Frequently Asked Questions for Pittsburgh Hub- Updated November 12, 2020

What is the value of SkillsBuild?

SkillsBuild is a collaboration of partners who bring leading-edge passsion to your learning experience. All of the materials on SkillsBuild are curated to help you reach your educational goals. More information can be found in the short video below:

SkillsBuild intro https://youtu.be/IDG9YPPuhQU (linked from SkillsBuild.org page)

Job seekers and other learners can:

- Browse a sample of growing IT fields, such as cybersecurity big data, artificial intelligence, and blockchain.
- Learn how IT teams apply agile methods and design thinking.
- Take online courses to gain digital and professional skills.
- Gain job search skills
- Investigate and complete Job role learning paths in web development, cybersecurity, cloud system administration, data management, or customer support;
- Request one-on-one coaching on technology, professional and job search skills;
- Participate in an Innovation project

What are the other partners that provide content in SkillsBuild in addition to IBM?

Should SkillsBuild users be asked for credit card information to pay for SkillsBuild content?

No. If users land on any page that requests payment, they should return to the main SkillsBuild page.

How is this different from other online learning platforms?

SkillsBuild is reusing IBM's cognitive learning platform called Your Learning. At IBM we are taking bold steps to redefine the prevalent practices on skills and careers – we use Watson technology to arm IBMers around the world with the ability to find, recommend, and track their skills development

through a next-generation digital learning experience. It's been a game changer to help accelerate skills and is now powering the SkillsBuild Program.

What is the significance of a Badge from SkillsBuild?

A badge is a curated collection of learning to show tangible evidence of skills to future employers. A badge is formal recognition of your learning accomplishments within a specific topic. A badge from a reputable company such as IBM or one of its learning partners will favorably represent your learning. The badges can be added to your LinkedIn profile or communicated via Twitter and other social media channels.

What is the current list of Badges?

https://skillsbuild.org/badges/   More are being added on a regular basis.

What are Learning Paths?

With SkillsBuild you can develop your skills and knowledge with learning paths based on two themes: digital foundations and role-based learning. Whether you're interested in skilling up for the digital economy or taking your first steps towards a new career, there's a learning path for you to get started. You can find more info here: https://skills.yourlearning.ibm.com/paths/main

What is the value in completing the SkillsBuild Profile?

Content and Badges will be recommended based on your Profile selections. Links to this learning will appear in the Recommended Learning and Badge areas: https://skills.yourlearning.ibm.com/channels/recommended and https://skills.yourlearning.ibm.com/badges/recommended

How can I explore Job Roles?

From the Recommended dropdown, select explore more channels.These role-based channels are designed to provide you with an introduction to job roles that are in-demand in the job market. You will learn fundamental concepts and have the opportunity to earn a **digital badge** or **certification**. Browse the following job roles and their associated courses and credentials. Perhaps you will find you are interested in learning more to pursue a particular role.

What is the targeted time for generation of the SkillsBuild invite once the Provider gives the necessary info to the Digital Success Manager (DSM)?

We aim for turnaround within one business day. Please make sure the learner checks their Email Spam or Junk folders since the SkillsBuild invites are often initially viewed as Spam or Junk by the email tool.

The invite will have the subject *"You're Invited to Your Learning"*. The email will be sent from *"us.ibm.com via sendgrid.net"*.

If you experience any issues with the login, please work with your Provider contact. They may need to reach out to the DSM for more assistance.

Are there introductory videos available in SkillsBuild? At the recommendation of the Pittsburgh team, these have been added to the registration process!! They can also be accessed from the links below:

Welcome to SkillsBuild https://skills.yourlearning.ibm.com/activity/URL-4772F051FB67?planId=PLAN-8E1B74593836&sectionId=SECTION-A
Where am I going? https://skills.yourlearning.ibm.com/activity/URL-08DADAE773EF?planId=PLAN-8E1B74593836&sectionId=SECTION-A
Your Journey through SkillsBuild https://skills.yourlearning.ibm.com/activity/URL-84180684DFBA

What's the difference between a learning path and a channel?

Channels are a grouping of learning objects that are combined together around a topic. Learning Plans are very similar to channels except they are specific paths of content designed to function as a curriculum.

Is the content in the SkillsBuild platform continuously updated and expanded?

Yes, new content is being added almost daily. Existing content is evaluated for continued relevance.

Am I limited to learning activities that are recommended for me?

No! You can do any learning activity you wish!

What does it mean to put a badge in the queue?

Your queue is like a movie watch list. It contains all of the learning activities and badges that you've added to your watch list or are enrolled in.

Where can I see how many hours of learning I've completed and how many badges I've earned?

A: This information appears at the top of the main SkillsBuild screen. Click on the blue word "SkillsBuild" at the top left of your screen to return to the main screen at any time. Click on "Your Learning" and then select "Your Completions" to see the specific learning activity details behind these numbers.

How do learners add badges onto a LinkedIn profile?

To accept your digital credential, you can follow the instructions below :
(a) If this is the first time you are receiving an open badge, follow the below steps to create an account:

- Click on the following link: www.youracclaim.com
- Click on the round Profile icon at the right top of the page
- Select Create an Account
- Fill in the required fields, adding your IBM intranet id (eg. joesmith@us.ibm.com) and Read and Agree to the terms of use
- Click Create My Account
- You will receive a confirmation email from **Acclaim <admin@youracclaim.com>**
- Click the link in that email to confirm your account
- You are ready to accept your badge and optionally share it on social media.

(b) If you have previously set up an account:

- Login at the following link: www.youracclaim.com
- Click on Badge Management
- Claim your digital credential

First, in the 'manage profile' section, set your Acclaim profile to 'public'.

Click on your badge in 'badge management', set it to 'public' and click the 'share' button

Click the LinkedIn icon and Connect button to access your LinkedIn Profile.

Badge will appear under Certification and includes the IBM Brand logo Image

What is MyInnerGenius?

IBM is collaborating with MyInnerGenius to help you identify which careers are the best fit for you. MyInnerGenius will help you understand what your unique set of skills, abilities and personality traits are. With this information, we will match you to the careers which are the best fit for you regardless of your training or experience. You will also be provided learning paths and career guidance to help you get started on your new career. Based on your assessment results, you can also earn badges. You decide if you want to share these badges with prospective employers to show that you are a great fit for their jobs. It's completely up to you.

youracclaim.com

Acclaim

Credly's Acclaim is a global Open Badge platform that closes the gap between skills and opportunities. We work with academic institutions, corporations, and professional associations to translate learning outcomes into digital credentials that are immediately validated, managed, and shared.

What is Red Hat Certified System Administrator Certification?

An IT professional who has earned the **Red Hat Certified System Administrator** (**RHCSA**®) is able to perform the core **system** administration skills required in **Red Hat** Enterprise Linux environments. The credential is earned after successfully passing the **Red Hat Certified System Administrator** (**RHCSA**) Exam (EX200).

How do I become a Red Hat Certified Administrator?

Candidates must possess the **Red Hat Certified System Administrator** (**RHCSA**) in **Red Hat** OpenStack Platform 8 to qualify for the credential. In addition to the **RHCSA** exam (EX210), candidates must also pass **Red Hat Certified System** Engineer in **Red Hat** OpenStack (EX310), a three-hour performance-based exam.

Is there a way to show how many courses a Jobseeker has taken and/or signed up for and how long it has been since they last access that particular learning course?

There are 3 Partner report formats in SkillsBuild Premium providing organization summary level and learner detail information. Request these from your P4W partner or DSM at this time.

Learning Checkpoint report: An easy-to-use report for learners and partners, designed to facilitate Checkpoint skills conversations. This report shows all completed (with completion date) and in-progress learning activities and provides partners with an excellent way to recognize growth, give and receive feedback, and encourage development.

_Badge report for partner__:_ The Badge report for partners provides partners with a snapshot of their learners' digital badges issued by the company.

Organization completion reports: See which learners have completed a learning activity, activities within a channel or badge. Use Search to find the learning item you wish to review and select the organization completion report action