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Sign Up

Claude Certified Associate – Foundations (CCAO-F) Certification Training

2 days (14 hours)

Overview

Claude is an AI assistant developed by Anthropic to support professional tasks such as research, writing, and analysis. Using Projects, artifacts, and the Haiku, Sonnet, and Opus models, you'll learn how to build reliable applications tailored to your needs and guided by human validation.

Our Claude Certified Associate – Foundations (CCAO-F) Certification Training prepares you for the official certification by covering the seven domains of the certification framework and their respective weightings.

You'll learn to design effective prompts, break down complex requests, select relevant features, and configure a project's knowledge base. Special attention will be given to validating responses, fact-checking, and adapting deliverables.

Upon completion of the training, you will be able to integrate Claude into your processes, diagnose unsatisfactory results, and apply the principles of governance and responsible use. These skills form the foundation assessed by the exam.

The workshops and practice questions will help you practice making the decisions expected in a professional setting. Taking the exam is subject to the eligibility requirements of the Anthropic partner program.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

Objectives

- Design and improve prompts tailored to professional tasks
- Evaluate the accuracy, completeness, and biases of the generated responses
- Select models and features based on quality, cost, and speed constraints
- Configure Projects, their instructions, and their knowledge sources
- Integrate Claude into processes that comply with governance and confidentiality requirements
- Prepare for the seven exam domains using practical case studies and practice questions

Target Audience

- Digital Transformation Consultant
- IT Project Manager
- Business Analyst
- Pre-sales engineer
- AI Adoption Manager

Requirements

- Initial experience using Claude or a conversational AI assistant
- Proficiency in office software and document research
- Experience in defining business requirements or processes
- Knowledge of internal confidentiality and data-sharing policies
- Understanding of written English for official resources and exam questions

Technical requirements

- Computer equipped with an up-to-date version of Chrome, Firefox, or Edge
- Stable internet connection allowing access to Claude and the services used during the workshops
- A Claude account with the features required for the exercises, including Projects, artifacts, and Research
- Fictitious or anonymized working documents and authorized demo accounts for Google Drive or Gmail
- To take the exam, a professional email address recognized by the Claude Partner Network and an environment validated by the Pearson VUE system test in the event of remote proctoring

Curriculum for our Claude Certified Associate – Foundations (CCAO-F) training

[Day 1 – Morning]

Choosing Claude and structuring requests

- Exam preparation guidelines: seven domains, weightings, and expected decisions in professional scenarios

- Product and model selection: chat, Projects, Research, artifacts, and trade-offs between Haiku, Sonnet, and Opus based on cost, speed, and quality
- Context and memory management: limitations, summarization, new conversations, and retention of useful information
- Task Prompting and Execution: Objective, Context, Constraints, Examples, and Success Criteria
- Decomposition and Iteration of Requests: Strategies for Analysis, Research, Writing, and Brainstorming
- Hands-on workshop: Choose a model and a feature for three business needs, then decompose and refine a complex request based on success criteria.

[Day 1 – Afternoon]

Evaluating and Ensuring the Reliability of Deliverables

- Evaluation and validation of results: checklist for accuracy, completeness, relevance, and adherence to guidelines
- Detecting hallucinations, inconsistencies, and biases: unsupported claims, omissions, and overreaching conclusions
- Factual verification: consulting original sources, cross-checking information, and verifying references
- Defining thresholds for human review and situations requiring
- Comparing and adapting responses: selecting information, rewriting for the target audience, and choosing between artifacts, chat responses, and structured data
- Hands-on workshop: Audit several responses based on a reference file, document errors, and produce a corrected deliverable, then justify the choices in exam-style questions.

[Day 2 - Morning]

Integrating Claude and organizing knowledge

- Integration and solution design: requirements analysis, selection of use cases and business value criteria
- Designing a research, planning, or development workflow: steps, deliverables, checks, and iterations
- Configuration and management of knowledge: Projects, persistent instructions, and distinguishing them from system instructions
- Source and connector management: imported documents, Google Drive, Gmail, permissions, and knowledge updates
- Maintaining Configurations and Communicating with Stakeholders: Benefits, Limitations, and Responsibilities of the Assisted Process
- Hands-on Workshop: Set up a Project using anonymized instructions and documents, test a research and synthesis workflow, then present its value and limitations.

[Day 2 – Afternoon]

Govern usage and prepare for review

- Governance, risks, and responsible use: appropriate uses, prohibited uses, and ethical implications
- Protection of sensitive data: confidentiality, regulatory constraints, internal policies, and access control
- Troubleshooting and optimization: diagnosing insufficient prompts, degraded responses, and inappropriate sources
- Workflow improvement: leveraging feedback, adjusting the context, and measuring effectiveness without sacrificing quality
- Exam strategy: reading scenarios, single-choice or multiple-choice questions, time management, and reviewing based on weightings
- Hands-on workshop: Solve a case involving both confidentiality and insufficient results, then take a short mock exam covering all seven domains, with a detailed grading and an individualized revision plan.

Target Companies

This training is intended for both individuals and companies—large or small—seeking to train their teams in new, advanced IT technology or to acquire specific professional knowledge or modern methods.

Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency level across various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth operation of the training session.

Teaching Methods

Hands-On Training: 60% hands-on, 40% theory. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.

[Training Program Web Page](#) - Appendix 1 - Training Course Description

Training organization registered under number 11 75 54743 75. This registration does not constitute state accreditation.

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