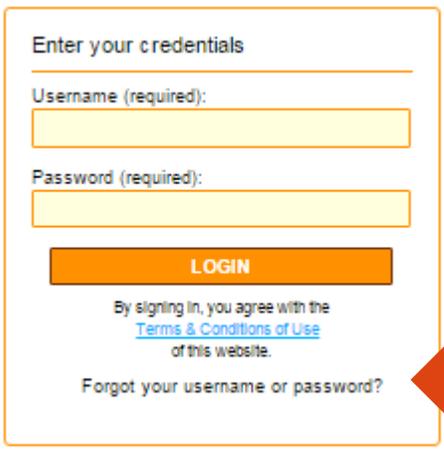


The screenshot displays a web browser window with the URL <https://cas.cclearning.accenture.com/cas/login?services=h>. The page header includes the Accenture logo and the text "Accenture Skills to Succeed Learning Exchange" with a banner image of a diverse group of people. The main content area features a login form titled "Enter your credentials" with the following elements:

- A "Username (required):" label followed by a text input field.
- A "Password (required):" label followed by a text input field.
- An orange "LOGIN" button.
- A link: "By signing in, you agree with the [Terms & Conditions of Use](#) of this website."
- A link: "Forgot your username or password?"

At the bottom of the page, the copyright notice reads: "©2014 Accenture all rights reserved."

5. Most Typical User Issues – Cheat Sheet

Issue	Solution
5.1 - Forgot Username or Password	 <p>Enter your credentials</p> <p>Username (required):</p> <input type="text"/> <p>Password (required):</p> <input type="password"/> <p>LOGIN</p> <p>By signing in, you agree with the Terms & Conditions of Use of this website.</p> <p>Forgot your username or password?</p> <p>Click here on the logon page and follow the prompts.</p>
5.2 - Locked out	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 <i>Forgot your username or password</i> link on the logon page.
5.3 - Cannot launch course	Make sure pop-ups are enabled.
5.4 - Not marked complete	Make sure JavaScript is enabled. Wait 1-2 minutes and refresh the screen.

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.

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Enter your credentials

Username (required):

Password (required):

LOGIN

By signing in, you agree with the [Terms & Conditions of Use](#) of this website.

[Forgot your username or password?](#)

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<https://cas.ccllearning.accenture.com/cas/login?service=https%3A%2F%2F...>

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Account recovery

User (required):

[I can't identify my account](#)

Send

Cancel

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<https://cas.ccllearning.accenture.com/cas/login?service=https%3A%2F%2F...>

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.

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Account recovery

User (required):

[I can't identify my account](#)

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<https://cas.clearning.accenture.com/cas/login?service=https%3A%2F%2F...>

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Account recovery

Email (required):

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5.1 Forgot Password or Username (continued)

3. Answer your two *security* questions.
4. Press the *Send* button.

The screenshot shows a web browser window with the URL `https://cas.cclearning.accenture.com/cas/login?service=htt`. The page header includes the Accenture logo and the text "Accenture Skills to Succeed Learning Exchange". The main content area is titled "Account recovery" and contains two security questions. The first question is "Question 1: What is your favorite sports team?" with the answer "cubs" entered in the "Answer 1 (required)" field. The second question is "Question 2: What is your favorite color?" with the answer "blue" entered in the "Answer 2 (required)" field. Below the questions are two buttons: "Send" and "Cancel". The "Send" button is highlighted with a red border. At the bottom of the page, there is a copyright notice: "©2014 Accenture all rights reserved."

5.1 Forgot Password or Username (continued)

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.

The screenshot shows a web browser window with the URL <https://cas.cclearning.accenture.com/cas/login?service=htt>. The page header includes the Accenture logo and the text "Accenture Skills to Succeed Learning Exchange". The main content area is titled "Password Recovery" and includes a link for "Password policies". The form contains the following fields and buttons:

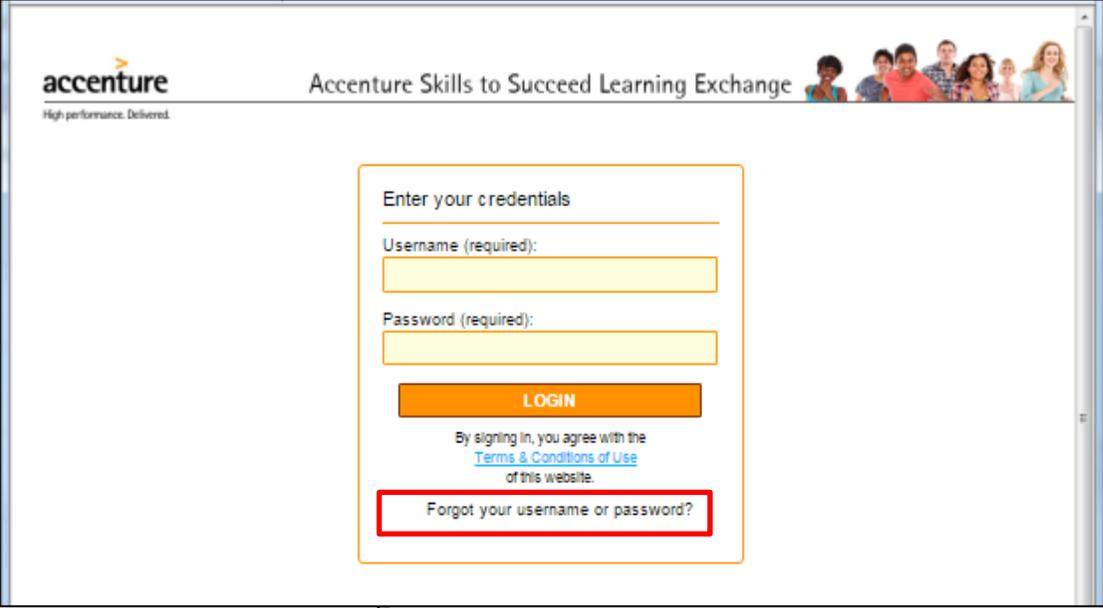
- User (required):
- Password (required):
- Repeat password (required):
- Enter the verification code (required): 
- Word verification (required):
- Buttons: and

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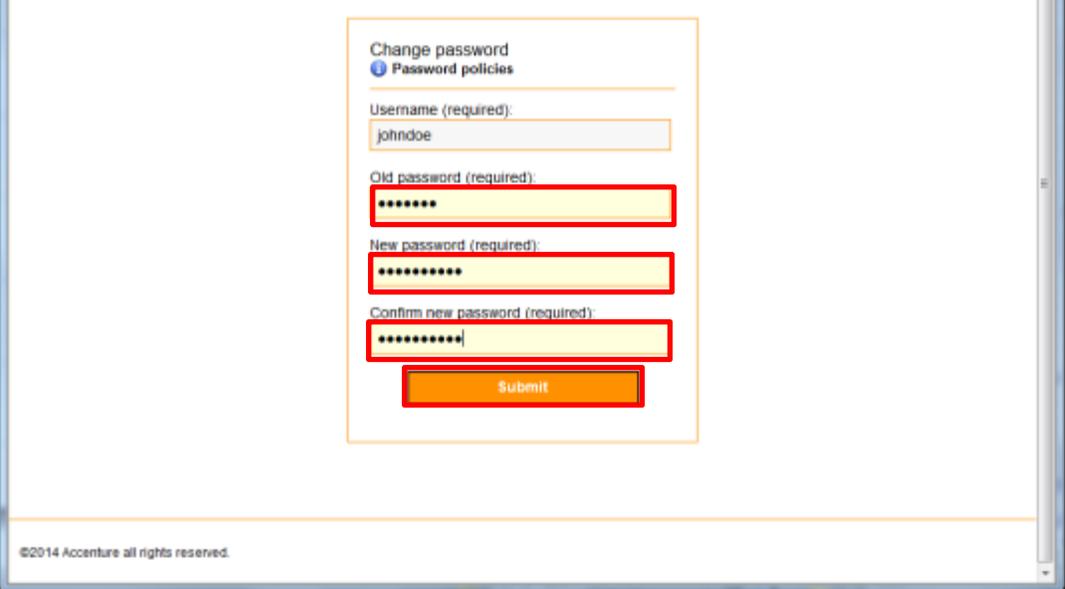
5.2 Locked Out

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.



The screenshot shows the login page for the Accenture Skills to Succeed Learning Exchange. The page features the Accenture logo and tagline 'High performance. Delivered.' at the top left, and the title 'Accenture Skills to Succeed Learning Exchange' at the top right. The main content area is titled 'Enter your credentials' and contains two input fields: 'Username (required):' and 'Password (required):'. Below these fields is an orange 'LOGIN' button. Underneath the button, there is a link for 'Forgot your username or password?' which is highlighted with a red box. At the bottom of the page, there is a copyright notice: '©2014 Accenture all rights reserved.'

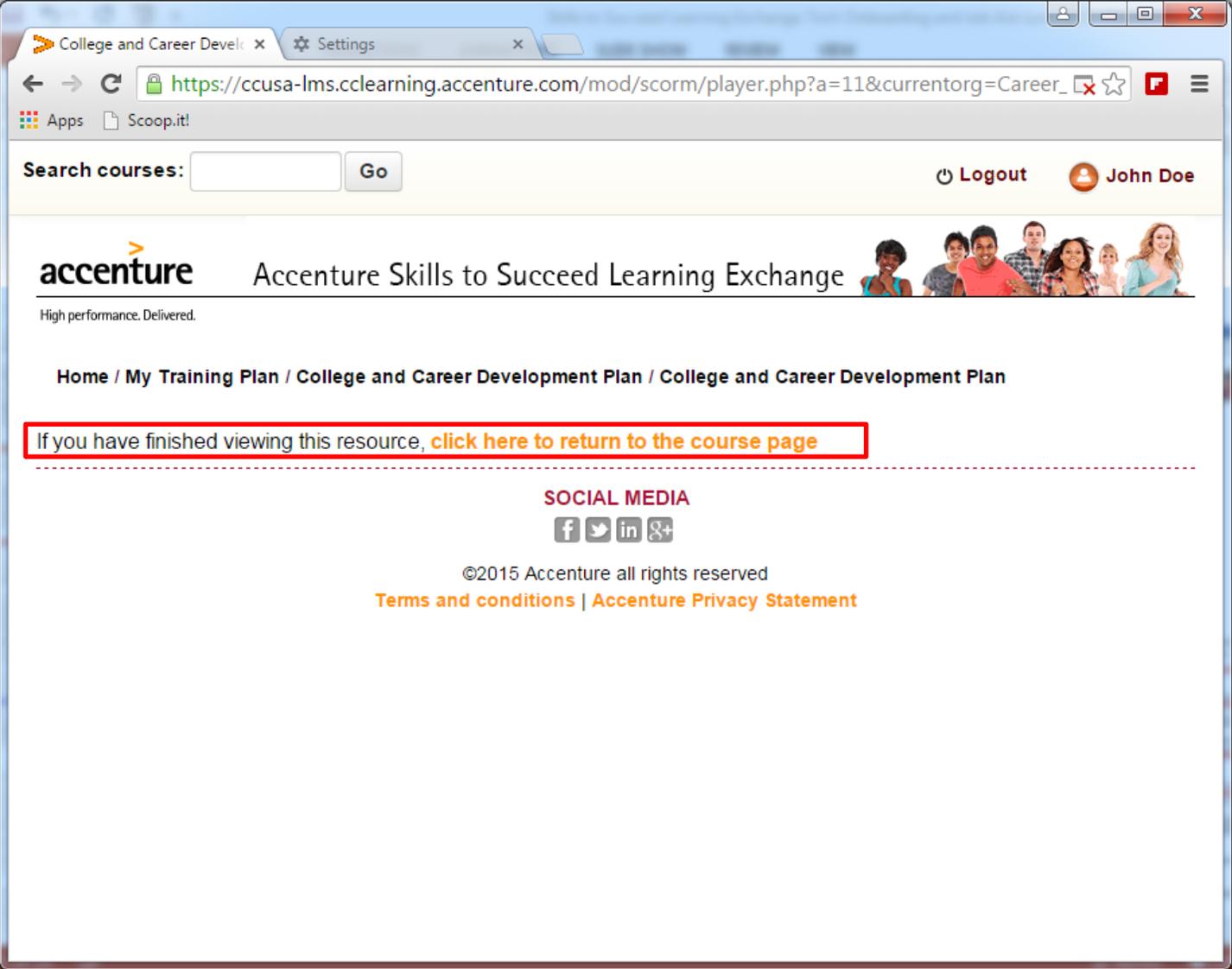


The screenshot shows the 'Change password' form on the Accenture Skills to Succeed Learning Exchange website. The form is titled 'Change password' and includes a link for 'Password policies'. It contains four input fields: 'Username (required):' with the value 'johndoe', 'Old password (required):', 'New password (required):', and 'Confirm new password (required):'. The three password fields are highlighted with red boxes. Below the fields is an orange 'Submit' button. At the bottom of the page, there is a copyright notice: '©2014 Accenture all rights reserved.'

5.3 Cannot Launch Course

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.



The screenshot shows a web browser window with the following elements:

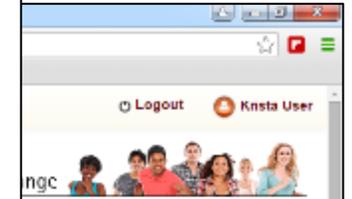
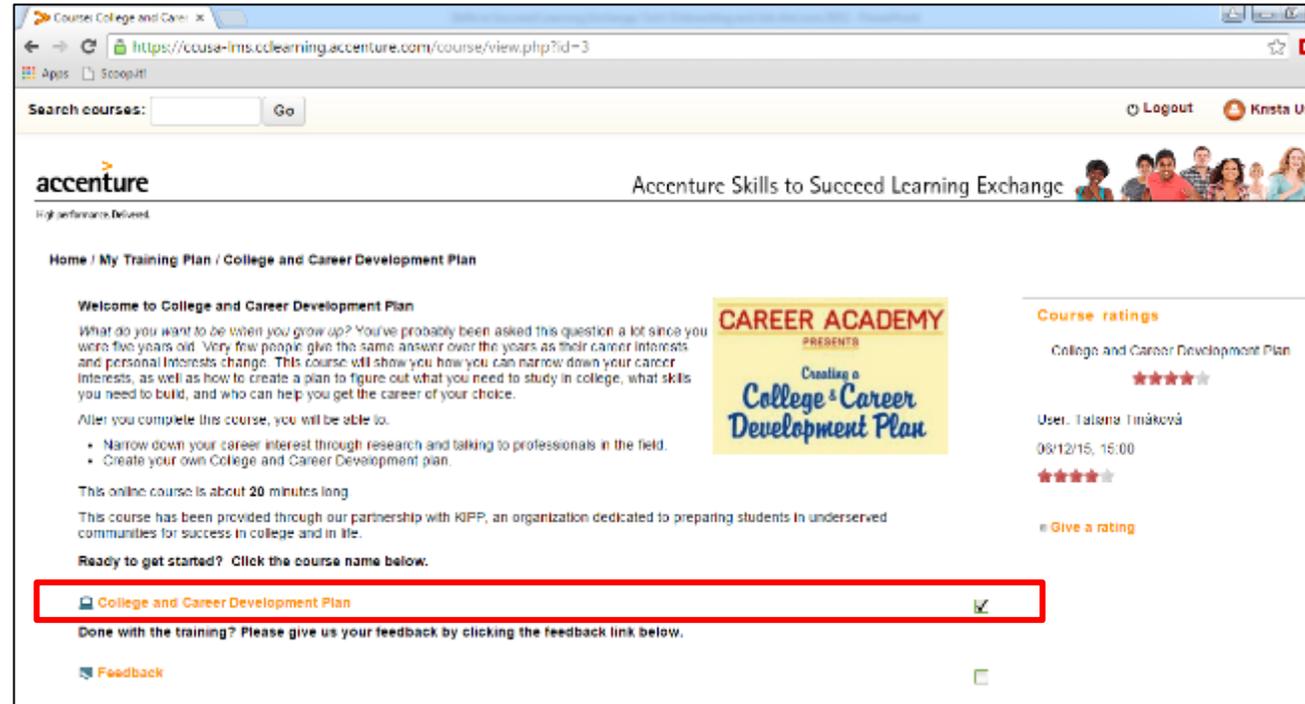
- Browser tabs: "College and Career Develk" and "Settings".
- Address bar: https://ccusa-lms.cclearning.accenture.com/mod/scorm/player.php?a=11¤torg=Career_
- Search bar: "Search courses:" with a "Go" button.
- User profile: "Logout" and "John Doe".
- Accenture logo and tagline: "Accenture Skills to Succeed Learning Exchange".
- Breadcrumbs: "Home / My Training Plan / College and Career Development Plan / College and Career Development Plan".
- Message box (highlighted with a red border): "If you have finished viewing this resource, [click here to return to the course page](#)".
- Social media icons: Facebook, Twitter, LinkedIn, and Google+.
- Copyright notice: "©2015 Accenture all rights reserved".
- Links: "Terms and conditions" and "Accenture Privacy Statement".

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.



The screenshot shows the 'My Training Plan' page. It features a table with columns for course name, status, completed date, duration, required/recommended status, prerequisites, progress, and information. The 'College and Career Development Plan' row is highlighted with a red box, showing a status of 'Completed' and a progress of 100%. To the right of the table is a 'My Badges' section with four badges: Bronze, Silver, Gold, and Platinum.

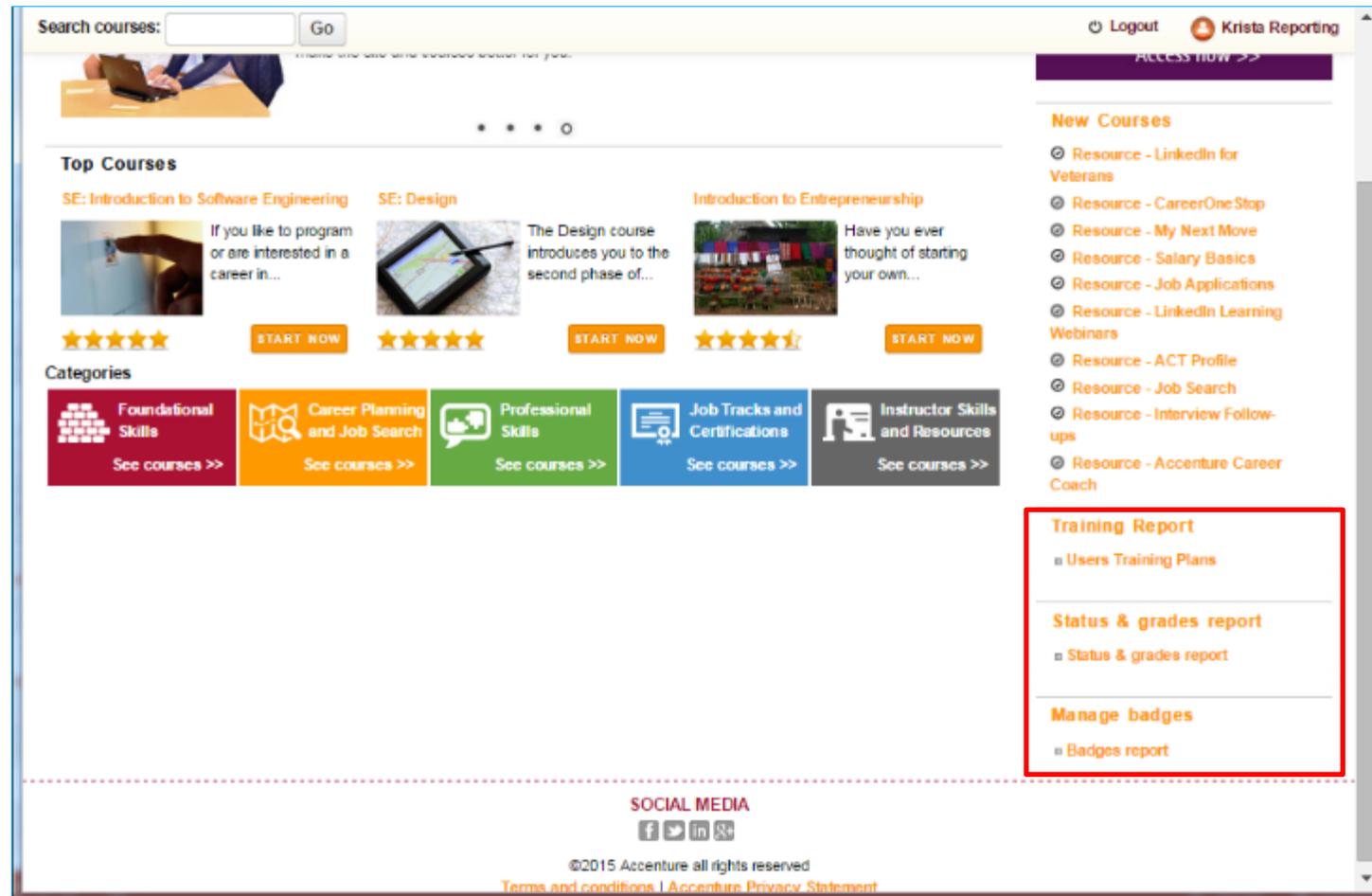
Course Name	Status	Completed Date	Duration	Required/Recommended	Prerequisites	Progress	Information
College and Career Development Plan	Completed	08/02/15	20	Required	-	100%	ⓘ
Resource - ACT Profile	Completed	06/03/15	-	Required	-	100%	ⓘ
Resume and Cover Letter Writing Skills	In progress	-	45	Required	-	0%	ⓘ
Networking	Completed	08/02/15	15	Required	-	100%	ⓘ
Using Social Media	Completed	06/03/15	20	Required	-	100%	ⓘ
Resource - LinkedIn Learning Webinars	Pending enrollment	-	-	Required	-	0%	ⓘ
Interviewing Skills	Enrolled	-	45	Required	-	0%	ⓘ
Resource - Interview Follow-ups	Pending enrollment	-	-	Recommended	-	0%	ⓘ

6. Reporting

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.



6. Reporting

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.

The screenshot shows a web interface for reporting on training plans for a user named 'Krista User'. At the top, there is a search bar for courses and buttons for 'Add all', 'Remove all', and 'Get Training Plans'. Below this, there are 'Check all' and 'Uncheck all' buttons. The main content is a table with the following columns: Status, Completed date, Duration, Required/Recommended, Prerequisites, Progress, and Information. The table lists several training plans with their respective statuses and progress percentages. A red box highlights the 'Status' column. Below the table, there is an 'Export training plans' section with an 'Export selected' button and instructions on how to export to Excel. At the bottom, there are social media icons and a download bar showing 'Training Plans (1).xls'.

	Status	Completed date	Duration	Required/Recommended	Prerequisites	Progress	Information
College and Career Development Plan	Completed	06/09/15	20	Required	-	100 %	?
Resource - ACT Profile	Completed	06/09/15	-	Required	-	100 %	?
Resume and Cover Letter Writing Skills	In progress	-	45	Required	-	0 %	?
Networking	Completed	06/09/15	15	Required	-	100 %	?
Using Social Media	Completed	06/09/15	20	Required	-	100 %	?
Resource - LinkedIn Learning Webinars	Pending enrollment	-	-	Required	-	0 %	?
Interviewing Skills	Enrolled	-	45	Required	-	0 %	?
Resource - Interview Follow-ups	Pending enrollment	-	-	Recommended	-	0 %	?

Note: Reporting users do not show up as Complete on the reports. Only true users count toward Complete.

6.1 Status and Grades Report

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.

Search courses: Go Logout

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Home / Status & grades report

Status & grades report

Filters Hide advanced

Last name* contains

First name* contains

Email address* contains

Location* contains

Category* any category

Course* contains

Status* Completed

Completion date

From* 1 March 2015

Enable

To* 31 May 2015

Enable

6.1 Status and Grades Report (continued)

- 3. Scroll to the bottom of the screen to see the results.

Search courses:

Logout Krista Reporting

To: 22 | June | 2015

Enable

Location contains "florham park"

Course contains "listening"

Status is equal to "Completed"

Completion date: From Sunday, March 1, 2015, 12:00 AM to Sunday, May 31, 2015, 12:00 AM

Export users

To export data to Excel, click the Generate Excel button. When the blue status bar shows "100% Generated," click the Download button. Then launch the Excel document in the lower left corner of the screen.

All users Filtered users

Report

All report columns can be sorted in ascending or descending order by clicking the column names. ↑ ↓

Records per page: 5 |

Last name	First name	Email address	Location	Category	Course	Status	Completion date	Grade
demo_last_110	demo_first_110	acndemo110@fake.com	Florham Park	Communication	Listening	Completed	03/23/2015	100.00/100.00
Demo Last_40	Demo First_40	acndemoID40@fake.com	Florham Park	Communication	Listening	Completed	03/6/2015	100.00/100.00

6.1 Status and Grades Report (continued)

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

The screenshot displays the 'Status and Grades Report' interface. At the top, there is a search bar for courses and a 'Go' button. Below this, there are several filter options: 'Location contains "florham park"', 'Course contains "listening"', 'Status is equal to "Completed"', and 'Completion date: From Sunday, March 1, 2015, 12:00 AM to Sunday, May 31, 2015, 12:00 AM'. There are also 'Remove selected' and 'Remove all filters' buttons.

The 'Export users' section contains a radio button for 'All users' and a selected radio button for 'Filtered users', with a 'Generate Excel' button below them. A blue progress bar is shown, and a 'Download...' button is visible to the right. The text '100 % generated document' is displayed above the progress bar.

The 'Report' section includes instructions: 'All report columns can be sorted in ascending or descending order by clicking the column names. ↑ ↓'. Below this, there is a 'Records per page: 5 |' dropdown.

Last name	First name	Email address	Location	Category	Course	Status	Completion date	Grade
demo_last_110	demo_first_110	acdemo110@fake.com	Florham Park	Communication	Listening	Completed	03/23/2015	100.00/100.00
Demo Last_40	Demo First_40	acdemo1D40@fake.com	Florham Park	Communication	Listening	Completed	03/6/2015	100.00/100.00

At the bottom left, a file icon and the text 'Status & grades repo...xls' are visible, indicating the report has been downloaded. A 'Show all downloads...' link is also present at the bottom right.

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).

Search courses: Go Logout

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Home / Training / Users Training Plans

New filter

Last name

First name

Email address

Location

Active filters

First name contains "krista"

Users in list

Users (7)	Available	All filtered (4/300)	Selected	No users selected
		Krista Reporting		
		Krista Tracy		
		Krista TracyUser		
		Krista User		

6.2 Training Plan Report (continued)

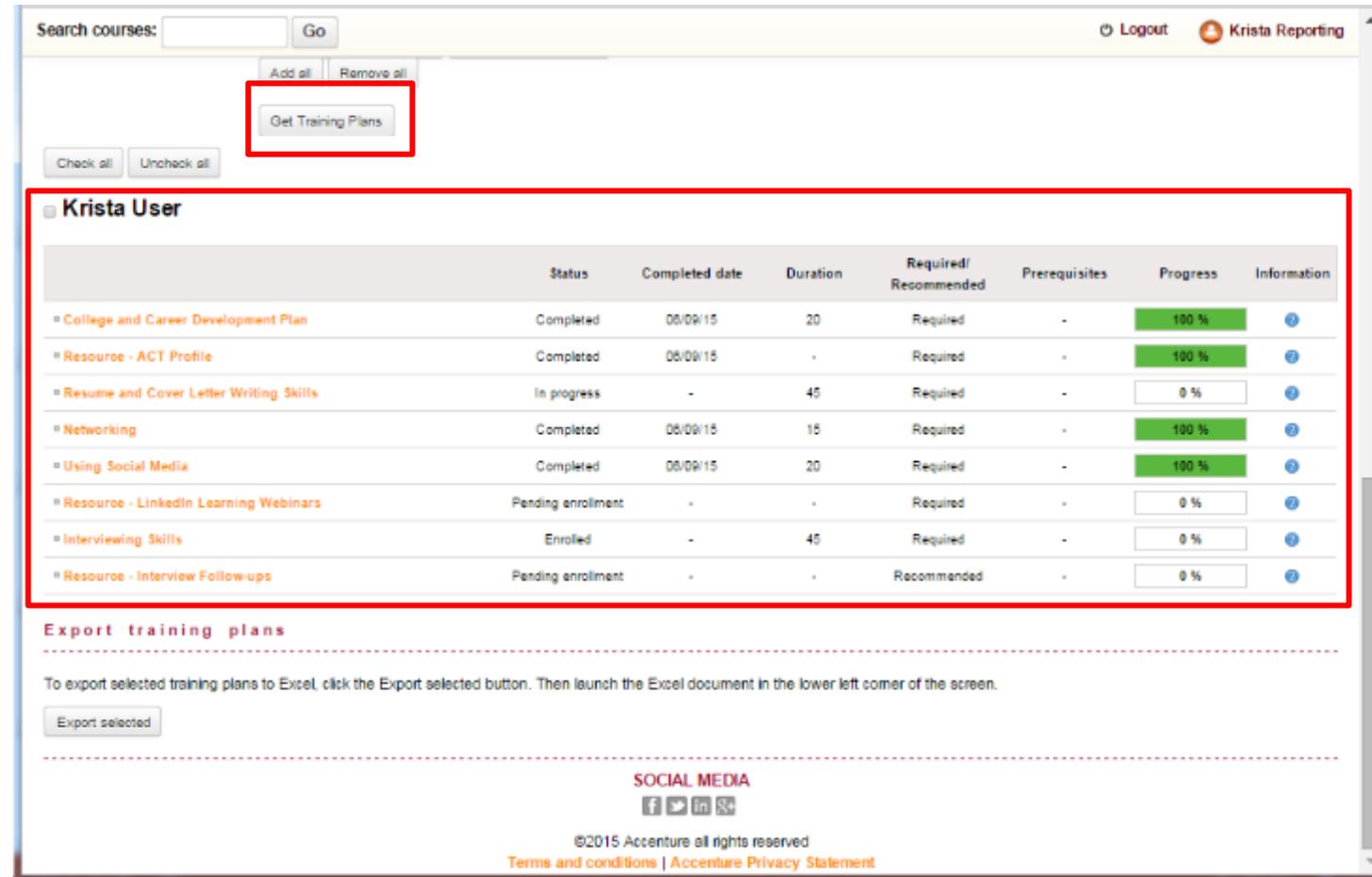
4. Highlight the users to include in your report from the list of Available Users.
5. Press the *Add to Selection* button.
6. You will see the user(s) added to your Selected List.

The screenshot displays a web interface for selecting users. At the top, there is a search bar labeled 'Search courses:' with a 'Go' button and a user profile for 'Krista Reporting'. Below the search bar is an 'Add filter' button. The 'Active filters' section shows a filter for 'First name contains "krista"' with 'Remove selected' and 'Remove all filters' buttons. The 'Users in list' section contains two columns: 'Available' and 'Selected'. The 'Available' column shows a list of users: 'Krista Reporting', 'Krista Tracy', 'Krista TracyUser', and 'Krista User', with 'Krista User' highlighted. The 'Selected' column shows 'Krista User'. Below these columns are buttons for 'Add to selection' (highlighted with a red box), 'Remove from selection', 'Add all', and 'Remove all'. A 'Get Training Plans' button is located at the bottom of the user selection area. The footer includes social media icons, a copyright notice for 2015 Accenture, and links to terms and conditions and privacy statement.

6.2 Training Plan Report (continued)

- Click the *Get Training Plans* button.
- 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.



Search courses: Logout Krista Reporting

Krista User

	Status	Completed date	Duration	Required/Recommended	Prerequisites	Progress	Information
College and Career Development Plan	Completed	08/09/15	20	Required	-	100 %	i
Resource - ACT Profile	Completed	08/09/15	-	Required	-	100 %	i
Resume and Cover Letter Writing Skills	In progress	-	45	Required	-	0 %	i
Networking	Completed	08/09/15	15	Required	-	100 %	i
Using Social Media	Completed	08/09/15	20	Required	-	100 %	i
Resource - LinkedIn Learning Webinars	Pending enrollment	-	-	Required	-	0 %	i
Interviewing Skills	Enrolled	-	45	Required	-	0 %	i
Resource - Interview Follow-ups	Pending enrollment	-	-	Recommended	-	0 %	i

Export training plans

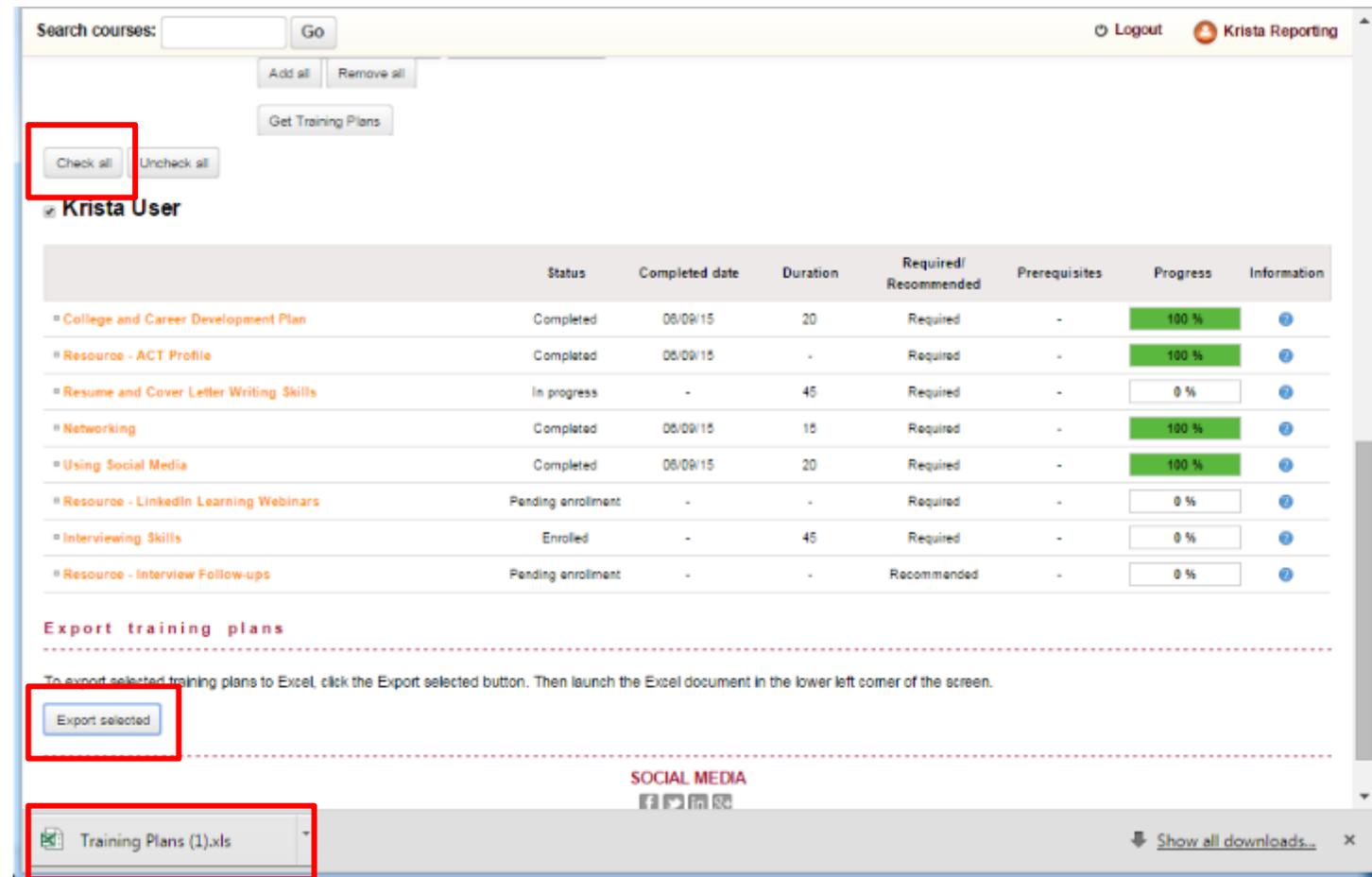
To export selected training plans to Excel, click the Export selected button. Then launch the Excel document in the lower left corner of the screen.

SOCIAL MEDIA
[f](#) [t](#) [in](#) [+](#)

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[Terms and conditions](#) | [Accenture Privacy Statement](#)

6.2 Training Plan Report (continued)

- 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.
- Then press the *Export Selected* button.
- 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.



The screenshot displays a web interface for a Training Plan Report. At the top, there is a search bar with the text "Search courses:" and a "Go" button. Below the search bar are buttons for "Add all", "Remove all", and "Get Training Plans". A red box highlights the "Check all" button. The main content area shows a table for "Krista User" with columns for Status, Completed date, Duration, Required/Recommended, Prerequisites, Progress, and Information. The table lists several training plans with their respective statuses and progress percentages. A red box highlights the "Export selected" button. Below the table, there is a section titled "Export training plans" with instructions on how to export the data to Excel. At the bottom, a file named "Training Plans (1).xls" is shown in the download bar, with a red box highlighting it. The interface also includes a "Logout" button and the user's name "Krista Reporting" in the top right corner.

	Status	Completed date	Duration	Required/Recommended	Prerequisites	Progress	Information
College and Career Development Plan	Completed	08/09/15	20	Required	-	100 %	?
Resource - ACT Profile	Completed	08/09/15	-	Required	-	100 %	?
Resume and Cover Letter Writing Skills	In progress	-	45	Required	-	0 %	?
Networking	Completed	08/09/15	15	Required	-	100 %	?
Using Social Media	Completed	08/09/15	20	Required	-	100 %	?
Resource - LinkedIn Learning Webinars	Pending enrollment	-	-	Required	-	0 %	?
Interviewing Skills	Enrolled	-	45	Required	-	0 %	?
Resource - Interview Follow-ups	Pending enrollment	-	-	Recommended	-	0 %	?

6.3 Badges Report

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.

Search courses: Go Logout Krista Reporting

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Home / Badges report

Badges report

Filters

Hide advanced

First name contains

Last name* contains

Email address* contains

Location* contains

Add filter

First name contains "krista"

Remove selected Remove all filters

Export users

To export data to Excel, click the Generate Excel button. When the blue status bar shows "100% Generated," click the Download button. Then launch the Excel document in the lower left corner of the screen.

All users Filtered users

Generate Excel

6.3 Badges Report

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

The screenshot displays a web application interface for a 'Badges Report'. At the top, there is a search bar with the text 'Search courses:' and a 'Go' button. To the right, there are links for 'Logout' and 'Krista Reporting'. Below the search bar, there is an 'Add filter' button and a filter option: 'First name contains "krista"'. There are also 'Remove selected' and 'Remove all filters' buttons.

The main content area is divided into sections: 'Export users', 'Report', and a table of results. The 'Export users' section includes a 'Generate Excel' button and instructions: 'To export data to Excel, click the Generate Excel button. When the blue status bar shows "100% Generated," click the Download button. Then launch the Excel document in the lower left corner of the screen.' The 'Report' section includes a note: 'All report columns can be sorted in ascending or descending order by clicking the column names. ↑ ↓' and a 'Records per page: 5 |' indicator.

The table below is highlighted with a red border and contains the following data:

↑	First name	Last name	Email address	Location	Bronze (2)	Silver (1)	Gold (0)	Platinum (0)	Complete 1 required courses (2)	Complete 50% required courses (1)	Complete 100% required courses (0)	Complete 1 recommended courses (0)	Complete feedback for 100% courses (0)
	Krista	TracyUser	krista.a.tracy@hotmail.com	Chicago	✓				✓				
	Krista	User	krista.user@fake.com	Chicago	✓	✓			✓	✓			

Below the table, there is a 'SOCIAL MEDIA' section with icons for Facebook, YouTube, LinkedIn, and Twitter. At the bottom, there is a copyright notice: '©2015 Accenture all rights reserved' and links for 'Terms and conditions' and 'Accenture Privacy Statement'.

6.3 Badges Report (continued)

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

Note: When you download the report to Excel, the checkmarks will be replaced with the actual dates the badges/criteria were achieved.

The screenshot shows the 'Badges Report' web interface. At the top, there is a search bar with 'Search courses:' and a 'Go' button. Below it is an 'Add filter' button and a filter option: 'First name contains "krista"'. There are 'Remove selected' and 'Remove all filters' buttons. The 'Export users' section has a radio button for 'All users' and 'Filtered users', with 'Filtered users' selected. A 'Generate Excel' button is highlighted with a red box. A blue progress bar is shown, and a 'Download...' button is highlighted with a red box. The 'Report' section includes a table with columns for user details and badge completion status. The table data is as follows:

First name	Last name	Email address	Location	Bronze (2)	Silver (1)	Gold (0)	Platinum (0)	Complete 1 required courses (2)	Complete 50% required courses (1)	Complete 100% required courses (0)	Complete 1 recommended courses (0)	Complete feedback for 100% courses (0)
Krista	TracyUser	krista.a.tracy@hotmail.com	Chicago	✓				✓				
Krista	User	krista.user@fake.com	Chicago	✓	✓			✓	✓			

At the bottom, there is a 'SOCIAL MEDIA' section and a file download bar showing 'Badges report 22 Jun...xls' and a 'Show all downloads...' link.

Appendix – Additional Curricula

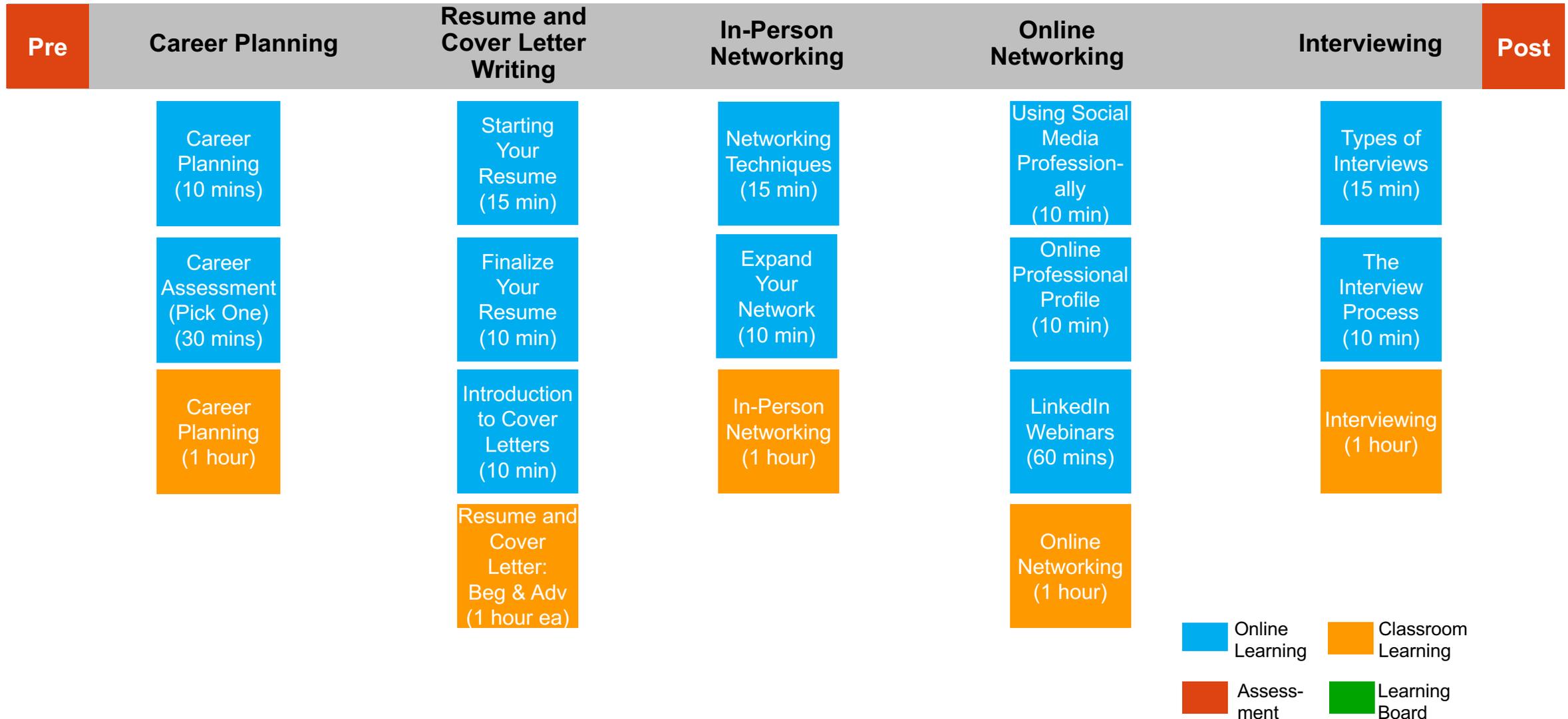
Skills to Succeed Blended Learning Curricula

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.

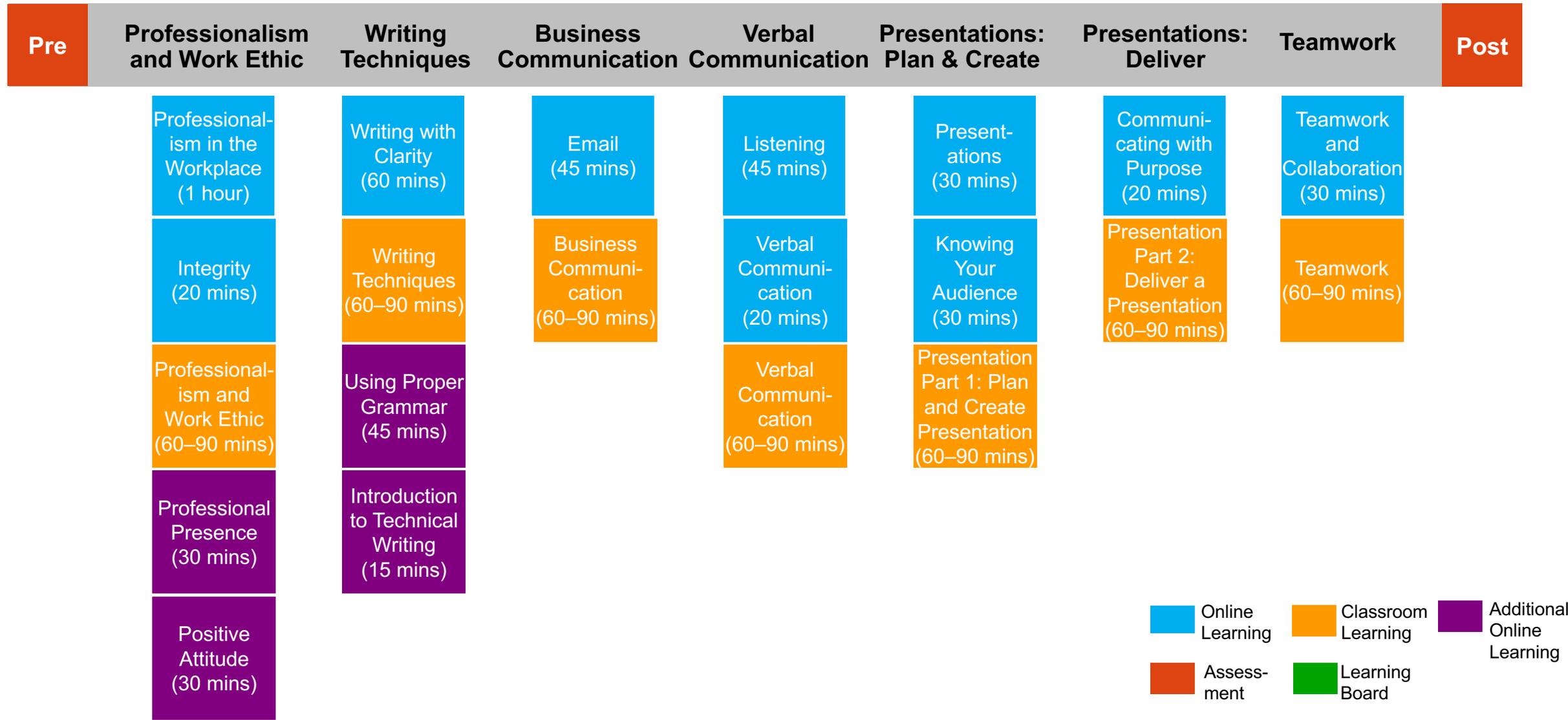
Job Seeker Mobile	Pre	Career Planning	Resume and Cover Letter Writing	In-Person Networking	Online Networking	Interviewing	Post		
First Job: Starting Your Career	Pre	Professionalism and Work Ethic	Writing Techniques	Business Communication	Verbal Communication	Presentations: Plan & Create	Presentations: Deliver	Teamwork	Post
First Job: Growing in Your Career	Pre	Cross Cultural Diversity	Conflict Management	Time & Task Management	Financial Literacy	Global Awareness	Capstone	Post	
Entrepreneurship* <i>*online only</i>		Becoming an Entrepreneur	Price, Profit and Cost	Business Financial Planning	Marketing Your Business	Marketing Channels and Pricing	Running Your Business	Protecting Your Business	Creating Your Business Plan
Retail Industry Fundamentals* <i>*classroom only</i>		Retail Industry Fundamentals	Basic Work Fundamentals	Business of Retail	Customer Focus	Selling	Getting and Keeping Jobs in Retail		

Coming Soon!

Blended Learning: Job Seeker Mobile



Blended Learning: First Job – Starting Your Career



Blended Learning: First Job – Growing in Your Career

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

- Online Learning
- Classroom Learning
- Assessment
- Learning Board

Blended Learning: Entrepreneurship



 Online Learning

Instructor-Led Training: Retail Industry Fundamentals

