THROUGH THE CUSTOMER'S EYES I

is an online program with interactions to demonstrate right and wrong ways to manage service situations. Participants progress through modules that cover core customer service knowledge and skills: Why Customer Service Matters, What Customers Want, Essential Customer Service Skills, Handling Complaints and Dealing with Angry People, and Customer Service as a Strategic Marketing Tool.

Cost for Certification:
Cost: *$199*

Cost for AdultEd:
FREE

THROUGH THE CUSTOMER'S EYES II

expands on the essential core skills with additional training modules to raise the participant's customer service performance. These areas are: Sales Skills, Communication Skills, and Phone Skills.

Cost for Certification:
Cost: *$199*

Cost for AdultEd:
FREE

CORE STRATEGIES for MATHEMATICS (CSM)

helps the student develop deep, practical quantitative reasoning skills, as well as the problem solving mindsets and confidence to effectively apply mathematical reasoning in a variety of contexts.

Cost for Certification:
Cost: *$60*

Cost for AdultEd:
FREE

BRING YOUR 'A' GAME TO WORK

is a curriculum offered by The Center for Work Ethic Development that focuses on seven attributes employers seek: attitude, attendance, appearance, ambition, accountability, acceptance, and appreciation. Students completing the 40+ hour course will earn a Certificate for Work Ethic Proficiency.

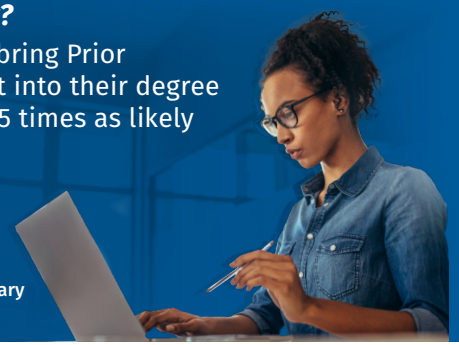
Cost for Certification:
Cost: *$330*

Cost for AdultEd:
FREE

ONLINE CURRICULUM FOR DISTANCE EDUCATION

- Aztec Software
- Brainchild Study Buddy
- Burlington English
- Computer, Work, and Money Essentials
- Crossroads Cafe
- Edgenuity
- Khan Academy
- SkillsTutor
- TABE Academy
- USA Learns

Did You Know?
Students who bring Prior Learning Credit into their degree program are 2.5 times as likely to graduate!



*CAEL, Fueling the Race to Postsecondary Success

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800.642.2670

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WVAdultEd
Learn.Train.Succeed.



WV Adult Education Certifications



WVADULTED DISTANCE EDUCATION

WVAdultEd's distance education program makes it possible for adult learners to study outside the traditional classroom by enrolling in one of the state-approved distance education curricula. Distance education appeals to many students because it removes some of the barriers preventing them from attending a classroom on a regular basis: lack of transportation, child-care, conflicting work schedules, a need for privacy, etc.

ALL ADULT EDUCATION PROGRAMS ARE FREE!

MICROSOFT OFFICE SPECIALIST (MOS)

is a primary function in today's job market. These certifications cover the entire Microsoft Office Suite:

Cost for Certification:
Access: *$285*
Excel: *$285*
PowerPoint: *$285*
Outlook: *$285*
Word: *$285*

Cost for AdultEd:
FREE

Why Certification Matters

- Validation of knowledge
- Increased marketability
- Increased earning power
- Enhanced academic performance
- Improved reputation
- Enhanced credibility
- Increased confidence
- Respect from peers[1]



96% of professionals use Microsoft Office at work[2]

80% of recruiters say Microsoft Office skills validation is important[2]

97% of hiring managers feel credential holders have an advantage over those without[2]

50% of individuals believe obtaining a certification makes them more marketable[3]

[1]*The Value of Certification, Certiport*
[2]*Market Opportunity for MOS in Commercial Employment Research Study - Pearson Vue 2022*
[3]*Intrepid survey*

INTERNET AND COMPUTING CORE CERTIFICATION (IC3)|GS6

provides the participants with the foundation of knowledge required for the use of computer and internet. Students must receive a passing score on three separate exams:

Cost for Certification:
- Level 1
- Level 2
- Level 3

Cost: *$270*

Cost for AdultEd:
FREE

LEVEL 1

Know: The Level 1 exam certifies that candidates have the foundational knowledge and basic competencies of Digital Literacy across seven competency domain.

LEVEL 2

Do: The Level 2 exam certifies a candidate's ability to do essential tasks in an online environment and within core applications across the seven objective domains.

LEVEL 3

Lead: The Level 3 exam certifies a candidate's mastery of digital literacy and their ability to manage systems, collaborate, and troubleshoot while providing guidance to others.

When a candidate successfully passes all three certification exams, they earn a master certificate and badge to display a successful completion of the IC3 Digital Literacy Program Global Standard Six.

IC3 DIGITAL LITERACY IS THE FOUNDATION FOR INFORMATION TECHNOLOGY

IC3 Digital Literacy Certification program is dedicated to ensuring learners of all ages can not only navigate our digital world but thrive in it. It not only validates a learners' ability to do more than simply consume technology, it enables them to comprehend the possibilities and form the foundational set of skills necessary to support our modern digital economy. The path to information and communication technology starts with IC3 Digital Literacy.