



## APSSDC - IBM Collaboration Online Training Program “SkillsBuild”

1. APSSDC is happy to collaborate with IBM to offer this platform – SkillsBuild for candidates from Andhra Pradesh. The platform is developed by IBM in collaboration with key learning partners for pedagogy and innovative technology: CodeDoor, CoopAcademy, Credly, MyInnerGenius, SkillSoft etc.
2. **Features:** The program offers digital learning platform and open badges, personalized coaching and experiential learning. The **following features** are present in the platform:
  - a. Psychometric Analysis
  - b. Learning Paths and Learning channels – for lifelong learning
  - c. Professional Skills like collaborating effectively, interpersonal skills, problem solving etc.
  - d. Essential Skills
  - e. In Module Assessments
  - f. Skill based – module based badges – will LinkedIn linkage
  - g. Live Projects
  - h. Coaching collaborations
  - i. Job Market Place (under development)
3. **I. Learning paths:** Trainees can choose from three learning paths:
  - a. **Digital Foundation:** It covers professional and essential **digital skills, which are relevant to everyone** working in today’s world - Agile methodologies, Artificial intelligence, Blockchain, Cloud computing, Cognitive technology, Data and analytics, Design thinking, Internet of Things, Security.
  - b. **Junior Web Developer:** This **technical path** will be delivered in collaboration with CodeDoor. Students will learn the essential of core web development
  - c. **Customer Service representative:** Those who are interested in pursuing a non **technical career** in technology can acquire customer service and support skills, such as how to research, solve complex problems and manage their time.

**II. Live Projects:** The live projects platform is very unique and allows the candidates to surf through existing projects available throughout the world on the platform and collaborate to execute the project. The candidates skill badges will be the requisites for the respective projects. The candidates can also create their own projects and invite people from across the world for collaboration.

**Eligibility:** Any Degree qualification.

### **Procedure**

- Candidates register in the link provided in APSSDC portal. You may also refer to the bottom of the page.
- Candidates would be assessed for seriousness.
- IBM would provide logins to these candidates via email.
- Candidates would be required to activate the logins provided in the email.
- Candidates choose from three learning paths
- Candidates should watch demo videos of the platform to get better understanding on usage of the platform
- The course consumption would be monitored by APSSDC through dash boards.
- Two common modules for every course are Working in a Digital World – Professional Skills and Working in a Digital World – Essential Skills. Apart from these, core modules related to the learning path/ course chosen should be completed.
- Each module is divided into various topics/ lessons. The topics/ lessons are delivered through various videos, text material, practice activities and assessments/ examination.
- After successful completion of the assessment/ examination for each module, candidates earn skill badges related to the module.
- Apart from this, candidates need to complete end assessment/ examination for receiving the final certificate.

### **Course Content**

#### **Digital Foundation**

Customer service representatives are a primary point of contact for the customer with an organization. They make sure customers are satisfied, even delighted, with the experience or interaction that they've had through a customer service channel.

Customer service representatives must be effective in explaining the issue resolution process and providing information about products and solutions to customers. They need to be able to multitask and prioritize customer issues and problem solve and collaborate with colleagues

across the organization. They must display professional and empathetic behavior with customers, and have patience, curiosity, and a willingness to help others.

### **What Candidates will learn:**

**Badge 1: Working in a Digital World: Professional Skills** - This badge earner has an understanding of key skills for professional success and core soft skills needed in the information technology workforce. This knowledge of skills and behaviors includes: creating and delivering presentations; using agile approaches for working professionally to deliver quality work and experiences to customers; collaborating effectively with teams; communicating with impact; dealing with challenges in a controlled and focused manner; and solving problems and implementing solutions.

#### **Earning criteria**

- Complete the Professional Skills 5-course series consisting of the following:
- Collaborate Effectively;
- Present with Purpose;
- Interpersonal Skills;
- Delivering Quality Work with Agility; and
- Solving Problems with Critical and Creative Thinking.
- Complete the end-of-series Professional Skills Badge Quiz with a score of 80% or higher.

**Badge 2: Working in a Digital World: Essential Skills** - Essential skills represent the industry knowledge and modern ways of working that professionals need to be successful in a digital innovation economy. This badge earner has knowledge about how to use and apply agile and design thinking methodologies and practices, and is aware of the key technologies that power today's jobs, including cloud computing, artificial intelligence, data and analytics, the Internet of Things, blockchain, and security.

#### **Earning criteria:**

- Complete three Skillsoft courses: Best Practices for Digital Transformation; Agile Principles and Methodologies; and Developing a Plan to Further Your Career.
- Complete five Couracademy courses: Improving Lives with Data; AI and Cognitive Technologies; Understanding Blockchain Technology; Security in the Digital Age; and Become Agile with Design Thinking.
- Complete two IBM courses: What is cloud computing?; and What is the Internet of Things?

- Complete and submit My Essential Skills Action Plan, with outcomes validated by the learner's NGO sponsor.

**Badge 3: Customer Service Representative: Core Skills** - This badge earner understands methodologies & best practices for building rapport & engaging in productive communication. The learner has knowledge of communication skills that are clear & concise, understands when & how to say “no,” & effectively collaborates with colleagues. They exhibit knowledge of personality & behavioral characteristics critical to customer success, shows an ability to self-evaluate personality strengths & weaknesses & can apply strategies to improve upon these attributes. This badge earner has acquired knowledge and best practices essential to resolving client problems through organization, retrieval, and usage of resources and information essential to customer success operations. The learner understands concepts and methods related to Service Level Agreements (SLAs), application of support ticketing systems, Knowledge-Centered Service (KCS) methodology, and application of effective typing and dictation skills.

**Earning Criteria:**

- Complete the Communication Skills course consisting of 16 videos, 18 practice activities, and 1 quiz.
- Complete the Personality course consisting of 11 videos, 18 practice activities, and 1 quiz.
- Complete the Problem Solving course consisting of 12 videos, 18 practice activities, and 1 quiz.
- Complete the Process Control course consisting of 13 videos, 16 practice activities, and 1 quiz.

**Web Developer**

Web developers design, create, and modify general computer applications software, websites, or specialized utility programs. They might also integrate websites with other computer applications.

Other responsibilities include:

\* Analyzing user needs to implement web site content, graphics, performance, and capacity and develop software solutions

\* Designing and customizing software for client use

\* Analyzing and designing databases in an application area, working individually or coordinating database development as part of a team

\* Converting written, graphic, audio, and video components to compatible web formats to facilitate content creation

### **What Candidates will learn:**

**Badge 1: Working in a Digital World: Professional Skills** - This badge earner has an understanding of key skills for professional success and core soft skills needed in the information technology workforce. This knowledge of skills and behaviors includes: creating and delivering presentations; using agile approaches for working professionally to deliver quality work and experiences to customers; collaborating effectively with teams; communicating with impact; dealing with challenges in a controlled and focused manner; and solving problems and implementing solutions.

### **Earning criteria**

- Complete the Professional Skills 5-course series consisting of the following:
- Collaborate Effectively;
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- Complete the end-of-series Professional Skills Badge Quiz with a score of 80% or higher.

**Badge 2: Working in a Digital World: Essential Skills** - Essential skills represent the industry knowledge and modern ways of working that professionals need to be successful in a digital innovation economy. This badge earner has knowledge about how to use and apply agile and design thinking methodologies and practices, and is aware of the key technologies that power today's jobs, including cloud computing, artificial intelligence, data and analytics, the Internet of Things, blockchain, and security.

### **Earning criteria**

- Complete three Skillsoft courses: Best Practices for Digital Transformation; Agile Principles and Methodologies; and Developing a Plan to Further Your Career.
- Complete five Couracademy courses: Improving Lives with Data; AI and Cognitive Technologies; Understanding Blockchain Technology; Security in the Digital Age; and Become Agile with Design Thinking.
- Complete two IBM courses: What is cloud computing?; and What is the Internet of Things?

- Complete and submit My Essential Skills Action Plan, with outcomes validated by the learner's NGO sponsor.

**Badge 3: Introduction to web development** - This badge earner has developed a basic understanding of web development and coding concepts and practices and how they can be applied in the workplace. The individual has an understanding of problem-solving skills required to be successful in a web developer role, how the web works, and foundational concepts and key tools and technologies used to build websites. Badge earners can use these skills as a foundation for further study in web development and in a career path as a web developer.

#### **Earning Criteria:**

- Complete the Welcome to Coding Land course designed by CodeDoor, which includes lectures, videos, reading assignments, and interacting with code samples.
- Pass the comprehension assessments demonstrating knowledge of web development concepts.

**Badge 4: Web Developer Foundations** - this badge earner demonstrates a foundational understanding of front-end web development concepts, principles, and practices. This individual has also demonstrated a deep understanding of how to use programming languages and frameworks, such as HTML, CSS and JavaScript, to create web applications. Badge earners can use these skills to pursue and advance their career as a web developer.

#### **Earning criteria**

- Complete the Web Developer Foundations course designed by CodeDoor, which includes lectures, videos, reading assignments, and interacting with code samples.
- Pass the comprehension and skills assessments with a grade of 70% or higher to show competence with HTML semantics, CSS preprocessors, JavaScript best practices, and best practices in responsive design and progressive enhancement.

**Badge 5: Full Stack Web Developer** - This badge earner demonstrates an intermediate-level understanding of full stack web development. The individual can build interactive web applications in HTML and CSS, work with JavaScript to perform basic logic and algorithmic tasks, and build a full-stack application using React, Node, Python, and SQL. The individual also knows how to build APIs that interact with an SQL or MongoDB database. Badge earners can use these skills to pursue and advance their career as a full stack web developer.

## Earning criteria

- Complete the Full Stack Web Developer Foundations course, designed by CodeDoor, which includes lectures, videos, reading assignments, and interacting with code samples. Learn more
- Pass the comprehension and skills assessments with a grade of 70% or higher to show competence with HTML semantics, CSS pre-processors, JavaScript best practices, and best practices in responsive design and progressive enhancement.

## Cyber Security Professional

Cybersecurity professionals work for organizations to keep computer information systems secure. They analyze security needs, determine who requires access to which information, and help coordinate information security programs.

Depending on the type of job role and specialty in the industry, other responsibilities could include:

- Researching emerging cyber security threats and ways to manage them
- Monitoring systems for attacks, intrusions, unauthorized access, or illegal activity
- Designing new security systems or upgrading existing ones
- Using advanced analytic tools to determine emerging threat patterns and vulnerabilities
- Identifying traffic trends as well as potential weaknesses and implementing measures, such as firewalls and encryption
- Investigating security alerts, providing incident response, and reporting
- Coordinating with stakeholders on cyber security issues and providing recommendations

### **What Candidates will learn:**

**Badge 1: Working in a Digital World: Professional Skills** - This badge earner has an understanding of key skills for professional success and core soft skills needed in the information technology workforce. This knowledge of skills and behaviors includes: creating and delivering presentations; using agile approaches for working professionally to deliver quality work and experiences to customers; collaborating effectively with teams; communicating with impact; dealing with challenges in a controlled and focused manner; and solving problems and implementing solutions.

## Earning criteria

- Complete the Professional Skills 5-course series consisting of the following:
- Collaborate Effectively;
- Present with Purpose;

- Interpersonal Skills;
- Delivering Quality Work with Agility; and
- Solving Problems with Critical and Creative Thinking.
- Complete the end-of-series Professional Skills Badge Quiz with a score of 80% or higher.

**Badge 2: Working in a Digital World: Essential Skills** - Essential skills represent the industry knowledge and modern ways of working that professionals need to be successful in a digital innovation economy. This badge earner has knowledge about how to use and apply agile and design thinking methodologies and practices, and is aware of the key technologies that power today's jobs, including cloud computing, artificial intelligence, data and analytics, the Internet of Things, block chain, and security.

#### **Earning criteria**

- Complete three Skillsoft courses: Best Practices for Digital Transformation; Agile Principles and Methodologies; and Developing a Plan to Further Your Career.
- Complete five Cooracademy courses: Improving Lives with Data; AI and Cognitive Technologies; Understanding Blockchain Technology; Security in the Digital Age; and Become Agile with Design Thinking.
- Complete two IBM courses: What is cloud computing?; and What is the Internet of Things?
- Complete and submit My Essential Skills Action Plan, with outcomes validated by the learner's NGO sponsor.

**Badge 3: Cyber Security Fundamentals** - This badge earner demonstrates a foundational understanding of cybersecurity concepts, objectives, and practices. This includes cyber threat groups, types of attacks, social engineering, case studies, overall security strategies, cryptography, and common approaches that organizations take to prevent, detect, and respond to cyber attacks. This also includes an awareness of the job market. Badge earners can use this knowledge to pursue further education for a variety of roles in cybersecurity.

#### **Earning criteria**

- Complete the Cybersecurity Fundamentals digital course designed by IBM.
- Pass selected end-of-module quizzes and final end-of-course assessment with a grade of 80% or higher to demonstrate achievement of the learning objectives.

#### **Andhra Pradesh State Skill Development Corporation**

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**Tollfree No: 1800 425 2422** (Timings: Mon to Sat 8 AM to 8 PM)

**Register at** <https://www.apssdc.in/home/skillbuildform>