TRAINING & CERTIFICATION

SURESKILLS ™

Flexible & Accessible
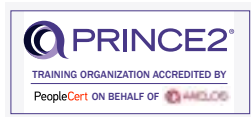
At Your Offices

Attend Virtually

Tailored Training

Locally Staffed Offices

Training Course Listings
January - June 2024

ITIL® TRAINING ORGANIZATION ACCREDITED BY PeopleCert ON BEHALF OF AXELOS

PRINCE2® TRAINING ORGANIZATION ACCREDITED BY PeopleCert ON BEHALF OF AXELOS

PRINCE2 AGILE™ TRAINING ORGANIZATION ACCREDITED BY PeopleCert ON BEHALF OF AXELOS

Microsoft Technical

Office

AGILE & SCRUM

DIGITAL MARKETING

MANAGEMENT LEADERSHIP & DEVELOPMENT

CYBER SECURITY ™

vmware PARTNER PREMIER AUTHORIZED TRAINING CENTRE

aws partner network Training Partner

PRINCE2®

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSZP1001 PRINCE2® 7th Edition Foundation	3	22	19	11	22	20	17
SSZP1002 PRINCE2® 7th Edition Practitioner	2	25	22	14	25	23	20
SSZ999 PRINCE2® Agile Practitioner	3	29		25		26	

Upgrade to PRINCE2 7th Edition for a better, more efficient project management experience!

Introducing PRINCE2 7th Edition – the latest and improved version of the world's leading project management method! This update brings best practices to a whole new level, aligning with the demands of the digital age. By incorporating the latest processes, tools, and technologies, PRINCE2 7th Edition ensures that managing successful projects remains at the forefront of efficiency and your certification remains relevant and valuable.

What's different in PRINCE2 7th Edition?

- People Management Focus: Recognizing the pivotal role of human capital in project success, PRINCE2 7th Edition emphasizes people management as a central focus.
- Enhanced Flexibility: Customization is key! PRINCE2 7th Edition allows for greater flexibility, adapting to the unique requirements of each project across various sectors.
- Digital and Data Management: In the digital era, staying up-to-date is crucial. PRINCE2 7th Edition equips you with the latest tools for effective digital and data management.
- Sustainability Integration: Align your projects with environmental and social responsibility goals. PRINCE2 7th Edition now incorporates sustainability into project performance.
- Compatibility with Agile, Lean, and ITIL®: Enhance overall project performance by seamlessly integrating with Agile, Lean, and ITIL® methodologies.
- Accessibility for All Professionals: Whether you're an aspiring or experienced project manager, PRINCE2 7th Edition is designed for you. It uses simplified language and content, making it more accessible to professionals across the board.
- PRINCE2 7th Edition has also developed a PRINCE2 7th Edition AI Practice Guide, exclusively available on your PeopleCert membership portal when you register for the exam.

For a full course listing and the comprehensive FAQ on Exams, Certifications and much more scan the QR code or go to:
www.sureskills.com/Courses/Vendors/PRINCE2-Ireland

ITIL®4

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSI027 ITIL®4 Foundation	3	15	12	11	8	20	17
SSI029 ITIL®4 Strategist Direct, Plan and Improve (DPI)	3		5		3	29	
SSI044 ITIL®4 Specialist Create, Deliver and Support (CDS)	3	8		4	29		24
SSI045 ITIL®4 Specialist Drive Stakeholder Value (DSV)	3	15		11	8		
SSI046 ITIL®4 Specialist High-Velocity IT (HVI)	3	29		25			
SSI047 ITIL®4 Leader Digital and IT Strategy (DITS)	4	22				5	
SSI054 ITIL®4 Specialist Acquiring & Managing Cloud Services (AMCS)	3	3			15		
SSI059 ITIL®4 Specialist Sustainability In Digital & IT (SDIT)	4		26				3
SSI062 ITIL®4 Specialist IT Asset Management (ITAM)	3			18			17
SSI061 ITIL®4 Specialist Business Relationship Management (BRM)	3				3		10
SSI068 ITIL®4 Specialist Monitor, Support & Fulfil	3		19		29		
SSI063 ITIL®4 Practitioner Service Desk	1	12			11		
SSI064 ITIL®4 Practitioner Incident Management	1	26			19		
SSI065 ITIL®4 Practitioner Problem Management	1		2		26		
SSI066 ITIL®4 Practitioner Service Request Management	1	29				24	
SSI067 ITIL®4 Practitioner Monitoring & Event Management	1			7		28	

Why SureSkills for PRINCE2 7th Edition and ITIL4

Our PRINCE2 7th Edition and ITIL4 training courses include everything you need, not only to pass the exams, but to excel using the PRINCE2 7th Edition/ITIL4 methodology. We include:

- ✓ The official PRINCE2 7th Edition/ITIL4 eBook.
- ✓ Practice exam sample papers & training materials.
- ✓ PeopleCert exam voucher for you to take the PRINCE2 7th Edition/ITIL4 exam when it suits you.
- ✓ Take2 – one free resit if you are unsuccessful in your first attempt.

Our aim is to give you the best PRINCE2 7th Edition/ITIL4 training offered anywhere. Our trainers are practitioners and their understanding of the real world of Project Management and IT Service Management is demonstrated in the context and practical nature of our training deliveries. We are focused on helping you and your company with the management of your projects and ultimately delivery of results.

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Agile, Scrum, Kanban & DevOps

AGILE & SCRUM

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSBS073 Professional Scrum Master (PSM) Exam Preparation	2			4		1	
SSBS078 TOGAF® 9 Foundation and Certified	4			11			19
SSBS105 Agile Training for Project Managers - Foundation	2	29	19	11	22	20	10
SSBS106 Agile Training for Project Managers - Practitioner	3	31	21	13	24	22	12
SSBS125 AgilePM® Foundation & Practitioner	4	29	19	11	22	20	10
SSI032A Six Sigma Yellow Belt	2		8			23	
SSI056 PeopleCert DevOps Fundamentals	2					26	
SSI058 Lean Six Sigma Green Belt	5		19			13	

Cyber Security Training

CYBER SECURITY

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SC100 Certified Information Security Manager (CISM) Workshop	4	15		11			
SC101 Certified Information Systems Security Professional (CISSP) Programme	5	8		4			
SC102 Certified Ethical Hacking (CEH) with Exam	5		26				
SC103 Certified Information Systems Auditor Manager (CISA) Workshop	4			25			
SC104 Certified Hacking Forensics Investigator (CHFI) with Exam	5		Call for dates				
SC105 Certificate in Information Security Management Principles (CISMP)	3	22		20			
SC106 EC Council Official SOC Analyst (CSA)	3	10					
SC107 Certified in Risk & Information Security Control (CRISC)	4		12				
SC108 Certified in the Governance of Enterprise IT (CGEIT)	4		20				
SC109 EC Council Official Certified Network Defender (CND)	5		Call for dates				
SC110 Certificate of Cloud Security Knowledge (CCSK)	3			25			
SC111 EC Council Official Certified Incident Handler (ECIH)	3		6				

Project Management

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSA834 Managing Successful Programmes Foundation	2	15	19	11	15	13	17
SSA833 Managing Successful Programmes Practitioner	3	18	22	14	18	16	20
SSBS070 Project Management Essentials	2		12		29		24
SSBS072 PMP Preparation / PMI Certification	5				8		

CompTIA

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSCO001 CompTIA Security+	5	15,29	19	11	8,22	13,20	
SSCO002 CompTIA Network+	5	22		11	22	20	10

ISTQB

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSI050 ISTQB Foundation in Software Testing	3	24	26	26		7	10

Amazon Web Services - AWS

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSAWS01 AWS Technical Essentials	1		4				
SSAWS02 Architecting on AWS	3		6	5	9	7	11
SSAWS03 Cloud Operations on AWS	3		12				25
SSAWS04 Advanced Architecting on AWS	3	16			23		
SSAWS05 Developing on AWS	3	23	27			14	
SSAWS07 DevOps Engineering on AWS	3				23		
SSAWS10 Data Warehousing on AWS	3					7	
SSAWS11 Migrating to AWS	1				29		
SSAWS13 Security Engineering on AWS	3				9		
SSAWS14 Planning and Designing Databases on AWS	3				16		
SSAWS21 AWS Cloud Practitioner Essentials	1	22			15		

AWS Discovery Days: Learn Cloud Fundamentals from AWS Experts

AWS Discovery Days, hosted by SureSkills, an official AWS Training Partner, provide an introduction to cloud concepts that include security, machine learning, migrations, and modern data strategy. AWS Training Partners offer the only AWS-authored training to help your organisation develop the AWS knowledge and skills you need to achieve your business goals. In these introductory events, expert AWS Instructors will help your team learn what's possible in the cloud, and how to achieve it with AWS.

Why attend an AWS Discovery Day?

- A free introduction to the AWS Cloud: AWS Discovery Days are free events that introduce you to the basics of the cloud, within a cost and commitment-free environment. Simply register for an event that is aligned to your learning interests.
- AWS-authored training content: Training content delivered via AWS Discovery Days has been created directly by AWS – offering you the assurance of the most accurate and up to date training material.
- Delivered exclusively via official AWS Training Partners: Only official AWS Training Partners host AWS Discovery Day events, so you will learn from expert, AWS Authorised Instructors.

VMware Training

vmware

| Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSV0106 VMware vSphere: Install, Configure, Manage [V7]	5		19	15			10
SSV0107 VMware vSphere: What's New [V6.7 to V7]	3						
SSV0108 VMware vSphere: Fast Track [V7]	5			11			
SSV0110 VMware vSphere: Fast Track [V7]	5		Call for dates				
SSV0115 VMware Horizon 8: Deploy and Manage	5		5				
SSV0123 VMware vSphere: Advanced Administration Workshop (V7)	5		Call for dates				
SSV0127 VMware vSphere with Tanzu: Deploy and Manage (V7)	3					20	
SSV0129 VMware Workspace ONE: Deploy and Manage (V21.x)	5		Call for dates				
SSV0131 Data Center Automation with vRealize Orchestrator and vSphere PowerCLI	5		19	22			
SSV0134 VMware Tanzu Kubernetes Grid integrated Edition: Install, Configure, Manage (V1.10)	4		Call for dates				
SSV0140 VMware NSX-T Data Center for Intrinsic Security (V3.1)	5	15	1				
SSV0141 VMware Workspace One: Modern Management for Windows 10 v21.x	2		Call for dates				
SSV0146 VMware vRealize Automation: Advanced Features and Troubleshooting (v8.x)	5			22			
SSV0151 VMware vRealize Automation: Orchestration and Extensibility [V8.6]	5	29					3
SSV0153 VMware vRealize Operations: Install Configure Manage [V8.6]	5						4
SSV0155 VMware SD-WAN: Deploy and Manage [V4.x]	2		12				
SSV0156 VMware SD-WAN for Service Providers [V4.x]	3		14				
SSV0160 VMware Workspace ONE: Deploy and Manage (v22.x)	5		26				
SSV0161 VMware Workspace ONE: Skills for UEM (v22.x)	3		26	11			
SSV0162 VMware vSphere: Install, Configure, Manage (V8)	5		5		8		17

SureSkills On-Site and Tailored Training

What is On-Site Training?

In simple terms, on-site training is training that takes place at your business location and involves using a company's own equipment. The course is often delivered by an external training supplier such as SureSkills and may be tailored to meet your employee's learning requirements.

What are the advantages of On-Site Training?
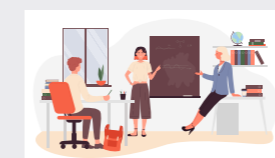
There are plenty of benefits that come with offering on-site training to your employees. One of the easy ones for most training managers is that you can layout the room and any related material or company resource the way that you want it to appear. Another advantage of on-site training is that there is no additional travel involved for the employees. They attend at their normal place of work.

What do you need for On-Site Training Session?

Every training session should have an agreed checklist with the trainer or the training company so that you can review prior to and after each session. Having a check list is also a great way to take away any additional learning from what could be done better and what was done well - so that feedback is accurate and clear.

What is Tailored Training?
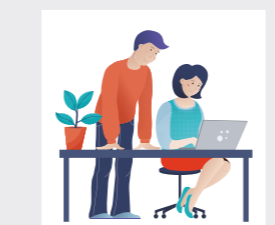
Tailored Training addresses an organisation's specific business challenges and can be personalized based on the desired skills, schedules, and learning needs of employees.

Bespoke, Custom, Tailored to a perfect fit - that's what our Tailored Training means. We create programmes that suit your organisation's needs and ensure your training goals are met - meaning fully customised to your company and to each person that will attend our courses.

What is the benefit of Tailored Training?

Tailored or customising training allows you to tailor your training with your team's needs in mind by giving engaging, real-world scenarios to address specific problems that your business might face. Some problems are company-specific so it is important that your training is tailored accordingly. You can even tailor your scenario solutions to align to your organisations policies and procedures. It also enables you to include your own branding, design, and tone of voice to make the training experience uniquely yours.

Customising your training can also be aligned to your Companies' values and that their knowledge is refreshed to create synergy, consistency, and up-to-standard performance across the organisation.

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Microsoft Office

Course Name	Days	Jan	Feb	Mar	Apr	May	June
MICROSOFT EXCEL							
SSA5037 Excel Introduction	1	9, 30	6	5	23	28	11
SSA5038 Excel Intermediate	1	10, 31	7	6	24	29	26
SSA5039 Excel Advanced	1	11	8	7	25	30	27
SSA204 Excel VBA	2		26			20	
SSA5020 Excel PowerPivot	1	17					
SSA5023 Excel Dashboards	1	18					
SSA5025 Excel Data Analysis	2	23					
SSA5033 Excel Functions & Formulas Workshop	0.5	16				14	
SSA5034 Excel Tables & Charts Workshop	0.5	16				14	
SSA5035 Excel PivotTables, PivotCharts & Slicers Workshop	0.5	17				15	
SSA5036 Excel Macros Workshop	0.5	17				15	
SSA5040 Excel Essentials	0.5				10		
MICROSOFT WORD							
SSA40018 Word Introduction	1	9	6	5	2	7	4
SSA40019 Word Intermediate	1	10	7	6	3	1	5
SSA40020 Word Advanced	1	11	8	7	4	2	6
MICROSOFT POWERPOINT							
SSA8006 PowerPoint Introduction	1	25			25		
SSA8007 PowerPoint Advanced	0.5		1			2	
MICROSOFT OUTLOOK							
SSA6006 Outlook Introduction	1			13			12
SSA6007 Outlook Advanced	1			14			13
MICROSOFT PROJECT							
SSAP Project Introduction	1	17		21		15	
SSAP1003 Project Advanced	1		14		17		19
MICROSOFT VISIO							
SSAV1001 Visio Introduction	1		22				
SSV1002 Visio Advanced	0.5			17			20
MICROSOFT SHAREPOINT							
SSO920 Microsoft SharePoint for End Users	1	10	13			15	
SSO921 Microsoft SharePoint for Site Owners	1	11	14			20	

Microsoft Office

Course Name	Days	Jan	Feb	Mar	Apr	May	June
MICROSOFT TEAMS							
SSA109 Microsoft Teams	1	8	5	4	9	6	4
SSA14020 Managing Projects with Microsoft Teams	1	15		11		13	
SSA4021 Microsoft Teams - Communication	0.3	16			16		
SSA4022 Microsoft Teams - Collaboration	0.3	16			16		
SSA4023 Microsoft Teams - Meetings and Events	0.3	17		11			12
SSA4018 Empowering Employees with Microsoft Viva	0.2	17			1		
MICROSOFT 365							
SSA4014 Microsoft 365 for End Users	1	9	21		17		19
MICROSOFT POWER BI							
SSAP1001 Power Bi Reports and Dashboards	1	24		13	24		12
SSAP1002 Power BI Desktop - Transform, Shape and Model Data	1	25		14	25		13
MICROSOFT ACCESS							
SSAA1001 Access Essentials	2	22			24		
SSA1003 Access Advanced	1		27			28	

Client Testimonial

"Ryan was a confident and well informed expert in the area of Excel, I particularly liked his delivery and responded well to the pace at which he set the course. It was well laid out, with appropriate breaks and an engaging delivery for the duration. It was evident that a high level of preparation went into this course.

The material was so useful to try the tools we were learning simultaneous to the course; each example was well considered and relevant to the topic in hand. I particularly liked all the shortcuts/tricks that Ryan had. My absolute favourite was the information on Slicers.

I have passed my appreciation onto my own organisation for allowing me to complete this training and also provided feedback that I rated the course/delivery highly."

- Claire Nolan, Education, Policy and Standards Department Staff Officer, Nursing and Midwifery Board of Ireland

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Microsoft Technical

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MICROSOFT AZURE							
SSAI-900T01 Microsoft Azure AI Fundamentals	1			11			10
SSAZ-104T00 Microsoft Azure Administrator	4	15	13	5	15	13	10
SSAZ-204T00 Developing Solutions for Microsoft Azure	5		12			20	17
SSAZ-500T00 Microsoft Azure Security Technologies	4		19				17
SSAZ-900T00 Microsoft Azure Fundamentals	1		19	19		20	24
SSDP-100T01 Designing and Implementing a Data Science Solution on Azure	3			4		7	10
SSDP-900T00 Microsoft Azure Data Fundamentals	1	9	9	1		3	
SSAZ400T00 Designing and Implementing Microsoft DevOps Solutions	4	29			29		24
MICROSOFT 365							
SSMS-100T00 Microsoft 365 Identity and Services	5			25			
SSMS-101T00 Microsoft 365 Mobility and Security	5				8		
SSMS-203T00 Microsoft 365 Messaging	5			4		13	
SSMS-500T00 Microsoft 365 Security Administration	4					13	
SSMS-900T01 Microsoft 365 Fundamentals	1		1				
SSMD-102T00 Microsoft 365 Endpoint Administrator	5	9	19		8	13	17
MICROSOFT POWER PLATFORM							
SSMPL-900 Microsoft Power Platform Fundamentals	1		23	15	19		
SSPL-100T00 Microsoft Power Platform App Maker	4		19			28	
SSPL-300T00 Microsoft Power BI Data Analyst	3	8	5	4	2		
SSPL-400T00 Microsoft Power Platform Developer	5	15			15		3
MICROSOFT WINDOWS DESKTOP & SERVER							
SSAZ800T00 Administering Windows Server Hybrid Core Infrastructure	5		12			20	17
MICROSOFT TEAMS							
SSMS-700T00 Managing Microsoft Teams	4				15, 22		10
MICROSOFT COPILOT							
SSM55616 Microsoft Copilot Overview for IT Professionals	1	30				13	
MICROSOFT SECURITY							
SSSC-900T00 Microsoft Security, Compliance, and Identity Fundamentals	1	10		27			
SSSC-200T00 Microsoft Security Operations Analyst	4	29	12	11	15	28	17
SSSC-300T00 Microsoft Identity and Access Administrator	4	15		25	28		
SSSC-400T00 Microsoft Information Protection Administrator	2		19			7	
MICROSOFT SQL SERVER							
SSO500 SQL Fundamentals	1	15		11		13	
SSO501 Advanced SQL Querying	1	16		12		14	

Digital & Social Media Marketing

Course Title	Days	Jan	Feb	Mar	Apr	May	June
SSBS054 SureSkills Professional Diploma in Digital Marketing	12	Call for dates					

You can also pick from any of these modules:

Introduction to Digital Marketing, Search Engine Optimisation (SEO), Pay Per Click (PPC), Inbound Marketing, Google Analytics, Email Marketing, Social Media Planning, Facebook & Twitter for Business, Instagram and Snapchat for business, Online Video & LinkedIn for Business, Emerging Platforms & Blogging, Online Display Advertising, Mobile Marketing, Affiliate Marketing, E-commerce, Planning a Digital Marketing Strategy.

CommVault Training

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSC010 Commvault Professional Foundations	3	Call for dates					
SSC011 Commvault Professional Advanced	2	Call for dates					
SSC012 Commvault Engineer	3	Call for dates					

Business Analysis

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSI031 Business Analysis Practice	3	8	13	11		7	10
SSI036 Requirements Engineering	3		26		23	15	24
SSI037 Modelling Business Processes	3	24		4	17		
SSI039 Foundation Certificate in Business Analysis	3	15	28	20	10	28	5
SSI043 Systems Development Essentials	3					22	

Desktop Publishing

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSO011 Adobe InDesign Introduction	1			4			
SSO012 Adobe InDesign Advanced	1			5			
SSO013 Adobe Acrobat	1			25			
SSO017 Adobe Illustrator	2			26			
SSO015 Adobe Photoshop Introduction	2		1				
SSO023 Adobe Photoshop Advanced	1		9				

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Professional Development Courses

Scan the QR code to see our full Personal and Professional Development Programmes brochure, including full course outlines.

Making organisational and personal training engaging, practical, relevant and enjoyable.

Our Personal Development & Business Skills training has consistently helped individuals and organisations improve organisational performance. Our courses enable people to develop their management, decision making and commercial acumen techniques that work in the real world, not just the training room. Our pragmatic approach creates immediate and sustainable benefits for organisations in both the public and private sectors.

Why Personal Development & Business Skills training
✓ Provides you with skills you can leverage across a wide range of tasks.
✓ Promotes strong career progression.
✓ Gives you more confidence to achieve business goals.
✓ Ensures a positive impact across an entire team.

Personal Development

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSBS166 Getting to Grips with Time Management	1	25	22	28		23	27
SSBS167 Presentation Skills	2	15	19	25	15	13	17
SSBS168 Public Speaking with Impact	2	22		25		28	
SSBS170 Achieving Assertiveness	1	24		19		22	

Business & Finance

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSBS044 Finance for Non Financial Managers	2	8		11		13	
SSBS175 Developing and Implementing Strategy	1	30		26		28	

Management & Leadership Programmes

Course Name	Days	Jan	Feb	Mar	Apr	May	June
SSBS013 Interview Skills	1			4			10
SSBS145 Building High Performance Teams	1	8		25		20	
SSBS146 Building trust and collaboration at work	1	11		3		13	
SSBS147 Coaching & Facilitation Skills	2	18		12		16	
SSBS148 Communication Skills for Business Success	1		2	14	16		12
SSBS150 Critical Conversations	1	16		13		15	
SSBS151 Emotional Intelligence for Strong Leaders	1	17	21	21	25	30	27
SSBS152 Excellence in Customer Service	1	25		21		23	
SSBS153 Giving & Receiving Feedback	1	23		21		23	
SSBS154 Inclusive Leadership	1		13		10		12
SSBS155 Influencing & Negotiation Skills	1	18	15	14	18	16	20
SSBS156 Managing Difficult Conversations	1		13	14	18	16	20
SSBS157 Managing Effective Meetings	1		6		3		5
SSBS158 Managing Self	1	19	16	15	12	17	14
SSBS159 Managing Stress & Maintaining Good Mental Health at Work	1	7		10			12
SSBS160 Mentoring Skills	1	22	19	11	15	20	17
SSBS161 Performance Management and Appraisal Skills	1	23	20	19	23	21	18
SSBS162 Problem Solving and Decision Making	1	17	14	13	17	15	19
SSBS163 The Skills of Management	3			25	22		24
SSBS164 The Power of Authentic Gratitude	1		13		9		11
SSBS165 Workplace Wellbeing	1	16		19		14	
SSBS169 Train the Trainer	2		8		11		13
SSBS172 Managing Conflict at Work	1	10		13		15	
SSBS173 Managing Change & Innovation	1		21		17		19
SSBS174 Unconscious Bias - How to Mitigate its Impact at Work	1		7	6	3	1	5

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# SureSkills Virtual Instructor Led Training (VILT)

What is VILT?

VILT, which stands for virtual instructor-led training, is virtually hosted via a webinar instead of a physical classroom delivery. SureSkills hosts these sessions via Cisco WebEx, Zoom or Microsoft Teams platforms but can also work with clients using other platforms.

Do I need special equipment to participate?
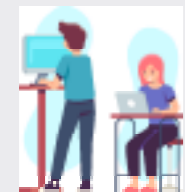
All that is required is a laptop or desktop with good audio. Although not essential, SureSkills recommend using a headset with a microphone where possible. This will enhance your learning experience and will enable you to hear, interact and engage with the trainer and colleagues on your training programme with ease.

What is needed to join a vilt session?
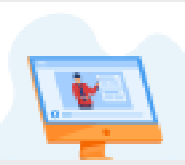
- Good quality stable internet connection
- Desktop or laptop with a webcam
- Headset normally required - dependent on your speaker & microphone setup
- SureSkills will provide a link to allow you to test beforehand

Is there support available?

Yes, we support you every step of the way. Should you have any issues, our IT support team can take your call to guide you through the setup. Your joining instructions (sent via e-mail prior to your course) have all the access links as well as the support details (phone & e-mail). You can also call your SureSkills training account manager - who will be happy to help. Remember, with SureSkills you get to speak with us locally & directly - no call waiting, no overseas call centres.

How are course materials provided?

Depending on the course booked, courseware will be provided online or hard copy materials will be posted to the address provided at the time of booking the course.

What are the benefits of VILT?

Virtual training allows for obvious cost savings. Travel time and expenses can be dramatically reduced. VILT can deliver organizational benefits that go beyond budgeting, such as an ability to act as a connection point among geographically dispersed colleagues. When VILT sessions are effective, workers become more familiar and comfortable, which can help to build frameworks for them to work together virtually in situations outside of training, allowing for its adoption and use in more way.

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