

# **CLE: Continuous Learning Education**

## **1) Cisco Certified Support Technician:**

### **Kick-start your career with a Cisco certification!**

Cisco, the worldwide leader in technology that powers the Internet, has partnered with Certiport to create the **Cisco Certified Support Technician (CCST) certification program**.

This program includes **three certification exams** designed to validate work-ready skills and knowledge to help learners find a job in the field of end user support, networking, and cybersecurity. Earning a Cisco Certified Support Technician certification showcases the learner's skillset to employers, telling them they are ready to roll up their sleeves on day one.

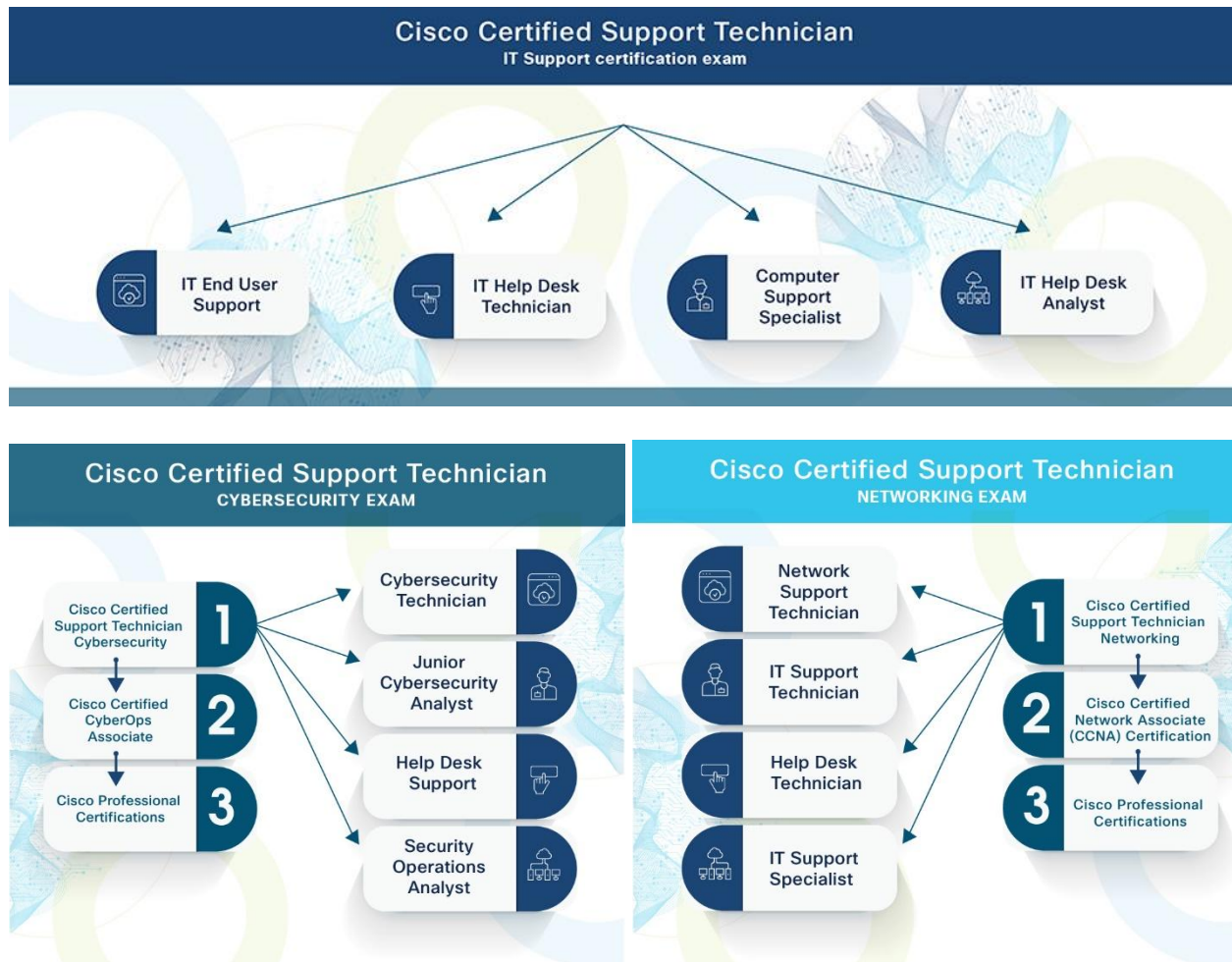
**The 100-140 CCST IT Support, 100-150 CCST Networking, and 100-160 CCST Cybersecurity** exams were created by a team of subject-matter experts from diverse careers and industries (including Cisco employees, networking and cybersecurity professionals, hiring managers, professors, teachers, and the experts at Certiport) to ensure these certifications effectively bridge the gap between education and the skills and knowledge needed to succeed in the workplace. It helps prepare learners for high-demand roles in tech support, networking, and cybersecurity, including analysts, auditors, support specialists, and technicians.

### **The Cisco Certified Support Technician**

The Cisco Certified Support Technician certifications are work-ready certifications that can combine with additional credentials to help set you apart for high-demand, specialized roles within IT. As the demand for networking and cybersecurity professionals continues to increase, so does the demand for

specialized skills within those fields. By earning additional certifications paired with the Cisco certifications, you can prove that you have what it takes to hit the ground running and the determination to get the job done.

### Pathway:



## 2) Critical Career Skills: Generative AI Foundation and Professional Communication Skills

To keep pace with the rapidly changing job market, we've updated our curriculum to align with the needs of today's learners. Our new Critical Career Skills (CCS) program builds on the previous Communication Skills for Business (CSB) offering. It expands our core communication training while boosting overall career readiness and employability. We've also introduced a Generative AI Foundations exam to reflect emerging workplace technologies.

### Why Critical Career Skills?

This Critical Career Skills shift aims to prepare learners across various fields with versatile, in-demand skills. By focusing on cross-industry competencies, we're ensuring that both student learners and professionals are well-equipped to meet the diverse needs of today's employers<sup>1</sup>. This integration of diverse skill sets under one umbrella allows for a more holistic approach to workforce readiness and professional development, making the Critical Career Skills program a comprehensive solution for those looking to excel in their careers.

Certiport offers the following certifications within the CCS program:

### Generative AI Foundations

The Generative AI Foundations exam positions learners at the cutting edge of a rapidly emerging field. It provides a solid grounding in generative AI, enhancing their ability to adapt in a tech-driven job market, and gives them a competitive edge with employers.



**52%**  
of Millennials



**48%**  
of Gen Z

believe that AI will help them move their careers forward.



Future of Work Report: AI at work November 2023 | Inside

## Professional Communication

The Professional Communication certification trains on the communication skills employers consistently rank as top priorities. Once learners master these skills, they're workplace ready—able to perform effectively in diverse professional environments and navigate career challenges with confidence.



## **What you will learn in this course:**

### Generative AI Foundations

- **Methods and methodologies of generative AI** Explore the distinctions between Generative and other types of AI, including search engines. Learn the basics of producing outputs, selecting appropriate tools for specific tasks and recognizing the limitations of Generative AI.
- **Basics of prompt engineering** Delve into the fundamentals of prompt engineering, learning to craft effective prompts for text generation, content transformation, and developing skills for image and video creation.
- **Prompt refinement** Take a deeper look into advanced prompting techniques, including levels of specificity, context, persona creation and reverse prompting strategies.
- **Ethical, societal and legal impacts** Examine common biases, legal aspects of intellectual property rights, data privacy concerns and the overall risks and impacts of Generative AI on society.

### **Professional Communication Certification:**

The Critical Career Skills (CCS) Professional Communication exam validates that candidates entering the workforce understand key communication principles and skills that are necessary to be effective in a work environment. While the key skill being measured is communication, the nature of this exam will also help students with the other 3 of “the 4 C’s”:

- Critical Thinking – which will happen as they think through how to effectively communicate
- Collaboration – which will stem from effectively communicating with others
- Creativity – which is required to present appealing communications

### **3) Entrepreneurship and Small Business:**

Entrepreneurship and Small Business is a certification delivered by **Certiport**, sponsored by **Intuit** and the **Network for Teaching Entrepreneurship**, that ensures tomorrow's leaders are prepared with the toolkit they need to get ahead in today's competitive landscape. Whether you are starting a bakery or launching the next billion dollar startup, ESB validates a students' understanding of core business principles, including the essentials needed to launch and maintain a successful business.

Candidates for ESB certification will be expected to have key conceptual knowledge of entrepreneurial and small business principles through at least 150 hours of instruction. Successful completion of this certification will validate the skills and knowledge for those students interested in working in a middle-skill trade profession as their own boss and those with entrepreneurship and small business career aspirations.

#### **4) Intuit Certifications**

Intuit is a global technology platform that helps customers and communities overcome their most important financial challenges. Serving approximately 100 million customers worldwide with **TurboTax**, **QuickBooks**, **Mint** and **Credit Karma**, and **Mailchimp**.

**Certiport offers the following certifications for Intuit:**

##### **Intuit QuickBooks Certified User (QBCU)**

The Intuit QuickBooks Certified User exam validates students' ability to use QuickBooks Online effectively for accounting and business tasks and demonstrates practical computing and financial skills.

##### **Intuit Certified Bookkeeping Professional**

The Intuit Certified Bookkeeping Professional exam validates foundational bookkeeping and accounting knowledge.

##### **Intuit Personal Finance**

The Intuit Personal Finance exam validates foundational knowledge in managing money, budgeting, and making informed financial decisions.

##### **Intuit Design for Delight Innovator**

The Intuit Design for Delight Innovator certification validates understanding of design thinking principles and equips individuals with tools to identify problems and create innovative solutions.

## Master Certification in Entrepreneurship

Candidates who earn **Intuit's Design for Delight Innovator Certification** and the **Entrepreneurship and Small Business certification V.2**, will receive the **Master Certification in Entrepreneurship**. Individuals who receive this certificate will have exhibited an understanding of concepts related to entrepreneurship, small business, and business design.

### 5) Adobe Certified Professional:

Adobe Certified Professional is the industry-recognized certification that demonstrates mastery of **Adobe Creative Cloud** software and must-have knowledge for digital media careers. Each exam is integrated with an Adobe application and designed by experts, allowing for an authentic assessment of job-ready skills.

My Pathway:

<https://certiport.pearsonvue.com/Certifications/Adobe/ACP/Certify#illustrator>

## **6) IC3 Digital Literacy Certification:**

Technology has become a part of our everyday lives, and understanding how to function in environments that require the use of computers and the Internet is more critical now than ever before. So, whether you are a primary, secondary, or post-secondary student who plans to pursue a career in IT, or simply become more effective with technology, *IC3 Digital Literacy Certification* is the place to start. Check out our new video on the latest version, Global Standard Six.

**Explore available pathways for IC3 Digital Literacy Certification:**

## IC3 Digital Literacy Global Standard Six Master

The path to information and communication technology starts with the IC3 Digital Literacy Master certification. Show others you know how to thrive in a digital world by certifying the skills needed to support our modern, digital economy. Achieve IC3 Digital Literacy Master status by earning GS6 Level 1, Level 2, and Level 3 certifications to start your journey to becoming the tech savvy guru that your friends, family, and employers, always want around.



### IC3 Digital Literacy Global Standard Six Master pathway requirements

Certifications Required: 3 out of 3

✓ IC3 GS6 Level 1

✓ IC3 GS6 Level 2

✓ IC3 GS6 Level 3



**IC3 Digital Literacy Global Standard Six Master  
Certification**

## **Workforce Ready**

Employers in every industry want a skilled workforce that is “tomorrow ready.” Employers emphasize the need for employees with specific foundational skills, including digital literacy, competence in Microsoft Office, and the capability to communicate effectively. The Workforce Ready credential covers each of these skill areas and provides a foundation for success in nearly every workplace. It will help candidates prove they have the prowess to meet today's demands of the accelerated economy. This pathway will help advance candidates on their path to workforce success, no matter where it may lead.



## Workforce Ready pathway requirements

Prerequisite: IC3 GS6 Master Certification (Required 3 out of 3)

✓ IC3 GS6 Level 1

✓ IC3 GS6 Level 2

✓ IC3 GS6 Level 3



Certifications Required: 4 out of 4

✓ Word Associate  
(Microsoft 365 Apps or Office 2019)

✓ Excel Associate  
(Microsoft 365 Apps or Office 2019)

✓ PowerPoint Associate  
(Microsoft 365 Apps or Office 2019)

✓ Communication Skills for  
Business



**Workforce Ready Credential**