


# PUBLIC WORKSHOP

## CERTIFIED VOICE & DIGITAL AGENT (CVDA)

Venue : Wyndham Grand Bangsar, Kuala Lumpur



Start a conversation  
with our AI Assistant 



### Contact us

info@atcen.com

+603-7728 2623

+6018-233 0760



Contact Centre  
Association of Malaysia



www.atcen.edu4u.today

## Workshop Description

As customer interactions increasingly span both voice and digital channels, today's BPO and contact centre professionals are expected to deliver consistent, professional and high-impact customer experiences across all touchpoints.

The Certified Voice & Digital Agent (CVDA) program is a comprehensive certification designed to equip BPO agents and contact centre professionals with the essential skills, mindset and techniques required to excel in voice calls, emails, live chat, and social media interactions.

This program combines best practices in telephony service excellence with modern digital communication and AI-enabled writing competencies, ensuring agents can manage customer interactions with confidence, clarity and brand consistency. Participants will also learn how to leverage AI tools responsibly to enhance service writing, improve productivity and support the development of a consistent organisational brand voice, whether engaging customers verbally or through written channels.



[www.atcen.edu4u.today](http://www.atcen.edu4u.today)



## Workshop Learning Objectives

- Understand the evolution from Customer Service to Customer Experience (CX) within BPO and contact centre operations
- Deliver consistent, professional service across voice and digital channels in an omni-channel environment
- Apply structured call handling and digital interaction frameworks
- Communicate clearly, confidently and empathetically with customers
- Manage difficult customers and challenging interactions effectively
- Apply appropriate writing styles for emails, chats and social media platforms
- Uphold and reflect organisational brand voice and character in all customer interactions
- Leverage AI tools to enhance service writing, response quality and overall CX performance

## Who Should Attend

- BPO & Contact Centre Agents
- Customer Service & Customer Support Professionals
- Omni-Channel & Digital Support Agents
- Frontline CX, Helpdesk & Shared Services Personnel
- New or aspiring contact centre and BPO professionals



## Workshop Outline / Agenda

### Day 1: Customer Experience & Voice Interaction Excellence

9:00am – 10:30am

#### **Module 1: Customer Experience (CX) in Today's BPO & Contact Centre**

- Evolution from Customer Service to Customer Experience (CX)
- Understanding CX in BPO and outsourced service environments
- Differences between CX, CRM and traditional customer service
- Customer expectations in an omni-channel and digital-first world
- The role of BPO and contact centre agents as CX ambassadors

10:45am – 1:00pm

#### **Module 2: World-Class Contact Centre Operations & BPO Operations**

- The role and value of contact centres within BPO organisations
- Contact centre KPIs, metrics and service level expectations
- Behavioural anchors of high-performing BPO professionals
- Professional standards, compliance and service consistency
- Building confidence, rapport and trust with customers

2:00pm – 5:00pm

#### **Module 3: Voice Interaction Mastery – Inbound Call Handling**

- Inbound call flow and structure
- Professional call opening, hold, transfer and closing
- Active listening and effective questioning techniques
- Understanding customer needs explicitly and implicitly
- First Contact Resolution (FCR) and call accuracy

### Day 2: Digital Channels & Professional Written Communication

9:00am – 10:30am

#### **Module 4: Omni-Channel & Digital Customer Support Fundamentals**

- Overview of omni-channel support in BPO operations and contact centres
- Email, live chat, web chat and social media support
- Differences between voice vs digital interactions
- Managing multiple digital interactions effectively

10:45am – 1:00pm

#### **Module 5: Customer Communication Foundation – Brand & Style Guide**

- Understanding corporate brand character and tone
- Establishing a consistent brand voice across channels
- Writing styles for email, chat and social media
- What to say and what not to say in digital interactions

2:00pm – 5:00pm

#### **Module 6: Service Writing Excellence & Digital Best Practices**

- The 7 Cs of effective service writing
- Professional vs conversational writing styles
- Developing non-robotic and engaging responses
- Canned responses – benefits, risks and best practices
- Proofreading, editing and quality control
- Introduction to AI-assisted service writing for accuracy and consistency

## Workshop Outline / Agenda

### Day 3: Handling Challenges, AI & Future-Ready Skills

9:00am – 10:30am

#### Module 7: Managing Difficult Customers & Challenging Interactions

- Understanding causes and stages of conflict
- Types of difficult customers (voice & digital)
- De-escalation techniques and service recovery
- LEARN & BAHLOT approaches for managing complaints
- Handling provocative, emotional and sensitive situations

10:45am – 1:00pm

#### Module 9: AI Augmentation & Continuous Development

- Understanding AI and its role in modern BPO and contact centres
- Using AI responsibly for service writing and response drafting
- Leveraging AI to support consistency in organisational brand voice
- Enhancing productivity and CX outcomes using AI tools
- Continuous development of Knowledge, Skills, Attitude and Habit (KSAH)
- Personal improvement and future-ready skill planning

2:00pm – 5:00pm

#### Review and Examination

#### Training Methodology

The training methodology will be based on the **ATCEN PEAK** methodology.

This includes:

- Pre learning & Post learning
- Group activities / Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

**Certificate of Completion**  
awarded by Western  
Kentucky University (USA)



Certification is dependent on the following:

- Full Class Attendance
- 2-Part Assessment comprising of:
  - a) Part 1 - 40 Multiple Choice Question (40%)
  - b) Part 2 – 3 Subjective Questions (60%)
- Passing score is **80 percent or higher**.

**Formal and Professional Education**

- BSc in Marketing and Organizational Communication (University of Oklahoma, USA)
- Bachelor of Business Administration (with Distinction) (University of Oklahoma, USA)

**Certifications**

- Certified Professional Speaker / Certified Support Manager (Service Support Professionals Association of America)
- Certified NLP Practitioner / Certified NLP Coach (NFNLP)
- Certified Associate Coach (CCA and MACC)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)
- Notable Judge, by Customer Relationship Management & Contact Centre Association of Malaysia (CCAM) for annual CRM & CCAM awards

Ken has been in the forefront of the Asian sales and customer interaction management industry since the mid-90's and is better known as "Sifu" to his peers, colleagues, partners and customers.

With more than 25 years of both strategic and operational service, sales and customer interaction experience, Ken is an author of numerous articles and has conducted in-depth research and studies on CX, sales, marketing, contact centers in Asia Pacific. Dynamic and energetic, he is a much sought after speaker and has been involved in providing strategic directions for the Asian service, sales, marketing and customer contact management industry through consulting, summits, congresses, conferences and knowledge sharing tradeshows. He is nominated by the Customer Relationship Management & Contact Center Association of Malaysia (CRM & CCAM) as one of the notable judges in the highly recognized CRM & CCAM Annual Awards in the individual and operations categories since 2005.

His expertise has led to consulting and performance enhancement engagements regionally with Multi-national Companies, Large Local Conglomerates and Government Linked Companies, where he focuses on the mission critical aspects of Contact Center service, sales, marketing and customer interaction Strategic Sales and Service Blueprint design, Turnkey Contact Center projects, Human Capital Recruitment & Development, Service, Sales & Marketing Framework, People Motivation & Teamwork, Business Development, Key Account Servicing, Business Process Rejuvenation, Performance Management implementation and Contact Center Management.

Ken first became involved with Contact Centers and customer interaction in the mid-80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in service, sales and marketing for major service and sales operations. Ken is also a pioneer/owner of the first premier cyber cafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia Care Line responsible for supporting the Southeast Asia and Asia Pacific region, Contact Center and Marketing Consultant for Microsoft Malaysia to Sales and Marketing Manager for the Kirby Company, USA and many more.



**Companies Ken Ng has trained inhouse:**

A&W Malaysia, ABS, Ace Synergy, ADT Services, AEON Credit, Affin Bank, AIA, AIA Shared Services, AIG, Air Selangor, Alliance Bank, Alphamatic, Alphamatic Sys., AmAssurance, AmBank, American Express, AmG Insurance, Amanah Raya Berhad (ARB), AON Malaysia, Asia Assistance Network (AAN), ASTRO, ATOS Services, Aviva, AXA Affin BCG, Bank Islam, Bank Negara Malaysia (BNM), Bank of China, Bank of Maldives, Bank Rakyat, Big Dutchman, Big Pay, Belkin, BeMis, BMW, Boehringer Ingelheim, Bosch, Boustead, BSN, Bursa Malaysia  
 Canon Malaysia, Carlsberg Malaysia, CCAM, CCM, Celcom, Celcom Axiata, Century Battery, Century Logistics, Cerebos, Chevron Malaysia, CIMB Aviva, CIMB Group, Citibank Malaysia, City-Link Express, Club 21, Club Med, CNI, Colgate Palmolive, CommerceDotCom, Crowne Plaza Hotels, CSC Malaysia, Cuckoo  
 Da Ma Cai, Dagang Net, Danone Dumex, DayThree, Dell Asia Pacific, Dhiraagu (Maldives), DHL Express, DiGi, DST (Brunei)  
 E-Genting Berhad, Easy Call, EON, EON Bank Group, Etiqa Insurance, Exxon Mobil  
 F-Secure, F&N Dairies, Faber Medi-serve, Festo Malaysia, Fresenius Medical, Fuji Xerox  
 GAB, Genting Group, Gleneagles Hospital, Glenmarie Properties, GRAB, Grand-Flo Berhad, Great Eastern Life Assurance  
 Hap Seng Group, Hei-Tech Padu, Heidelberg, Henry Butcher, Hewlett Packard, Hilton Hotels, Honda Malaysia, Hong Leong Bank, Huayang  
 IBM, IBBM, ICI Paints, iCimb, iMoney, Indiana University, USA, Indah Water Konsortium (IWK), ING, Inter-Touch, Intel, IOI Properties, iPerintis, IT-365, DHL IT  
 Jebsen & Jessen, Johnson Controls, Juristech  
 KBU, Kementerian Kesihatan Malaysia (KKM/MOH), KIBB, Khazanah Nasional, Kirby Company, USA, KWAP, KWSP  
 L'oreal, Lafarge, LB Aluminium, Lenovo, Lexus Malaysia, LHDN, Lion Petroleum Products  
 MAA, Malaysian Oxygen (MOX), Manulife Malaysia, Mary Kay, Masterskill, Maxis, Maybank Group, Mazda, MDEC, Mercedes Benz, Merck, Mesiniaga, Microsoft, Microsoft Malaysia, Mines Marketing, Mitsui OSK Lines, Mitsui Soko, MMC-Gamuda, Monarch, Mondelez, MSIG, MYOB Asia  
 Nestle Malaysia, Nike Malaysia, Nokia Asia Pacific, NTT Docomo, Nu Skin  
 OCBC, Orisoft System  
 Paradise Resorts, ParkRoyal Hotels, PayPal, Petronas, Pfizer, Pharmaniaga, Phillips, Polylastics, POS Malaysia, Prometric, Proton Edar, Prudential, PSDC, Public Mutual  
 RHB, Real Rewards, Reckitt Benckiser, ResMed, Ricoh, Royal Selangor  
 Samling, Samsung, SCAN Associates, SCICOM, SCOPE International, Shangri-La Hotels & Resorts, Shell, Siemens, Silverlake, SNE Marketing, SONOCO, Sony Malaysia, Southern Bank Berhad (SBB), SP Setia, SRG, Standard Chartered Bank (SCB), STAR Publications, Stem Life Malaysia, Sudong, Sunway Group, Super Pages, Suruhanjaya Syarikat Malaysia (SSM), Swiss-Garden, SYABAS  
 Takaful Malaysia, Taylor's Education Group, Teledirect, Telekom Malaysia (TM), TGV Cinemas, Time dotcom, TNB, TNT, Tokio Marine, Touch n Go, Toyota Capital, TYCO  
 UEM-Sunrise, UMMC, Uni of Oklahoma, UMW Toyota, UOB, UOB Centre of Excellence  
 VADS, Vale, Vsource  
 Watsons  
 Yamaha Motors, Yeo Hiap Seng (M)  
 Zenith Media, Zuellig Pharma



Over 25 years of training, Ken's passion for developing people has provided him with the privilege of accumulating the following experience.



*Data as of January 2025*

*Since 2006, ATCEN has been working with Western Kentucky University, Division of Extended Learning and Outreach (DELO). This collaboration of industry experts and academics resulted in Malaysia's 1st home grown series of Certified Programs for Contact Centre.*



**ATCEN**



**ATCEN** is Asia's leading people development company. Since 2003, we have been conducting business training, business events and business advisory for professionals and businesses worldwide. ATCEN is 5-Star Training Provider registered with HRD Corp and also the collaborative partner with John C. Maxwell trainers in Malaysia.

**Western Kentucky University (WKU)** has its roots in 1875. Today, this Top Rank State University located at Bowling Green, Kentucky, USA is home to over 22,000 students from all over the world. WKU offers over 79 Academic Majors and 84 Academic Minors Undergraduate Courses.

[www.atcen.com](http://www.atcen.com)

[www.wku.edu](http://www.wku.edu)

## OUR CLIENTS

AB Mauri	DKSH Malaysia	Luno	ResMed
ACSON Malaysia	Duopharma	Lexus	RHB Bank
AEON Credit	E.H. Utara Holdings	llaollao	RHB Insurance
Affin Holdings	Eastern Pacific Industrial Corporation	Maclean Services	RIA IME
Agensi Kaunseling & Pengurusan Kredit (AKPK)	Edaran Otomobil Nasional	Mah Sing Group	Ricoh
Agro Bank	Edaran Tan Chong Motor	Majlis Amanah Rakyat (MARA)	Robert Bosch
AHAM Asset Management	ELK Desa	Malakoff Utilities	Royal Selangor Marketing
AIA Group	ELKEN	Malaysia Airlines	Samsung Malaysia
Air Asia	Entegris	Malaysia Airports	Sanofi-Aventis
Airfoil Services	Envo BPO	Malaysian Life Reinsurance	Sarawak Energy
Air Liquide	Eppendorf	Malaysian Rubber Council	Sarawak Information Systems (SAINS)
Air Selangor	Etiqa Insurance	Malaysian Resources Corporation	Sarawak Metro
Ajinomoto	EXACT Malaysia	Mandarin Oriental Kuala Lumpur	Schlumberger
Al-Futtaim	Exxon Mobil Corporation	Manpower Staffing Services	Seagate
Al Rajhi Bank	F&N Dairies (Malaysia)	Manulife	Securiforce Logistics
Alam Flora	Felda Group	Mary Kay	Securities Industry Development Corporation
Alliance Bank	Fibertex Personal Care	Mass Rapid Transit Corporation	SEGi College
Allianz	FireFly	Maxis	Senheng Electric (KL)
Amanah Raya	FoodPanda Malaysia	Maybank Group	Shangri-La Hotels
Amanah Saham Nasional (ASNB)	Fuji Xerox Malaysia	Mazars	Shell
AmBank	Fujitsu Telecommunications	MBSB Bank	Siemens Group
Amcorp	Gamuda	MCS	Silverlake
AmGeneral Insurance	GCH Retail	MCMC	Sime Darby
Amway	General Electric	Measat Broadcast Network Systems	SME Bank
Apex Dental	Generali Insurance Malaysia	Media Prima	SME Corp
ASTRO	Gene Martino	Mercedes-Benz Malaysia	Sony EMCS
Atomy	Genting Malaysia	Merchantrade Asia	Sonoco Products
Auto Bavaria	Gleneagles Kuala Lumpur	Mesiniaga	SP Setia
Averis	Golden Screen Cinema	MIDA	SRG Asia Pacific
AXA Group	GRAB Malaysia	Microsoft	Standard Chartered Bank
B Braun Medical Industries	Grand-Flo	MIDF Property	Star Publication
Bacteria Free Water Filter	Grand Millennium Hotel	MIMOS	StemLife
Baker Hughes Malaysia	Great Eastern	MISC	Success Electronics
Bangkok Bank	Gucci (Malaysia)	MIT Insurance Brokers	Sudong (Singtel)
Bank Islam	GuocoLand	Mitsubishi Motors	Sumitomo Mitsui Banking Corporation
Bank Rakyat	Habib Jewels	MMC Corporation	Sunpower Malaysia Manufacturing
Bank Muamalat	Hai-O Enterprise	MNRB Holdings	Sunway Group
Bank Negara Malaysia	Halal Industry Development Corporation	Monash University	Suruhanjaya Syarikat Malaysia (SSM)
Bank of China	HAVI Logistics	Mr. D.I.Y	SWIFT Support Services Malaysia
Bank of Maldives	HealthMetrics	MSIG Insurance	Symphony BPO
Bank Simpanan Nasional	Heineken Malaysia	Mydin Mohamed Holdings	Takaful Ikhlas
BASF Petronas Chemicals	HeiTech Padu	MYOB Asia	Taylor's University
Bausch & Lomb	HELP University College	NAIM	Telecontinent
BBDO Asia	Hilti Asia IT Services	Nanyang Press	Tele-Flow
BD Agriculture	Hitachi eBworx	Naza TTDI	Telekom Malaysia
Berjaya Sampo Insurance	Honda Malaysia	NEC Corporations of Malaysia	TGV Cinemas
Bermaz Motor Trading	Honeywell	Nestle Products	The Food Purveyor
BigPay	Hong Leong Group	Nike Sales Malaysia	The Hilton Group
Blackhem	Hospital Pusrawi	Nirvana	The New Straits Times Press
BMW Group	HSBC Bank	Nistrans	TIME dotcom
Bonuslink	Hua Yang	Nokia	TMC Care
Boustead	Huawei Technologies	Northport	TNB
Bridgestone	IBM Malaysia	NS BlueScope	TNT Worldwide Express
British Council	IBPO Group	OCBC Bank	Tokio Marine Insurans
Brother International	iFast Service Centre	OMRON Malaysia	Top Glove
Bursa Malaysia	IJM Corporation	Pacific Mutual Fund	Toshiba
ByteDance (TikTok)	IKEA Malaysia	Panasonic	Touch 'n Go
Canon Marketing	Infineon Technologies	PayNet	Tourism Malaysia
Carlsberg	Inokom Corporation	PayPal	Toyota
CCM Pharmaceuticals	Institut Jantung Negara	Pembangunan Sumber Manusia (PSMB)	Toyota Capital
Celcom	Intel Malaysia	Penang Port	Toyota Tsusho
Cement Industries of Malaysia (CIMA)	International Medical University	Penang Skills Development centre (PSDC)	Toyo Tyre
Cerebos	International School of Kuala Lumpur (ISKL)	Perkeso	U Mobile
Chin Hin Group	INTI College	Pernec	UEM Group
Chuan Huat Resources	IOI Group Corporation	Perodua	UITM
Chubb Insurance	IPG Mediabrands	Petronas	UKM Group
CIDB	Iskandar Investment	Pfizer	UMW Group
Cigna International Health Services	Jobstreet Malaysia	Pharmaniaga	United Overseas Bank (UOB)
CIMB Bank	Johnson Controls	PHHP Marketing	UOA Group
Cisco Systems Malaysia	Johor Corporation	PLUS	VADS
Citibank Malaysia	Johor Port	Pokka Ace	Vale Malaysia
ClubMed	Jotun Paints	Polyplastic	ViewPoint Research Corporation
Columbia Asia	Juristech	Pos Malaysia	Volvo Malaysia
Continental Tyre PJ Malaysia	KDU College	PPG Coatings	Wasco Berhad
Credit Guarantee Corporation	Kementerian Kesihatan Malaysia	Prasarana	Waterco
CTOS Data System	Kementerian Pelajaran Malaysia	Primer Kenrich	Watsons Personal Care Store
Cuckoo	Kenanga Investment Bank	Prince Court Medical Centre	Weir Minerals
Cycle & Carriage	Kerry Ingredients	Prokhas	Western Digital
Daikin Refrigeration Malaysia	Khazanah Nasional	Prometric Technology	Wilmar
Danone Dumex	KLK Oleo Group	ProMinent Fluid Controls	WISE Payments
DayThree	KPJ Healthcare	ProtectHealth Corporation	Worldline
Dagang Net Technologies	KPMG Malaysia	Proton Holdings	X-FAB Sarawak
Decathlon Malaysia	Kumpulan Wang Persaraan (KWAP)	Prudential	Yeo Hiap Seng (Yeo's)
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	PTPTN	YTL Corporation
Dhiraaghu Maldives	Kuwait Finance House	Public Bank	Zakat Selangor
DHL Group	Lee Kum Kee	QES Group	Zenith Media
Digi	Lembaga Hasil Dalam Negeri (LHDN)	QSR Brands	Zuellig Pharma
DRB-Hicom	Lembaga Tabung Angkatan Tentera (LTAT)	Reckitt Benckiser	Zurich Insurance

## CAPACITY BUILDING

**ATCEN** provides hands-on capacity building services that assist companies in developing and optimizing their business processes. Our Capacity Building services are divided into three main categories: Organizational Strategy Enhancement, Enterprise Customer Experience and Contact & Customer Interaction Centre. By supporting you on these three categories and their intersection, we can help your company develop your organization's growth and capacity.

### **Amanah Raya Berhad**

*(Malaysia's premier trustee company wholly owned by the Government of Malaysia)*  
Service mindset and Delivery transformation for branches and Contact Centre.

### **Bank of China**

Developed the service behaviours for front line staff in Malaysia and trained BOC Trainers from China on implementation.

### **Digi Telecommunications**

*(Mobile service provider in Malaysia)*  
Service Mindset and Transformation for Front Line and Contact Centre branding. Assist in the development of the SME Business Sales Division.

### **DHL Express**

Process improvement and training development of Customer Interaction Centre.

### **Employees Provident Fund (KWSP)**

*(Malaysia's and one of the world's oldest provident funds)*  
Part of KWSP Transformation Implementation. Managed the People and Mindset Segments of the Project. Been involved since 2010 and ongoing.

### **interTouch**

Improving the CX experience and Contact Centre process for global operations.

### **Maybank**

*(Malaysia's largest financial services group and the leading banking group in South East Asia)*  
Setting up of Maybank Group Contact Centre with Hewlett Packard as the Project Leader.

### **Bank Rakyat**

Consulting, Training and Auditing their new Contact Centre setup.

### **CIMB**

*(Leading ASEAN universal bank and one of the region's foremost corporate advisors)*  
Front Line and Contact Centre transformation and roll out Regionally. This was delivered during CIMB group restructuring in 2006-2007.

### **Dell**

Regional trainer for their global customer initiative

### **Etiqa**

*(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)*  
Supported the re-branding of Maybank Ageas to ETIQA. Involved in Value and CX immersion of Branches and Contact Centre.

### **Hong Leong Bank**

*(Major public listed banking group in Malaysia)*  
Developed and Trained the Touch CX Spirit in HLB. Involved in numerous CX initiatives across several divisions and overall trained nearly 80% of their total staff-force.

### **Maxis**

*(Leading communications service provider in Malaysia)*  
Upskill and Develop the SME Division employees and partners. Includes digitalisation education of the various platforms as Maxis becomes a technology company. Been involved since 2016 and ongoing.

### **SP Setia Berhad**

Developing and enhancing the CX and interaction process in HQ and Branches.

# Enroll For Our *Practical English*

## READ, LISTEN, VOCABULARY & GRAMMAR

Practical English is a digital learning platform with 420 content-rich lessons designed for the working adult.

Introductory price of  
**RM200** /user  
for Practical English (112 days access) with every sign up of ATCEN's Public Course!

## READ, LISTEN, VOCABULARY & GRAMMAR



For 112 days, using the automated competency diagnostic available on Practical English 7, each participant can learn English based on their individual ability from the 420 lessons available.

By completing self study lessons (online), participants can improve their reading, listening, vocabulary and grammar proficiency with our digital learning programs.

## Choose this Innovative Learning Program

- All Blended Learning lessons materials (online and classroom) are developed by Reallyenglish.
- Grammar: 119 lessons, Listening: 150 lessons, Reading: 151 lessons. Total 420 lessons.
- Practical English adaptive algorithms customises learning for each learner.
- Continuous assessment in each lesson to measure learner progress.
- Weekly coaching email to motivate.
- Seamless user experience from desktops to mobile devices.
- Easy to determine ROI with completion of lessons that are graded.

**Step 1:** Complete Grammar, Reading & Listening diagnostic test.

**Step 2:** From the diagnostic test, the learning system algorithm recommends lessons based on competency level.

**Step 3:** Start your lessons for 17 weeks (112 days), with 420 graded lessons available.

**Step 4:** Complete 70 lessons in 112 days and print the Certificate of Completion.

