



## **Credential Tip Sheet: Communication Skills for Business (CSB) Professional Communications**

Career Cluster: Business, Management, & Administration (BMA)  
CIP Code: 52.0299  
CIP Program Name: Business Management, Administration & Operations  
Credentialing Agency: Certiport  
Industry-recognized credential: Communication Skills for Business (CSB)  
Professional Communications

### **What are the content areas covered by the credential?**

The CSB-Professional Communications certification exam covers content in the following BMA competency areas: Communications, Career Readiness, Professionalism, Business Management and Leadership, Operational and Human Resource Management. Teachers can view additional information at the [CSB Certification Overview](#) website.



### **Credential Qualifications or Pre-requisites**

There are no pre-requisites or qualifications to take this exam.

### **Exam Information**

The CSB exam is a 50-minute online proctored exam with approximately 35-50 questions. In today's workplace, soft skills such as communication skills are pivotal for success. With communication skills consistently being one of the top skills employers are looking for, developing these skills can give candidates a big edge on the competition. Candidates for the CSB certification will be expected to effectively communicate in a business setting. While the key skill being measured is communication the nature of the exam will also help candidates with the other 3 of "the 4 C's":

- Critical thinking-required to think through how to effectively communicate.
- Collaboration - which will stem from effectively communicating with others.
- Creativity - which is required to present appealing communications.

Exam results are generated immediately upon exam completion by the student. The testing site administrator will have access to the exam report and printable certificate on the [Certiport administrator](#) website.

## Who is eligible for the credential?

Student concentrators in state-approved CTE programs who have completed at least two Perkins Course Competencies (PCC) with a 2.0 or better and have completed the qualifications and instruction required by the credentialing body may take the credential exam.

A PCC is a specific set of related CTE competencies based on standards from one CIP code that are grouped together. For Perkins V reporting, standardized courses will be termed "PCCs." (Source: [Perkins V FINAL Definitions: Course, Participant, Concentrator, Completer](#) memo)

Credentials earned may be recorded for students in the Career and Technical Education Information System (CTEIS) through August 31<sup>st</sup> of the student's graduation year. Step-by-step instructions on how to enter credentials in CTEIS can be found here: [Manage Credentials Guide](#).



## Contact Information

### Credential and Testing Information

[Eric.Gilbert@pearson.com](mailto:Eric.Gilbert@pearson.com)

Certiport, NCS Pearson Inc.

1276 South 820, East, Suite 200, American Fork, Utah 84003

Phone: 801-502-6127

Website: <https://certiport.pearsonvue.com/Certifications>

### CTE Program Questions

Tom Knight, Education Consultant at 517-241-5345 or [KnightT@michigan.gov](mailto:KnightT@michigan.gov)

### Michigan CTE Assessment Policies

Dr. Valerie Milton, Research Consultant at 517-335-1066 or [MiltonV@michigan.gov](mailto:MiltonV@michigan.gov)

