



Advanced Cyber Education

# ACE Welcome Package

Toronto  
Metropolitan  
University



ROGERS  
cybersecure  
catalyst

# Welcome to the Advanced Cyber Education (ACE) Program

We are thrilled you have chosen to be part of this innovative program, and we look forward to working with you for the next 12 weeks.

In partnership with Upskill Canada powered by Palette Skills, and the Government of Canada, ACE is a series of specialized training pathways designed for intermediate to advanced cybersecurity professionals.

Within a 12-week intensive program, ACE will train cybersecurity professionals already working in the cyber sector to advance into high-demand roles related to six specializations. With direct input from Canadian employers, the Catalyst developed the ACE Program offerings in partnership with our strategic training partner, SANS Institute — the world leader in cybersecurity training.

The Advanced Cyber Education (ACE) Program is made possible through a collaboration with the following partners:

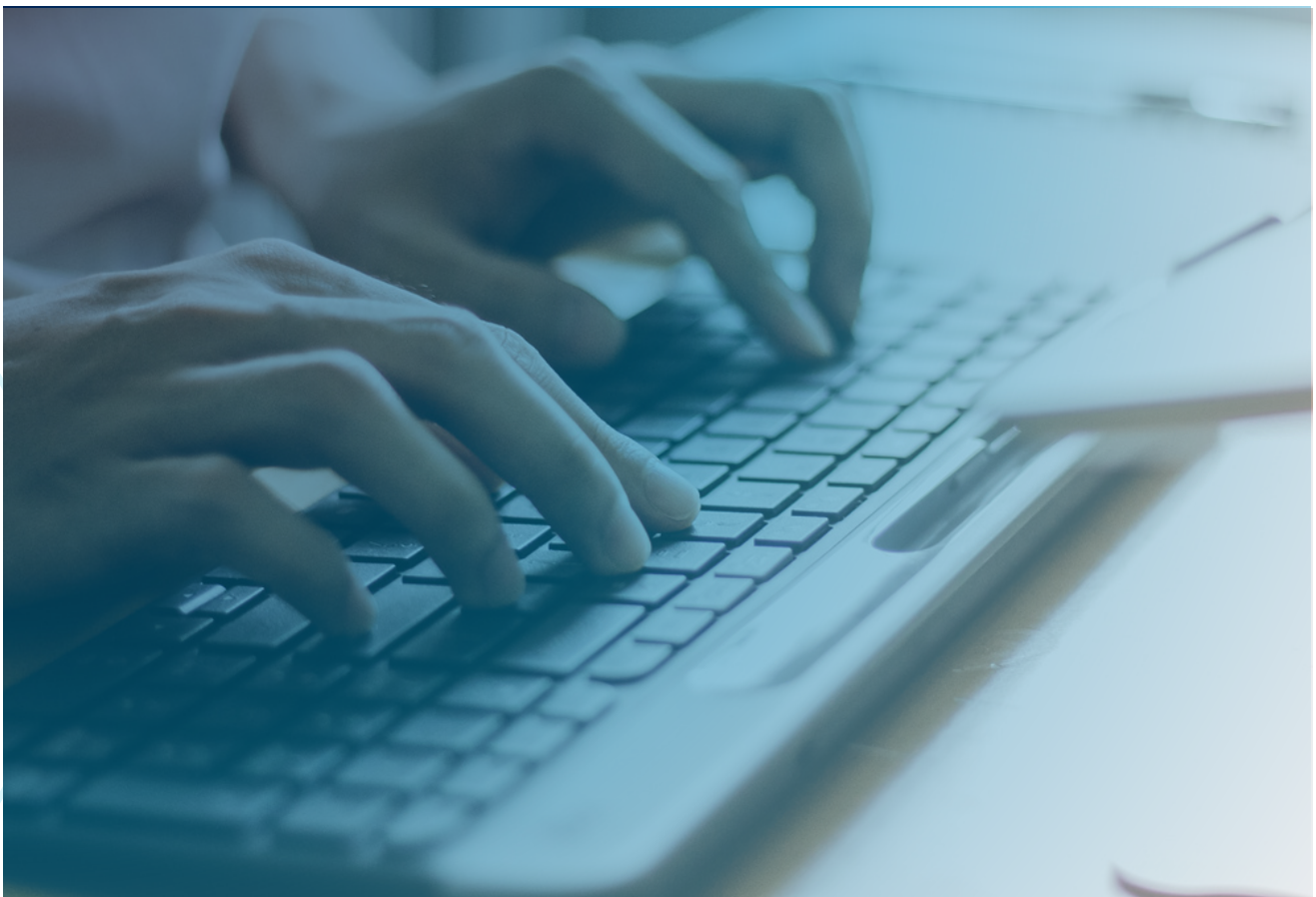




## Within this manual you will find the following:

- Your responsibilities as an ACE Learner
- Learner Identification & Communication
  - Learner Identification
  - Gmail Account / Google Drive
  - Email Correspondence
  - Zoom
  - Slack
  - Weekly Progress Reports
  - Accommodations Information
- Universal Accessibility Features
  - Slack
  - Zoom

If you have any questions regarding this manual or the ACE Program, please contact the ACE Operations Team at [aceprogram@torontomu.ca](mailto:aceprogram@torontomu.ca).



# Your Responsibilities as an ACE Learner

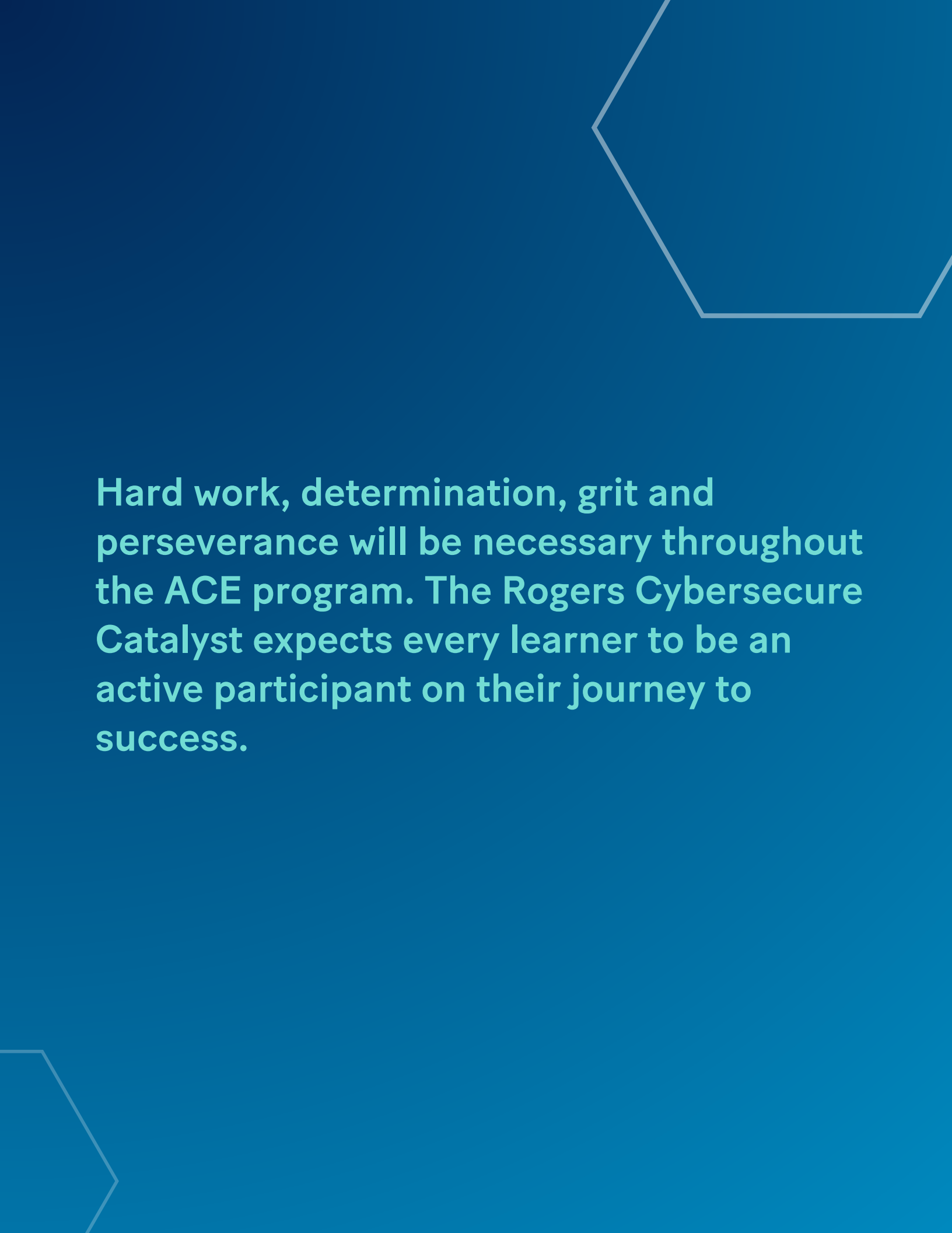
As a learner within this program, you are expected to exhibit a positive, optimistic attitude towards the learning process, and contribute to a supportive and inclusive learning community for everyone.

The accelerated and intensive nature of this program will demand a high degree of attention. Sustained effort will be required to complete course readings, labs and activities. Clear benchmarks are set throughout the program which will allow you to complete required readings and tasks on-time.

As you prepare for your Certification Exam, you are expected to:

- Set aside designated study time within your schedule to achieve designated benchmarks (we recommended 25 hours per week).
- Attend Program activities designed for your success.
- Be honest about your progression through these benchmarks and communicate any challenges you are experiencing to the ACE Operations Team.
- Submit Weekly Progress Reports.
- Accept feedback and guidance from ACE Operations Team.
- Participate in exercises, labs and practice examinations.
- Engage actively with the course material by conducting additional research into topics and concepts on your own.





**Hard work, determination, grit and perseverance will be necessary throughout the ACE program. The Rogers Cybersecure Catalyst expects every learner to be an active participant on their journey to success.**

# Learner Identification & Communication

## Learner Identification

- Unless otherwise requested, the first and last name provided in your application to the program will be used by the ACE Operations Team during communications.
- If you wish to be identified by a different name, please notify the ACE Operations Team in writing at [aceprogram@torontomu.ca](mailto:aceprogram@torontomu.ca).
- You are expected to be consistent in how you identify yourself and use the same first and last name throughout the program on all communications, documentation, practice exams and Final Certification Exam.

## Gmail Account / Google Drive

- The program uses Google Drive to house program resources you will need throughout your time in ACE. As such, you are required to use a valid Gmail email address, or an email address that is supported by Google Workspace, during your time in the program. If you already have and use a Gmail email address, you can continue to use it. If you do not have a Gmail email address, you will be required to create one.
- Learners will be provided access to the ACE Google Drive to access various materials such as program resources, study guides, and career information. Important: We will not share access to email addresses that are not Gmail, or are not supported by Google Drive.

## Email Correspondence

- To facilitate speedy responses to learners' inquiries, the Program uses a general inbox for all communications. Please direct all program-related communications to this address: [aceprogram@torontomu.ca](mailto:aceprogram@torontomu.ca).

## Zoom

- Required program components such as your program workshops are presented via Zoom, unless otherwise specified.

## Slack

- The program uses Slack as our online community to facilitate discussion and collaboration, as well as reminders of key information from the ACE Operations Team. You will receive an invitation to join the ACE Slack Community.
- Learners are expected to log in to Slack regularly and to participate in positive and inclusive discussions with colleagues, both current and new. Conversations in Slack are organized by topic and each topic is referred to as a "channel." Learners are asked to honour the intentions and purpose of each channel to keep discussions organized.
- The ACE Operations Team is open to receiving suggestions from Learners on additional channels that would make the community stronger. Please reach out to [aceprogram@torontomu.ca](mailto:aceprogram@torontomu.ca) with any suggestions.

## Weekly Progress Reports

- Learners will be required to complete and submit a Weekly Progress Report via a Google Form each week by Sunday by 11:59 p.m. EST.
- These reports are an important measure of your progress, and honest self-reporting is an expectation as it will enable the ACE Operations Team to see where you are with your material and provide proper advisement should you fall behind schedule.
- You can access your Weekly Progress Report via this [link](#) (it is the same link each week).
  - Please remember to be logged into your Gmail account, or you will be unable to access and submit the form.

## Accommodations Information

- The Rogers Cybersecure Catalyst, SANS Institute, and GIAC work closely together to ensure Learners with documented disabilities have the support they require to fully participate in all program elements.
- Learners requesting accommodations for an examination must inform the Rogers Cybersecure Catalyst at least 30 days in advance of the exam in order to ensure sufficient time to arrange accommodations.
- If you require further accommodations for your GIAC exam or the virtual live class, please follow the steps outlined in [Requesting an Accommodation](#) folder in your Google Drive

# Universal Accessibility Features

## Slack

- The Slack accessibility policy is available [here](#)

## Zoom

- Zoom has the following accessibility features that can be used during live sessions:
  - Accessibility Settings: Adjust the font size of chat and closed captioning
  - Screen Reader Support: The latest screen readers can be used on Zoom
  - Third Party Captioning: Integrates seamlessly with third-party closed captioning providers through Closed Captioning REST API
  - Rearrange videos: Customize your gallery view by clicking and dragging videos to a different position
  - Multi-Pinning: Pin multiple videos for your own custom view
- If requested in advance, you can receive access to a recording of the virtual event along with an audio transcript.





# Welcome again to ACE

We look forward to working with you!



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