Webinar:
Skills to Succeed Academy

Presenter:
Chanique Vassell, Accenture
Senior Analyst

Date:
Tuesday April 30, 2019
**WELCOME!**

**CHARNEECE FRATICELLI**

**RAPSA COORDINATOR**
**RAPSA/SIATECH**

PLEASE USE THE CHAT BOX FOR QUESTIONS.

TROUBLE? EMAIL **INFO@RAPSA.ORG** WITH QUESTIONS.
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

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 

“It motivated me to take control of my future.”

“IT helped me to understand what employers are looking for.”

“I identified skills that I never knew I had!”

ALREADY REGISTERED?  LOG IN

LEARNER REGISTRATION

STAFF REGISTRATION

REGISTER NOW

http://S2Sacademy.org
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

**YOU AND YOUR CAREER**
(6 modules)

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

**GETTING A JOB**
(20 modules)

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

**SUCCESS IN WORK**
(10 modules)

Prepare for a job and sustain a career.
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
- 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

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

**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

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

Step 2

- Learners can select as many scenarios that fit their needs.
- Based on the responses, the Academy will filter the most appropriate modules.
Step 3

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

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

Primary Questions:
- [YAYC=You and Your Career]
- [GAJ=Getting a Job]
- [SIW=Success in Work]

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

**Skills to Succeed Academy**

**Menu**

**Back to ‘Choose a Course’**

**Into the Wild**

*Module 1*

Sam is on his way to Yellowstone National Park for his first job interview. See if you can help him get his dream job!

Click on the folders above to choose a module.

Click HERE for more help.

Click HERE to see useful information in the Reference Zone.
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

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
A feedback survey is displayed at the end of each module

- **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
Let’s look at what learners will experience through the computer based training modules
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 daily 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
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.

- **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.
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
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.
NAVIGATION AND REGISTRATION
CREATING A NEW LEARNER ACCOUNT

**Important!**

Navigate to s2sacademy.org (not .com)

Select the correct registration option: Learner or Staff
**SUPPORT MATERIALS**

1. **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.

2. **Preparing Organization’s IT**
   This is a short cheat sheet to check and troubleshoot your organization’s technology before using the Academy with your learners.

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

4. **Module and Character Reference Guide**
   This is a short cheat sheet to see all of the modules and characters at a glance.

5. **Planning, Prep, and Delivery**
   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.

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

7. **Certificate – 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.

8. **Certificate – 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.
MARKETING MATERIAL

1. **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**
   - 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**
   - The Social Media Toolkit will help you talk about the Skills to Succeed Academy on Twitter and other social media channels.

4. **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 PURPOSE

- 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

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

<table>
<thead>
<tr>
<th>Resources for Learners</th>
<th>Resources for Advisors/Instructors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>Their Advisor/Instructor</td>
</tr>
<tr>
<td>Option 2</td>
<td>FAQs on Academy Website</td>
</tr>
<tr>
<td>Option 3</td>
<td></td>
</tr>
<tr>
<td>Option 4</td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can’t register, can’t log on</td>
<td>Be sure you are accessing s2sacademy.org, not .com</td>
</tr>
<tr>
<td>Access code doesn’t work</td>
<td>Be sure you are accessing s2sacademy.org, not .com</td>
</tr>
<tr>
<td></td>
<td>Be sure you are using the proper access code (staff vs. learner) and have typed it correctly (no extra spaces)</td>
</tr>
<tr>
<td>Forgot password</td>
<td>Click the Forgotten Your Password link on the logon page.</td>
</tr>
<tr>
<td>Wrong access code used to register:</td>
<td>Register for a new account—must use different email</td>
</tr>
<tr>
<td>• Staff register using learner code (leads to inflated metrics and no</td>
<td>Be sure your computer meets the minimum requirements:</td>
</tr>
<tr>
<td>access to support materials)</td>
<td>• Screen size: 1024 x 768 or higher</td>
</tr>
<tr>
<td>• Learners register using staff code (leads to underreported</td>
<td>• Computer with built in speakers or audio output jack connected to headphones or speakers</td>
</tr>
<tr>
<td>metrics)</td>
<td>• Adobe PDF Reader. For latest version go to <a href="https://get.adobe.com/reader/">https://get.adobe.com/reader/</a></td>
</tr>
<tr>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Internet connection reliably providing 0.4Mbps or higher to each computer</td>
</tr>
<tr>
<td>Course does not work as expected, for example, videos do not load.</td>
<td>For additional troubleshooting, see the FAQs</td>
</tr>
<tr>
<td>Module not showing as complete</td>
<td>Ensure that learners have reviewed the entire module and completed the survey and quiz (if applicable)</td>
</tr>
</tbody>
</table>
QUESTIONS AND ANSWERS
MAKING A QUICK START

Click for LEARNER Quick Start Job Aid*

Click for ADVISOR/INSTRUCTOR Quick Start Job Aid*

* You must be in slideshow view to launch the attachments
RAPSA provides ongoing webinars and other professional development opportunities for leaders serving opportunity youth.

Access this webinar and other webinars at: www.rapsa.org

Email: ernie.silva@siatech.org for sponsorship inquires for AAPF2019

SAVE THE DATE:
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