



**Webinar:**  
Skills to Succeed Academy

**Presenter:**  
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Senior Analyst

**Date:**  
Tuesday April 30, 2019



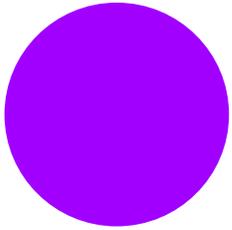
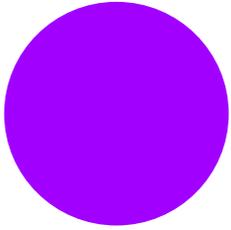
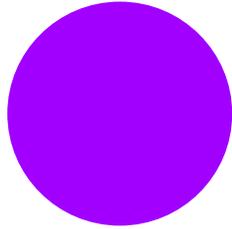
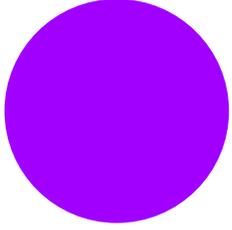
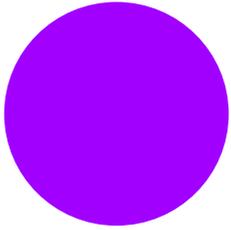
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**CHARNEECE FRATICELLI**

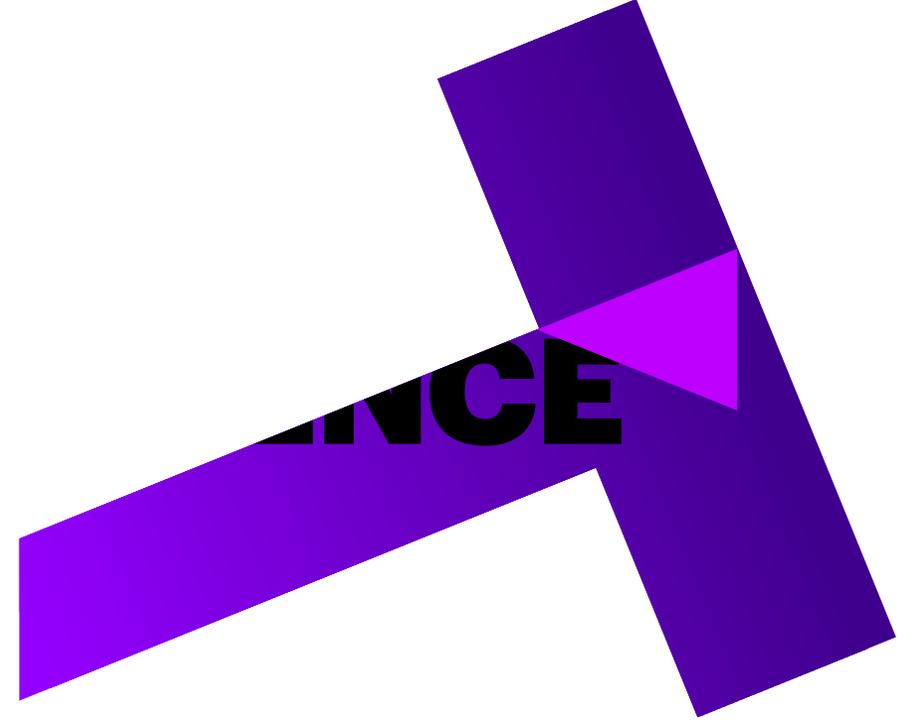
**RAPSA COORDINATOR  
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PLEASE USE THE CHAT BOX FOR QUESTIONS.

TROUBLE? EMAIL [INFO@RAPSA.ORG](mailto:INFO@RAPSA.ORG) WITH QUESTIONS.



CORPORATE  
CITIZENSHIP



SKILLS TO SUCCEED  
ACADEMY

 **accenture**

# CONTENT

- 1 Introduction and Overview
- 2 Pre-Assessment and Your Learning
- 3 Performance Simulations
- 4 Computer Based Training
- 5 Your Progress
- 6 Delivery Approaches and Considerations
- 7 Navigation and Registration
- 8 Support and Marketing Materials
- 9 Group Report
- 10 Support Model
- 11 Questions and Answers
- 12 Making a Quick Start

# INTRODUCTION AND OVERVIEW

# WHO WE ARE

Accenture solves our client's toughest challenges by providing unmatched services in strategy, consulting, digital, technology, and operations.

We partner with more than 75% of the Fortune Global 500, driving innovation to improve the way the world works and lives.

With expertise across more than 40 industries and all business functions, we deliver transformational outcomes for a demanding new digital world.

## 477K+ Employees

In more than 200 cities in 55 countries

## 4K+ Clients

Including 95 of the Fortune Global 100 and more than 75% of the Fortune Global 500

## 5 Operating Groups

Communications, Media & Technology;  
Financial Services; Health & Public  
Service; Products; and Resources

# OUR 2020 SKILLS TO SUCCEED GOAL

We are continually evolving our Corporate Citizenship programs to meet the priorities of today and anticipate the needs of tomorrow.

We leverage our global capabilities and digital experience to make a measurable difference around the world, including closing unemployment gaps through Skills to Succeed.

3M+

people build the skills they need to get a job or start a business

2.8M+

people equipped with skills to succeed toward our goal of 3M+ by 2020

100K+

people skilled through our digital learning asset Skills to Succeed Academy

# SKILLS TO SUCCEED ACADEMY VIDEO

**Skills to Succeed Academy**

ALREADY REGISTERED? **LOG IN →**

Get help planning your career, getting a job and succeeding in employment with this free, friendly and fun training.

It has lots of useful information, real life scenarios and a flight simulator for job seekers to help your career take off.

CLICK TO FIND OUT MORE

**ABOUT THE ACADEMY →**

**WATCH TO FIND OUT MORE**

REGISTER NOW:

**LEARNER REGISTRATION →**

**STAFF REGISTRATION →**

*"It motivated me to take control of my future."*

*"I identified skills that I never knew I had!"*

*"It helped me to understand what employers are looking for."*

[ABOUT THE ACADEMY](#) | [LOG IN](#) | [LEARNER REGISTRATION](#) | [STAFF REGISTRATION](#) | [TECHNICAL REQUIREMENTS](#) | [TERMS OF USE](#) | [PRIVACY](#) | [ACCESSIBILITY STATEMENT](#)

<http://S2Sacademy.org>

# SKILLS TO SUCCEED ACADEMY HEADLINES

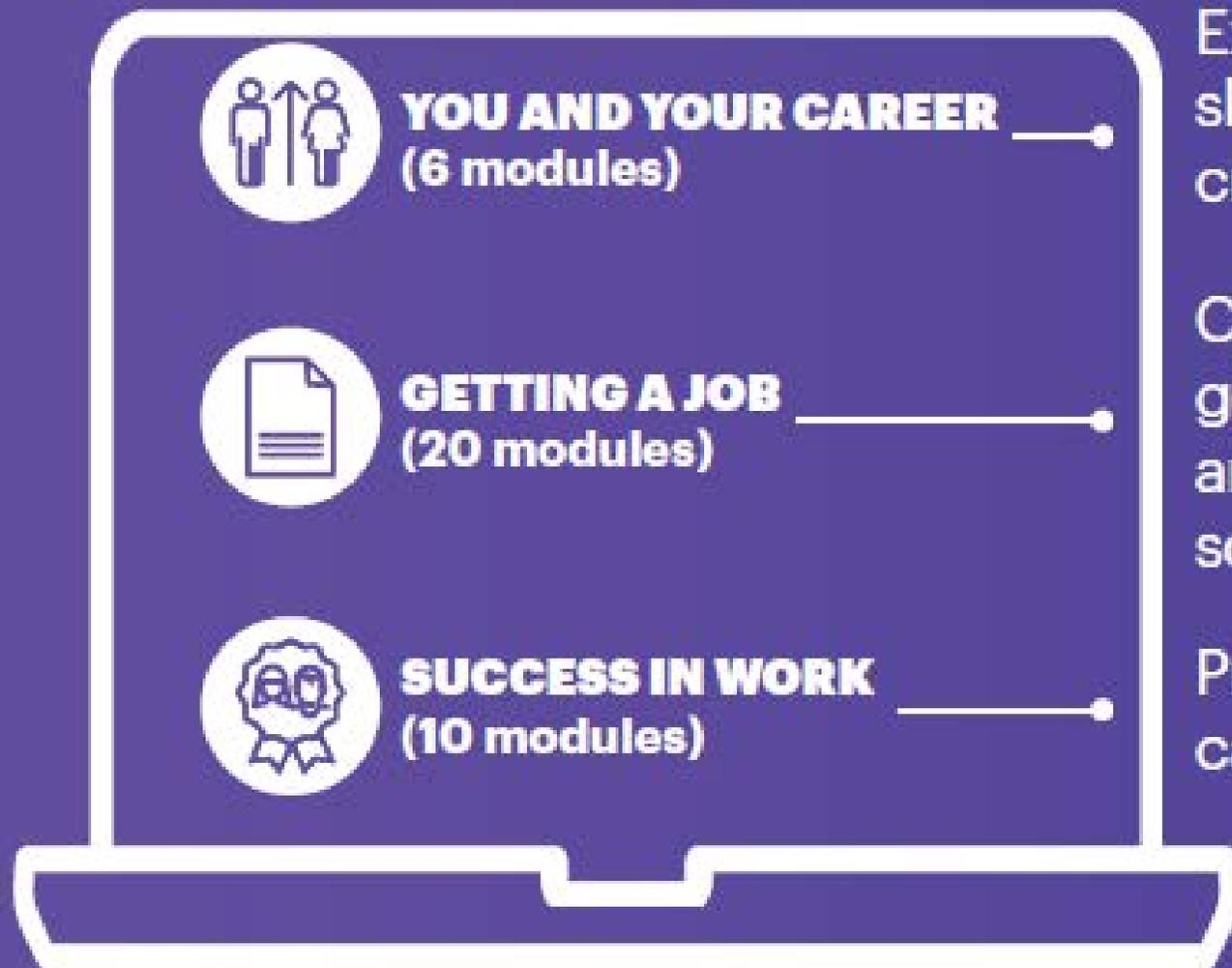
The Skills to Succeed Academy is a free, online learning program that builds the **skills** and **confidence** of people so they can make career choices, find a job and keep it.

- Designed for young jobseekers aged 16-24, but used with all ages.
- Created with subject matter experts from the public, private and non-profit sector, as well as jobseekers themselves, to map the jobseeker process from unemployment to employment.
- Engages participants with advanced learning technologies, gaming techniques, role-based simulations, videos, quizzes and other interactive exercises.
- Is flexible to be used in the classroom, online only, or a blend of both.
- Easy to implement—no installation, configuration, or customization needed.
- Made up of three courses and 36 modules—about 30-40 minutes apiece. Can take as many or as few as needed in any order.



# 36 HIGHLY INTERACTIVE, MEDIA-RICH MODULES ACROSS THREE COURSES

\*\*\*Confidential\*\*\*



Explore careers, consider interests, skills, motivation and style, and create an action plan.

Create and tailor a resume, make a good first impression, get ready for and succeed in interviews and make social media work for you.

Prepare for a job and sustain a career.

Note: for proper completion tracking,  
use these direct links vs.  
cutting/pasting from the Academy

# 3 COURSES / 36 MODULES

## YOU AND YOUR CAREER

- 1-[Lila's Dilemma](#) – Understand the importance of career exploration\*
- 2-[Career Pursuit](#) – Start your career exploration
- 3-[Why Do You Want to Be A...?](#) – Consider influences in career choices
- 4-[What Makes You Tick?](#) – Consider your skills, interests, motivation, and style
- 5-[Find Your Future](#) – Do your research
- 6-[Get Some Experience](#) – Create an action plan and get experience

## GETTING A JOB

- 1-[Grizzly Hotels](#) – Practice face-to-face interview 1\*
- 2-[Your Training Journey](#) – Understand steps to get a job
- 3-[Who Can Help You?](#) – Begin your job search
- 4-[Jenny and Sam](#) – Learn how advisors can help\*
- 5-[Identify Your Skills](#) – Identify your transferrable skills
- 6-[Create Your Resume](#) – Create your resume
- 7-[Work Your Network](#) – Learn how to network\*
- 8-[Do Your Research](#) – Research careers and jobs, email
- 9-[To Apply or Not to Apply?](#) – Understand job postings
- 10-[Test Drive the CAR Technique](#) – Use Context-Action-Result
- 11-[The Selection Process](#) – Understand the selection process
- 12-[The Call Out of the Blue](#) – Practice phone interviews\*
- 13-[Tailor Your Resume](#) – Tailor your resume to the job
- 14-[The Application Form](#) – Fill out applications
- 15-[A Better Cover Letter](#) – Create your cover letter
- 16-[Prepare for Your Interview](#) – Prepare for your interview
- 17-[Sam and FuturoSystems](#) – Practice face-to-face interview 2\*
- 18-[Ace Your Interview](#) – Additional interview tips
- 19-[The Pearly Bank Panel](#) – Practice panel interview\*
- 20-[Online Professional Presence](#) – Build your online presence

## SUCCESS IN WORK

- 1-[The Night Before](#) - Prepare for the first day of work\*
- 2-[Getting on Track](#) – Learn key tips for success
- 3-[Ready...Steady...Prep!](#) – Consider a job offer and next steps
- 4-[Welcome to Dizzy Heights](#) – Make good decisions when starting a job\*
- 5-[Finding Your Feet](#) – Make a good first impression
- 6-[Getting to Know You](#) – Get along with coworkers
- 7-[Knowing Your Job](#) – Set goals, get feedback, and build skills and professional behaviors
- 8-[Having the Right Attitude](#) – Have the right attitude at work
- 9-[Life at Dizzy Heights](#) – Learn how to be successful on the job\*
- 10-[Using Your Skills to Succeed](#) – Stay motivated and continue growing

\* Performance Simulation

# SKILLS TO SUCCEED ACADEMY APPROACH

## REALISTIC

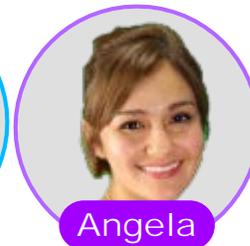
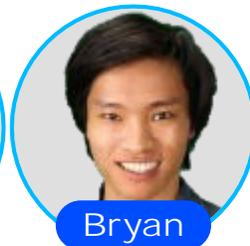
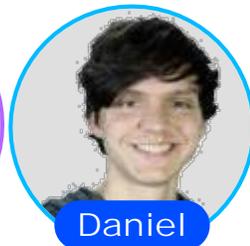
- Characters and simulations are realistic and believable
- Appropriate vernacular
- Learn-by-doing approach

## RELEVANT

- Difficult-to-reach youth audience
- Training focused on jobseeker's common mistakes
- Enables young people to take ownership
- Available online and easily navigable
- Helps enhance conversations between jobseekers and advisors/instructor

## ENGAGING

- Integrated training using a blended mix of learning approaches
- Simulations/gaming technologies
- Strong focus on interactivity with an element of fun
- Bite-sized courses



# BLENDED LEARNING

The SKILLS TO SUCCEED ACADEMY includes a blended curriculum of online and offline materials developed specifically for young adults. Training can be self-directed or taken in the classroom while guided by an advisor. In all forms of learning delivery, advisors can enhance the benefits of the Academy materials through active discussions of the Academy's content.



## ONLINE MATERIALS

- Three courses
- Two types of modules

### **Performance Simulations (10/36)**

- Learning by doing
- Simulated interactions
- Choice & consequences of action
- Virtual coach and feedback
- Reference zone

### **Computer Based Training (26/36)**

- Interactive learning
- Multiple characters
- Videos
- Quizzes
- Feedback Surveys
- Activity Packs



## OFFLINE MATERIALS

- Exercises
- Checklists
- Templates
- Action Plans



## ADVISOR-LED ACTIVITIES

### **Discussion Sessions**

- Discuss what has been learned
- Identify and work through participants' challenges
- Propose further actions

# S2S ACADEMY BENEFITS



## Learners

- Access any time, any place.
- Learn and remember more via gamified, learn-by-doing approach.
- Learn in a safe environment with feedback and coaching.
- Personalize the training and select topics to meet immediate needs (modular).
- Build soft skills, hard skills, and digital literacy skills.



## Advisors/Instructors

- Save time developing content and delivering foundational training.
- Free up time for more targeted coaching and advising.
- Personalize the training to each learner.
- Track students' usage to identify potential gaps.



## Organization

- Provide online employability training to your learners at no additional cost and no development effort.
- Partner with Accenture.
- Build capacity within your organization.
- Complement existing programs.
- Reach new learners.

# SUCCESS STORIES



Charles, Learner

## Background:

- Diagnosed with Autism, Borderline Intellectual Functioning and ADHD.
- High school graduate with no work history or transferable skills.

## S2S Academy:

- Worked with employment specialist and job skills trainers on the S2S Academy to assist with job skills, appropriate interview behavior, how to research jobs, and how to network.

## Results:

- Received a job offer from a major retailer as a cart attendant.
- Receiving compliments from customers and coworkers.
- Working toward more independence.



Phillip, Learner

## Background:

- Unemployed with minimal work experience. Didn't like college.
- Passion and aptitude for information technology.

## S2S Academy:

- Attended 2-week Career Exploration course, which included S2S Academy modules such as Career Pursuit and Using the CAR Technique.
- Boosted his confidence in career planning and interviewing.

## Results:

- Earned his Server Administration Fundamental certification and COMPTIA+ certification.
- Working as IT Tech Support.
- Pursuing additional IT Med certs.



Kenloy, Advisor/Instructor

## Background:

- Instructor/advisor for high-school age students.

## S2S Academy:

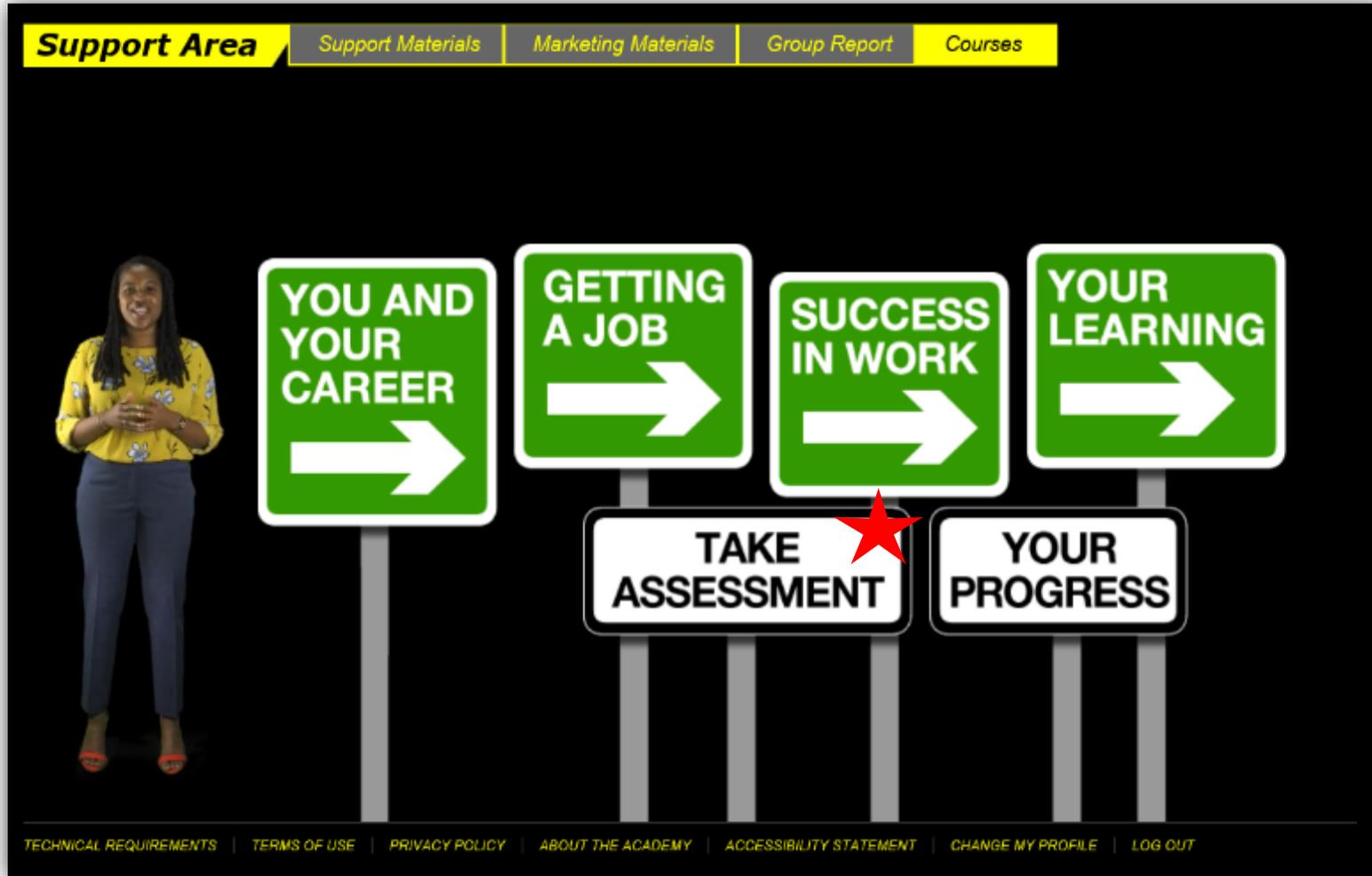
- Facilitated 20 S2S Academy modules during a 5-week summer boot camp.

## Results:

- Saved him time to leverage existing Academy modules instead of creating new materials.
- Content and context was on target:
  - *"It was concise, interactive, and entertaining."*
  - *"It creates a real narrative that makes students buy into the activities. The real scenarios make it relatable."*
  - *"Having diversity within the modules was a plus! Different representations of race and gender was important. Students saw themselves in the modules."*

# PRE – ASSESSMENT AND YOUR LEARNING

# PRE-ASSESSMENT



- This quick assessment will tailor the content of the Skills to Succeed Academy to the needs of the learner. The pre-assessment is accessible via the “Take Assessment” signpost on the homepage.
- Learners still have access to all of the courses/modules, but the pre-assessment provides a tailored listing.
- Learners can retake the pre-assessment if their needs change.

# PRE-ASSESSMENT

**Pre-Assessment**

This quick assessment will tailor the content of the Skills to Succeed Academy to your needs.

- I am beginning my career search*
- I am looking for a job*
- I want to brush up on my interview technique*
- I am starting my first job*
- I have a job and want to advance my career*

**Show me Everything**

## Step 1:

- Learners select the broad scenarios that apply to them:
  - Beginning career search
  - Looking for a job
  - Brush up on interviewing
  - Starting a job
  - Career advancement
- If they select Show Me Everything, all scenarios will be selected.

# PRE-ASSESSMENT

**Pre-Assessment**

You're almost there.

Just select all the items you would like help with, then click 'Next'. You will be taken to your personalized version of the Skills to Succeed Academy.

- Finding out more about careers*
- Identifying the right job to apply for*
- Finding out about a specific type of career*
- Knowing how to apply for a job*
- Understanding who can help me*
- Having a great CV / Resume*
- Writing an application form*
- My online presence*
- Face-to-face interviews*
- Telephone interviews*
- Panel interviews*
- Preparing for a new job*
- Succeeding in a new job*
- Advancing my career*
- Improving my performance*
- Considering a career change*

## Step 2

- Learners can select as many scenarios that fit their needs.
- Based on the responses, the Academy will filter the most appropriate modules.

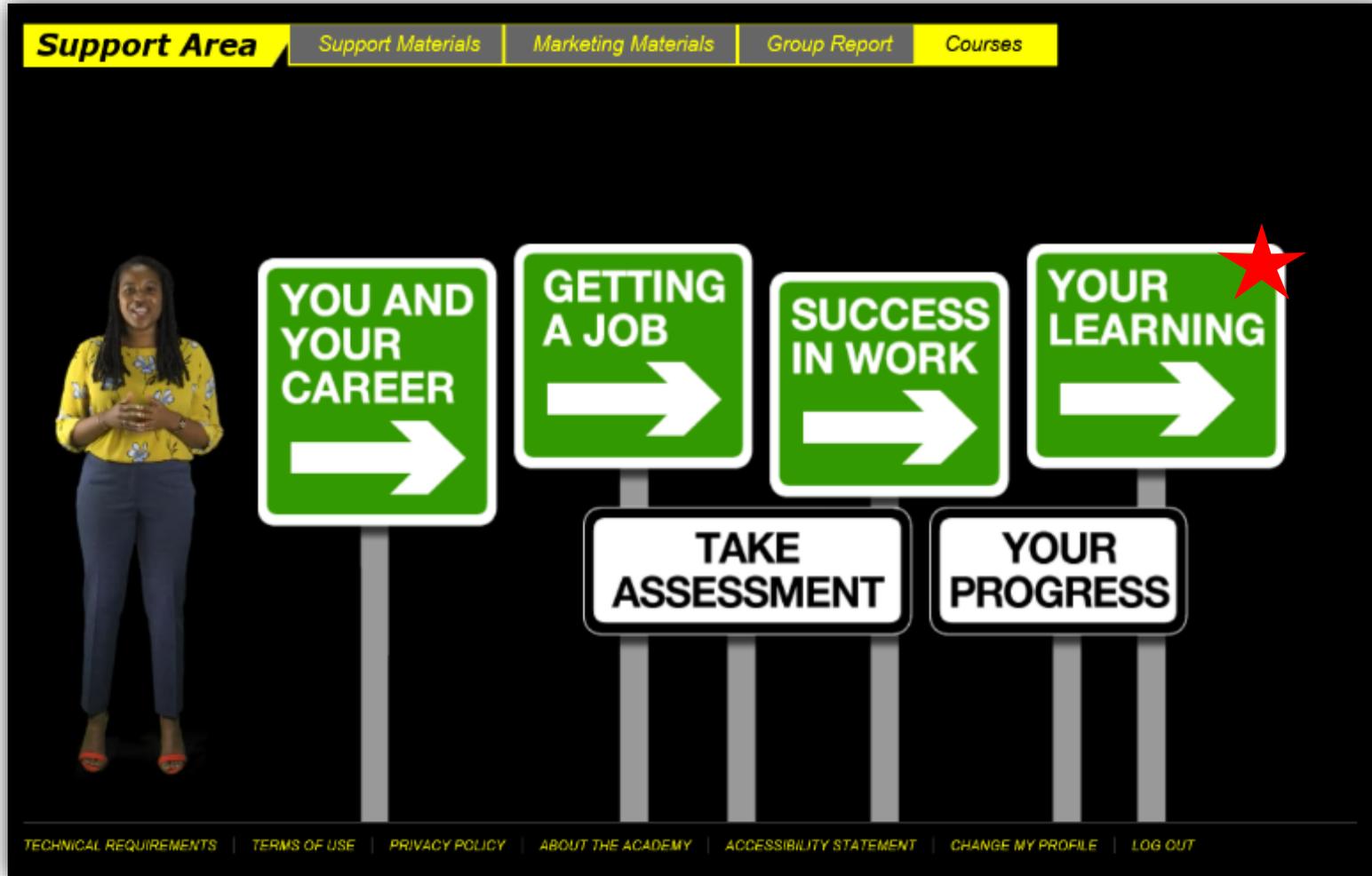
# YOUR LEARNING



## Step 3

- Once the pre-assessment is complete, learners are brought to their recommended modules in Your Learning.

# YOUR LEARNING



## Step 4

- The next time learners need to access their tailored list of modules, they can access it via the Your Learning signpost.

# SUMMARY OF PRE-ASSESSMENT SCENARIOS

Primary Questions	Secondary Questions	Recommended Modules
1. I am beginning my career search	1. Finding out more about careers	YAYC01, YAYC02, YAYC03, YAYC04, YAYC05, YAYC06
	2. Identifying the right job to apply for	YAYC01, YAYC02, YAYC03, YAYC04, YAYC05, YAYC06, GAJ03, GAJ05, GAJ07 GAJ08
	3. Learning about a specific type of career	YAYC01, YAYC02, YAYC03, YAYC04, YAYC05, YAYC06
2. I am looking for a job	4. Knowing how to apply for a job	YAYC04, GAJ05, GAJ07, GAJ08, GAJ09, GAJ11
	5. Understanding who can help me	GAJ03, GAJ04, GAJ07, GAJ20
	6. Having a great CV / Resume	GAJ05, GAJ06, GAJ13
	7. Writing an application form	GAJ05, GAJ10, GAJ14, GAJ15
3. I want to brush up on my interview technique	8. My online presence	GAJ05, GAJ06, GAJ07, GAJ08, GAJ20
	9. Face-to-face interviews	GAJ01, GAJ02, GAJ05, GAJ10, GAJ11, GAJ16, GAJ17, GAJ18
	10. Telephone interviews	GAJ02, GAJ05, GAJ10, GAJ11, GAJ12, GAJ16, GAJ18
	11. Panel interviews	GAJ02, GAJ05, GAJ10, GAJ18, GAJ19
4. I am starting my first job	12. Preparing for a new job	SIW01, SIW02, SIW03
	13. Succeeding in a new job	SIW04, SIW05, SIW06, SIW07, SIW08
5. I have a job and want to advance my career	14. Advancing my career	YAYC04, SIW06, SIW07, SIW08, SIW09, SIW10, GAJ20
	15. Improving my performance	SIW06, SIW07, SIW08, SIW09, SIW10
	16. Considering a career change	YAYC05, GAJ03, GAJ05, GAJ07, GAJ08, GAJ10, GAJ13, GAJ20

More details on how the pre assessment tool personalizes participant content, can be found on page 6 of the [Module Guide and Diagnostics](#), of the Support Materials tab.

YAYC=You and Your Career  
GAJ=Getting a Job  
SIW=Success in Work

# PERFORMANCE SIMULATIONS

# PERFORMANCE SIMULATIONS

Open  
Module

Start the  
Sim

Reference  
Zone

Feedback  
Survey

Let's look at what participants will experience through the Performance Simulations



# PERFORMANCE SIMULATIONS

Open  
Module

Start the  
Sim

Reference  
Zone

Feedback  
Survey

Let's see how Performance Simulations break down



- **Use:** Users learn by doing and making decisions
- **Length:** 40 - 60 minutes
- **Content:** 10 interactive user choice simulations and feedback

# PERFORMANCE SIMULATIONS

Open  
Module

Start the  
Sim

Reference  
Zone

Feedback  
Survey

Reference Zone Content provides advice to learners from Employers, Advisors, and Jobseekers



- **Use:** Consolidates participant learning in bite-sized topics
- **Length:** 5 - 8 mins per topic
- **Content:** Video guidance, checklists and top tips from experts
- **Location:** Access through the performance simulations or by clicking the “?” icon on all course main menus

# PERFORMANCE SIMULATIONS

Open  
Module

Start the  
Sim

Reference  
Zone

Feedback  
Survey

A feedback survey is displayed at the end of each module

**SURVEY** 20 of 21

I am now more confident about taking steps to plan my career. 1 of 3

5 - Strongly Agree   4 - Agree   3 - Neutral   2 - Disagree   1 - Strongly Disagree

**NEXT QUESTION** ▶

- **Use:** Feedback is used to help improve the training
- **Length:** Less than 1 minute to complete
- **Content:** 3 multiple choice questions
- **Location:** Appears at the end of all modules

# COMPUTER BASED TRAINING

# COMPUTER BASED TRAINING

Online Activity

Quiz

Feedback Survey

Activity Pack

Let's look at what learners will experience through the computer based training modules

The CAR technique is a way of structuring the things you say or write to show your achievements effectively.

When you are applying for jobs, using CAR can show an employer you are able to communicate effectively, highlight your problem-solving skills, or in other words, convince them that you would be competent at the job because of your experiences.

Each letter in CAR stands for something.

*Click each letter to find out what it stands for.*

**C**      **A**      **R**

**R is for RESULT**

In the final part of your answer, describe the positive outcomes of the steps you took to address the challenge or problem.



# COMPUTER BASED TRAINING

[Online Activity](#)[Quiz](#)[Feedback Survey](#)[Activity Pack](#)

Complete the quiz at the end of the module to consolidate your learning

## Module 10 Quiz

Question: 1 of 5

True or False? CAR should be used to answer the question, 'Describe a time you prioritised your day to day workload?'

- False
- True

- **Use:** Check participant understanding of the training. Quizzes can be repeated to get a high score
- **Length:** 2-3 mins
- **Content:** 5 multiple choice questions
- **Printing:** Quiz scores can be printed and used as proof of module completion

# COMPUTER BASED TRAINING

[Online Activity](#)[Quiz](#)[Feedback Survey](#)[Activity Pack](#)

Complete the Feedback Survey at the end of the module. It follows the same structure as the Feedback Survey at the end of the Performance Simulation

The screenshot shows a survey interface with a black background. In the top left corner, there is a yellow tab labeled "SURVEY". In the top right corner, there is a yellow tab labeled "20 of 21". The main content area is a light gray rectangle containing the question "I am now more confident about taking steps to plan my career." followed by "1 of 3". Below the question, there are five radio button options: "5 - Strongly Agree", "4 - Agree", "3 - Neutral", "2 - Disagree", and "1 - Strongly Disagree". Each option has a yellow radio button. In the bottom right corner of the gray area, there is a yellow button with the text "NEXT QUESTION" and a right-pointing arrow.

- **Use:** Feedback is used to help improve the training
- **Length:** Less than 1 minute to complete
- **Content:** 3 multiple choice questions
- **Location:** Appears at the end of all modules

# COMPUTER BASED TRAINING

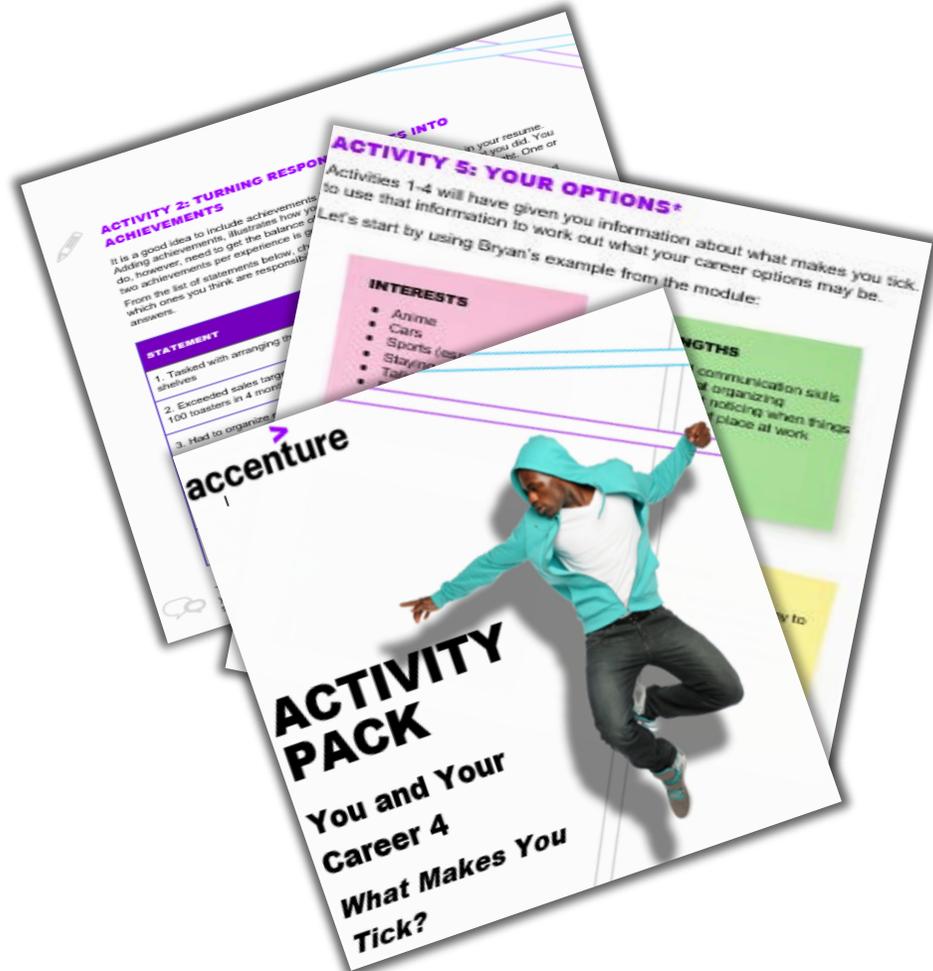
Online Activity

Quiz

Feedback Survey

Activity Pack

Complete the Activity Pack to apply what you have learned to your own job seeking journey

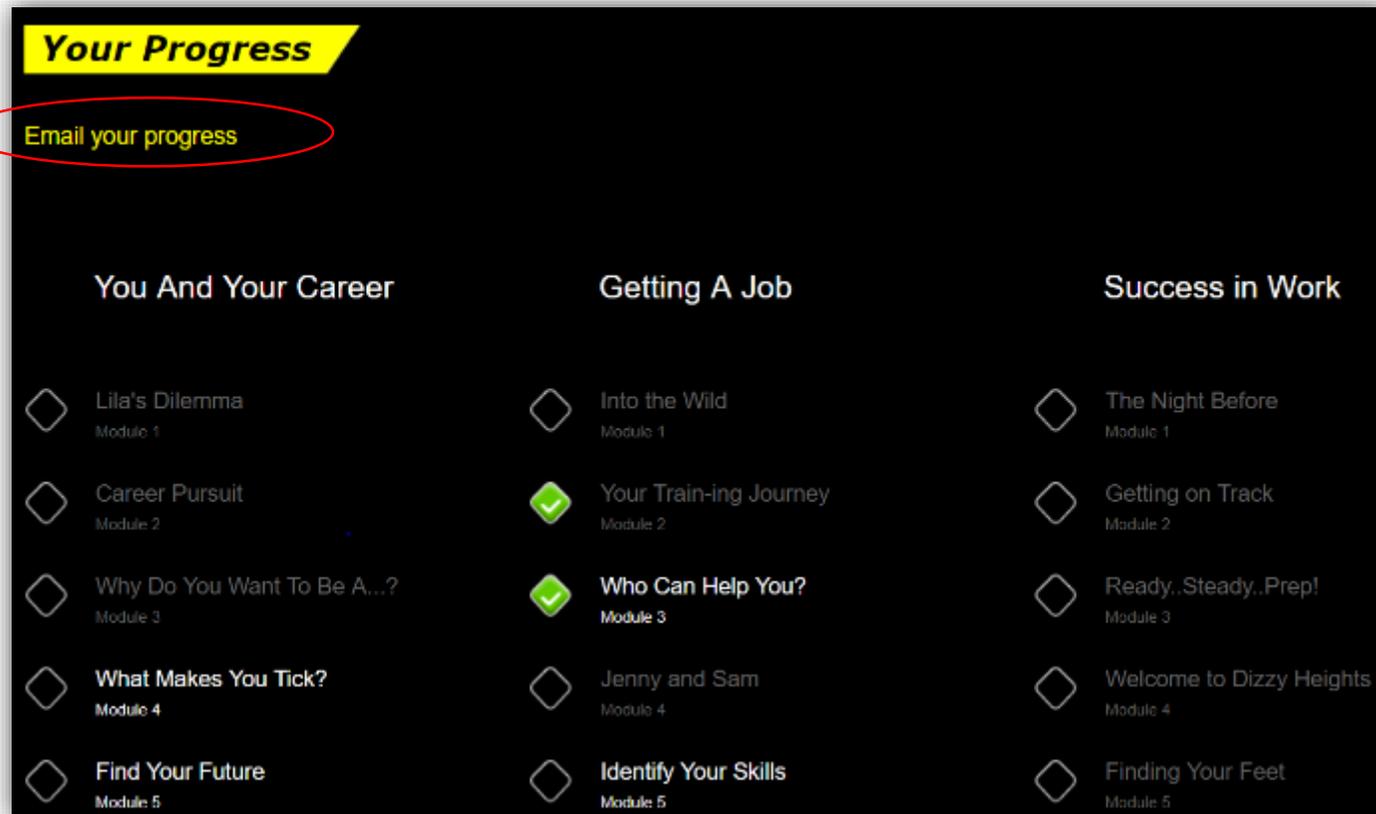


- **Use:** Consolidate learning and help participants tailor learning to their employability journey
- **Length:** 20-60 mins
- **Content:** Templates, top tips, checklists, links and practice activities
- **Location:** Appears at the end of all CBT modules and in the course main menu
- **Printing and editing:** Activity Packs can be saved and edited on a computer and printed

# YOUR PROGRESS

# YOUR PROGRESS

The Your Progress function helps the learner understand where they are within a particular module. This feature will indicate if a module is completed, in progress, or not started.



- **Use:** Used to help learners check their progress
- **Content:** Illustrates both the completed and non completed modules of a learner. This information can be passed on to an advisor via the email your progress tab.
- **Location:** Can be accessed via the “Your Progress” signpost on the home screen
- **Accuracy:** White checks only appear once learners review a module and complete the survey and quiz. Staff should encourage learners to complete everything and receive a white check mark to ensure that metrics are tracked correctly.

# DELIVERY APPROACHES AND CONSIDERATIONS

# FLEXIBLE DELIVERY APPROACHES



Which approach(s) would work best with **your** organization/programs?



1. **Computer Lab Approach - Training delivered in a classroom setting; each student has PC**  
Training is delivered in a workshop and covers the entire Skills to Succeed Academy training program or selected modules.



2. **Homework Approach - Partial Advisor-led training in workshop, partial self-study training**  
Modules are delivered over a period of time in an advisor-led group training session. Additional modules and other parts of the Skills to Succeed Academy are completed as self-study training.



3. **Career Center Approach - Advisor referral to the training, plus 1:1 coaching**  
Advisors refer participants to the Skills to Succeed Academy, to be completed as self-study over a period for referral (e.g. every week). Participants discuss the training they have completed in follow up sessions with their advisor. Participants are required to show which modules they have completed.



4. **Presenter Approach - Advisor presents on a projector in front of the class**  
Training is delivered in a classroom setting where the advisor will lead the session through one screen and engage and discuss tasks and concepts with participants in order to ensure a thorough understanding of the modules. All participants should complete activity packs with the online training.

# DIFFERENT TYPES OF ORGANIZATIONS, AUDIENCES AND PROGRAMS



# NAVIGATION AND REGISTRATION

# CREATING A NEW LEARNER ACCOUNT

**Skills to Succeed Academy**

Get help planning your career, getting a job and succeeding in employment with this free, friendly and fun training.

It has lots of useful information, real life scenarios and a flight simulator for job seekers to help your career take off.

CLICK TO FIND OUT MORE:

**ABOUT THE ACADEMY →**

ALREADY REGISTERED? **LOG IN →**

**WATCH TO FIND OUT MORE**

REGISTER NOW:

**LEARNER REGISTRATION →**

**STAFF REGISTRATION →**

*"It motivated me to take control of my future."*

*"I identified skills that I never knew I had!"*

*"It helped me to understand what employers are looking for."*

EAT. SLEEP. DRUM.

Important!

Navigate to [s2sacademy.org](https://s2sacademy.org) (not .com)

➔ Select the correct registration option: Learner or Staff

# SUPPORT & MARKETING MATERIALS



# SUPPORT MATERIALS

1. [Training Handbook](#)

**Skills to Succeed Academy Training Handbook**

The Training Handbook provides you with information to familiarize yourself with the Skills to Succeed Academy, as well as to plan, prepare for and deliver the training.

DOWNLOAD

2. [Preparing Organization's IT](#)

**Preparing Your Organization's IT**

This is a short cheat sheet to check and troubleshoot your organization's technology before using the Academy with your learners.

DOWNLOAD

3. [Module Guide and Diagnostics](#)

**Skills to Succeed Academy Module Guide and Diagnostic**

The Module Guide and Diagnostic provides a detailed summary of the content within each of the 36 modules on the Skills to Succeed Academy.

DOWNLOAD

★ 4. [Module and Character Reference](#)

**Module and Character Reference Guide**

This is a short cheat sheet to see all of the modules and characters at a glance.

DOWNLOAD

5. [Planning, Prep, and Delivery](#)

**Skills to Succeed Academy Planning, Preparation and Delivery Checklists**

The Planning Preparation and Delivery Checklists are editable and will help you understand the key activities to complete to prepare and deliver Skills to Succeed Academy training. You can track your progress against these activities. The Training Handbook provides information on how to fill in this template and customize it for your organization.

DOWNLOAD

6. [Site Navigation](#)

**Skills to Succeed Academy Site Navigation Guide**

The Navigation Guide includes information on how to navigate the Skills to Succeed Academy website.

DOWNLOAD

★ 7. [Certificate – Courses](#)

**Certificate of Achievement - Courses**

The Certificate of Achievement - Courses is an editable template that can be used to recognize that a learner has completed a Skills to Succeed Academy course (You and Your Career; Getting a Job; Success in Work). It can be printed in color. For guidance, please see the Training Handbook.

DOWNLOAD

8. [Certificate – Modules](#)

**Certificate of Achievement - Modules**

The Certificate of Achievement - Modules is an editable template that can be used to recognize that a learner has completed a Skills to Succeed Academy module (includes ticking the applicable modules). It can be printed in color. For guidance, please see the Training Handbook.

DOWNLOAD

# MARKETING MATERIAL

Support Area

Support Materials

Marketing Materials

Group Report

Courses

The Marketing Materials folder contains information to support you in raising awareness of the Skills to Succeed Academy with participants as well as guidance to support your communications about the Academy.

## 1. Academy Poster

### Skills to Succeed Academy Poster

The Poster can be used when marketing the Skills to Succeed Academy to participants and other advisors. It is editable, allowing you to easily type in your organization's Access Code (bottom right) before printing. The Poster is in color, but it can also be printed in black and white, if this is your preference.



## 2. Academy Leaflet

### Skills to Succeed Academy Leaflet

The Leaflet can be used by advisors when referring participants to the Skills to Succeed Academy training. It lists all of the modules on the second page to help you and the learner track modules to complete and completed. The Leaflet is in color, but it can also be printed in black and white, if this is your preference.



## 3. Social Media Toolkit

### Skills to Succeed Academy Social Media Toolkit

The Social Media Toolkit will help you talk about the Skills to Succeed Academy on Twitter and other social media channels.



## 4. Success Stories

### Guidance for Skills to Succeed Success Stories

The Guidance for Skills to Succeed Success Stories provides assistance to advisors on how to document the positive outcomes which are attributable at least, in part, to use of the Skills to Succeed Academy.



# GROUP REPORT

# GROUP REPORT PURPOSE

The image shows a navigation menu with four items: 'Support Area', 'Support Materials', 'Marketing Materials', 'Group Report', and 'Courses'. The 'Group Report' item is highlighted in yellow and has a red star above it. Below the menu is a woman in a yellow top and blue pants. To her right is a path of four green signs with white text and arrows pointing right: 'YOU AND YOUR CAREER', 'GETTING A JOB', 'SUCCESS IN WORK', and 'YOUR LEARNING'. Below the first three signs are two white signs with black text: 'TAKE ASSESSMENT' and 'YOUR PROGRESS'. At the bottom of the screen is a footer with links: 'TECHNICAL REQUIREMENTS', 'TERMS OF USE', 'PRIVACY POLICY', 'ABOUT THE ACADEMY', 'ACCESSIBILITY STATEMENT', 'CHANGE MY PROFILE', and 'LOG OUT'.

- When individual learner access to a computer is not possible or if an advisor chooses to run training sessions from one computer as a group session, the advisor must complete a Group Report to document how many participants are in the group.
- The group report allows us to capture group usage, without double counting learners who may use the Academy on their own as individuals.

# GROUP REPORT FIELDS

**Date of Session \***  
  
Date in DD/MM/YYYY format.

**Advisor Access Code \***

**Partner Description \***

Please provide us with some details about the session

**How many learners took part in the session? \***

**What was the duration of the session? \***  
  
Please provide the nearest whole number of hours.

**What PERCENTAGE of the attendees do you think will only use the Skills to Succeed Academy in your group sessions? Please complete only one form per group, even if you deliver more than one session to that group. The default value is 100% as attendees who complete a module(s) in group sessions will rarely then go on to use the Academy independently. \***

**What modules were delivered during the session(s)? \***

You and Your Career      Getting a Job      Success in Work

**The online training materials are of high quality**  
 Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

**The online materials to support facilitators are of high quality**  
 Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

**I would recommend the Skills to Succeed Academy to 15-24 year olds**  
 Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

It would be even better if you could provide us with some additional information about your session below

**How did you deliver the session?**  
*For example, what did you do to make the session interactive?*

**What suggestions do you have for improving how the Skills to Succeed Academy can be used in sessions where there are more learners than computers?**  
*For example, what went well and what could have gone better?*

Guidance is provided on the Group Report page. It should take no longer than 2 minutes to complete.

# TIPS FOR GROUP REPORT

Group Reports help us to understand how many users benefit from the Skills to Succeed Academy, so follow these tips to ensure **accurate** and **up-to-date** information:

- Complete all group reports as soon as possible after the training.
- Be aware that the date is in DD/MM/YYYY format, so April 1, 2018 would be 01/04/2018. (This is a carryover from our UK site.)
- Complete one Group Report per group of people (even if the group meets multiple times).
- Do your best to estimate:
  - Class size
  - Percentage – leave the default at 100 if you think no one will use it outside of class

# SUPPORT MODEL

# SUPPORT MODEL

	Resources for Learners	Resources for Advisors/Instructors
Option 1	Their Advisor/Instructor	Support Material/FAQs on Academy Website
Option 2	FAQs on Academy Website	Local Tech Support
Option 3		Your main POC at your organization
Option 4		Accenture S2S Service Desk

## Accenture S2S Service Desk

- Staffed by Accenture’s Global HR & Learning Services Support Team
- Can be contacted by learners, advisors/ trainers, champions, and Accenture team
- Contact is via email: [contact@s2sacademy.org](mailto:contact@s2sacademy.org)
- Hours of support operation: Sunday 6pm Eastern – Friday 5pm Eastern



# MOST COMMON ISSUES

Issue	Resolution
Can't register, can't log on	<ul style="list-style-type: none"> <li>• Be sure you are accessing s2sacademy.org, not .com</li> </ul>
Access code doesn't work	<ul style="list-style-type: none"> <li>• Be sure you are accessing s2sacademy.org, not .com</li> <li>• Be sure you are using the proper access code (staff vs. learner) and have typed it correctly (no extra spaces)</li> </ul>
Forgot password	<ul style="list-style-type: none"> <li>• Click the Forgotten Your Password link on the logon page.</li> </ul>
Wrong access code used to register: <ul style="list-style-type: none"> <li>• Staff register using learner code (leads to inflated metrics and no access to support materials)</li> <li>• Learners register using staff code (leads to underreported metrics)</li> </ul>	<ul style="list-style-type: none"> <li>• Register for a new account—must use different email</li> </ul>
Course does not work as expected, for example, videos do not load.	Be sure your computer meets the <a href="#">minimum requirements</a> : <ul style="list-style-type: none"> <li>• Screen size: 1024 x 768 or higher</li> <li>• Computer with built in speakers or audio output jack connected to headphones or speakers</li> <li>• Adobe PDF Reader. For latest version go to <a href="https://get.adobe.com/reader/">https://get.adobe.com/reader/</a></li> <li>• Google Chrome with JavaScript enabled. To get the latest version go to <a href="https://www.google.com/chrome/browser/desktop/">https://www.google.com/chrome/browser/desktop/</a>. Other browsers such as Internet Explorer 11 will also run the Skills to Succeed Academy, however performance is optimized in Chrome</li> <li>• Internet connection reliably providing 0.4Mbps or higher to each computer</li> </ul> For additional troubleshooting, see the <a href="#">FAQs</a>
Module not showing as complete	<ul style="list-style-type: none"> <li>• Ensure that learners have reviewed the entire module and completed the survey and quiz (if applicable)</li> </ul>

# QUESTIONS AND ANSWERS



# MAKING A QUICK START



Microsoft  
PowerPoint Presentat

[Click for LEARNER  
Quick Start Job Aid\\*](#)



Microsoft  
PowerPoint Presentat

[Click for ADVISOR/INSTRUCTOR  
Quick Start Job Aid\\*](#)

*\* You must be in slideshow view to launch the attachments*



REACHING AT+PROMISE STUDENTS® ASSOCIATION

RAPSA provides ongoing webinars and other professional development opportunities for leaders serving opportunity youth.

Access this webinar and other webinars at:

[www.rapsa.org](http://www.rapsa.org)

Email: [ernie.silva@siatech.org](mailto:ernie.silva@siatech.org)  
for sponsorship inquires for AAPF2019

**SAVE THE DATE:**

**AAPF | NOV. 13-15, 2019 | SAN DIEGO**