

Course Directory

We would like to provide you with a brief summary of some of our MindLeadersUK courses available to you. Please log on to our website for a full list of courses.

Business Skills Development

Basics of Business Maths	This series is designed for users who want to improve their basic math skills. It covers basic mathematical calculations commonly used in business settings. Courses cover computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios, and percentages, and also provides instruction on the use of a calculator for business applications.
Business Communication	This series is designed for users who want to improve their professional writing skills. It covers how to appropriately plan for a business writing task, how to write clearly and precisely, and how to identify and correct common errors in grammar, usage, and sentence structure. The series also discusses different types of business writing, including persuasive letters, memos, notices, faxes, and e-mail messages, as well as documentation and various reports.
Business Management	<p>This series covers some basic concepts of business management. It discusses common responses to pressure and different behavior types, determining your performance zone and vicious and vital cycles. It also covers the principles of commitment, confidence, and control, and how to develop and positive attitude, and includes instruction on using visualisation to reach your peak performance.</p> <p>Also covered is stress management and concepts of project management, including creating a work breakdown structure and effective goals and objectives, and creating a resource plan for your project.</p>
Customer Service	<p>This series is designed to help users create and maintain good customer services.</p> <p>Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. The series also provides an overview of creating a customer service department that useful tools for providing excellent customer service.</p>
Motivation	<p>This series presents the concepts of providing motivation for employees. It discusses developing a vision, a common goal, and direction for workers.</p> <p>Topics covered include using effective communication, conducting effective meetings, and encouraging creative problem-solving. The series also discusses rewarding effort and correcting mistakes without damaging motivation. Other topics examined include time and stress management, training and education and motivation, and building trust. This series is designed for those interested in improving their skills in coaching and motivating employees.</p>
Negotiating	<p>This series presents strategies for negotiating in business and daily situations. It covers techniques for developing a negotiation plan, evaluating the opposition, and taking advantage of body language, props, timing, questions, and correspondence. It presents strategies for gaining control in negotiation situations, and effective methods of getting past obstacles and closing a negotiation. Several everyday negotiation scenarios are explored, with tips for effective negotiation techniques to apply to these situations.</p>

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Project Management	This series provides a detailed examination of project management concepts and strategies. It discusses the seven components of a management system and the five phases of the project life cycle, and looks at factors that affect cost and quality. The project manager's role is explored in detail, and strategies for defining the project are examined. Tasks such as developing the Work Breakdown Structure, estimating and scheduling resources, scheduling computations, and tracking project activities are discussed. The close-out phase of a project is also covered. Other topics include formalising project management standards, developing a project team, and strategies for becoming a more effective project manager.
Time Management	This series provides strategies to help users use their professional time more effectively. It provides an overview of gauging how time is spent, and how to better organise and use time more efficiently. It provides guidance on developing action-oriented objectives, keeping and analysing a time log, organising and prioritising objectives and tasks, and using time blocks. Strategies for controlling the length and effectiveness of meetings are discussed in detail, along with strategies for managing paperwork, phone calls, email, and procrastination. Effective techniques for useful communication with coworkers are also discussed, including handling interruptions.

Desktop Computing

Access 2000 MOS	This series is designed to help users prepare for Microsoft Access 2000 MOS certification. It shows how to create, plan, and modify databases and tables in Access 2000. It also covers sorting and filtering, creating queries, forms and reports, and advanced tasks such as saving Access objects as Web pages, importing data, and adding hyperlinks.
Access 2007	This series covers how to use Access 2007 to create, modify, and access databases. It shows the learner how to use the Ribbon-based Access 2007 interface, as well as how to build tables, forms, and reports. Learners will also be able to use queries and filters to sort through data.
Computing Concepts	This series examines several basic computing concepts. Security issues are discussed, including administrative, physical, logical, and network security, and how to plan for security risks. The basic concepts of database functionality and selection are also discussed. Data processing and management is examined in detail, including teleprocessing, data transmission, and messages.
Crystal Reports 8	This series introduces users to Crystal Reports 8, a popular database reporting program. In this series, you will learn how to create standard and custom reports. You will also learn how to filter, summarise, sort, group, and manipulate data by inserting formulas and functions.

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Excel 2000 MOS	<p>This series is designed to help users prepare for the MOS Excel Core examination.</p> <p>The series begins with basic Excel tasks, such as entering and editing data, using Find, Replace, and AutoFill, and creating hyperlinks. It also covers locating, opening, and saving files, and using the help function, Office Assistant. Formatting worksheets is covered in detail, including cell and number formatting, adjusting rows and columns, and the use of AutoFormat, styles, and Format Painter. More advanced topics covered include page setup, managing worksheets and data, and creating formulas and functions. An overview of charts and objects, including the Chart Wizard, is also provided.</p>
Excel 2000 MOS Expert	<p>This series is designed to help users prepare for the MOS Excel 2000 Expert examination. It covers expert-level Excel topics such as importing and exporting data, working with templates, linking workbooks, and using the Report Manager.</p> <p>It also covers advanced worksheet formatting, including page setup and printing, and sorting and filtering data. More advanced topics covered include ranges, macros and customisation, validating and auditing data, and creating and using charts, graphs, and pivot tables. Data analysis, file sharing, and security issues are also discussed.</p>
Excel 2007	<p>The Excel 2007 series introduces learners to the newly designed Ribbon interface of Microsoft Excel 2007. It provides a basic introduction to Excel including entering and editing cell data, selecting cell ranges, and formatting worksheet data. Learners will also be able to print worksheets, add comments, complete basic calculations and formulas, and create charts using Excel 2007.</p> <p>This course is for anyone new to Microsoft Excel, or for individuals looking for an Excel refresher.</p>
GroupWise 5.5	<p>This series introduces you to Novell's GroupWise 5.5. In this series, you will learn how to use the features of GroupWise to send and receive e-mail, set up appointments and discussion groups, create task lists and manage your schedule.</p>
Internet Explorer 6	<p>The courses in this series teach students to use Microsoft Internet Explorer 6, to browse the Internet and to send and receive electronic mail using Microsoft Outlook Express.</p>
Internet Explorer 7	<p>This series introduces the new look and features of Internet Explorer 7. Learners will be able to securely use this updated web browser to perform searches, print documents, and access streaming content.</p> <p>This series is for anyone who would like an introduction to Internet Explorer 7.</p>
Introduction to PCs	<p>This series is designed to introduce users to personal computers. Users will learn what a PC is and what an operating system is. They will learn basic computer skills such as turning a computer on, logging on to Windows, and working with files. Users will also learn to identify and use the major components of a PC, both externally and internally, including: disk drives, monitors, mice, keyboards, and printers.</p>

Lotus Notes 6.5	<p>This series focuses on the major components of Lotus Notes 6.5. It introduces basic concepts such as navigation, views, databases, and security. Use of mail with Lotus Notes 6.5 is covered in detail, along with using the calendar, to do lists, and address books. This series also discusses editing, formatting, and managing Notes documents, and linking and attaching files to documents. Advanced topics include using Lotus Notes 6.5 with the Web, replication, and using Notes remotely.</p>
Lotus Notes R5	<p>This series provides a comprehensive overview of Lotus Notes R5. It introduces basic concepts such as navigation, views, databases, and security. Use of mail with Lotus Notes R5 is covered in detail, along with using the calendar and Address Books. This series also discusses using Lotus Notes to surf the Web, editing, formatting, and managing documents, and linking and attaching files to Notes documents. Advanced topics include finding and viewing data, replication, and using Notes remotely.</p>
Office 2003	<p>This series describes products and features that are new in this version of Office and common to each of the applications in the suite. InfoPath and OneNote are new products introduced in this version of Office. The new features include XML support, Smart Documents, the Research task pane, new collaboration tools, and improved developer tools. The series also covers new features in each Office application.</p>
Office 2007	<p>The new Office package is changing the old interface with new features on an interface now known as the Ribbon. How do you find the commands you already know? What new commands are available in Word, Excel, Outlook, PowerPoint, and Access? Take a look at the changes in Office 2007 and learn how to make the most of them.</p> <p>This series is for anyone who wants to be able to locate both old and new commands in the Microsoft Office 2007 applications: Word, Excel, PowerPoint, Access, and Outlook.</p>
Office XP Upgrade	<p>This series explains and introduces new and changed features in Office XP applications. Targeted for experienced Office users, the courses in this series highlight the new features of Office XP including task panes, smart tags, and SharePoint Team Services. Additionally, a course is devoted to discussing the most important changes to Word, Excel, Outlook, PowerPoint, Access, and FrontPage.</p> <p>The entire series features the XP interface in the screen captures.</p>
Outlook 2002	<p>This series teaches users how to use the major components of Outlook: Outlook Today, Contacts, Inbox, Calendar, Notes, and Tasks. Topics include navigating between components in Outlook; adding and using information about contacts; reading, sending, customising, and organising e-mail messages; scheduling appointments, events, and meetings; and creating tasks and notes.</p>
Outlook 2003	<p>The Outlook 2003 series of courses teaches learners how to use the major components of the Outlook 2003 program: Mail, Calendar, Contacts, Tasks, and Notes. Topics include navigating between Outlook modules and reading, sending, customising, and organising e-mail messages. Learners will also find out how to schedule appointments, add and use information about contacts, and create tasks and notes. In addition, the courses will delve into the collaboration, security, and personalisation features of Outlook 2003.</p>

Paint Shop Pro 5	<p>This series provides an introduction to using Paint Shop Pro 5 to create graphics.</p> <p>It describes how to create, open, and save files, and how to perform basic manipulations such as cropping, resizing, changing colors, and rotating images.</p> <p>Advanced topics presented include using the Image Browser, adjusting an image's brightness, contrast, hue, saturation, and lightness, working with layers, text, and drop shadows, and printing images.</p>
PowerPoint 2000 MOS	<p>This series shows users how to create presentations using PowerPoint 2000. The series is designed to help users prepare for the MOS PowerPoint 2000 Core examination. The basics of PowerPoint, including navigation, templates, copying and deleting slides, and modifying the Slide Master, are presented. Detailed information on layout concepts and inserting text is provided, as well as how to integrate graphics and tables in presentations. Advanced topics covered include adding custom features and formatting, producing notes and handouts, running a slide show, and Web-based features such as hyperlinks, emailing slides, and publishing to the Web.</p>
PowerPoint 2003	<p>The PowerPoint 2003 series is designed for beginning and intermediate PowerPoint users. This series teaches learners about creating and editing presentations and individual slides, outlining presentations, and printing presentations. The courses also detail topics such as formatting presentations and slides and using masters, color schemes, and templates. Learners will find out how to incorporate pictures, clip art, sound, video, and animation into a presentation. Finally, the courses cover how learners can use PowerPoint with the Internet and when collaborating with others.</p>
Project 2000 MOS	<p>This series teaches users to manage projects using Microsoft Project 2000, and is intended as preparation for the Project 2000 Microsoft Office Specialist (MOS) Core Proficiency exam. Topics include starting projects and customising settings; organising and scheduling tasks; assigning resources and managing workloads; tracking and reporting progress; and communicating with the project team using Project Central.</p>
Project 2003	<p>The Project 2003 series is designed to help learners with the basics of Microsoft Office Project 2003. This series explains how to set up a project; manage project files; create a task list; schedule tasks; view a schedule; define and assign resources and costs; track a project; and analyse progress and revise a schedule.</p>
SAP R/3	<p>This series provides an overview of SAP R/3 Release 4.6. It examines the new features of Release 4.6, using the interface, and working with the User Menu. Using the task screen is covered in detail, including how to use the tool bar and menu bar with tasks. Users are shown how to enter a basic task, how to search for and modify previously-entered tasks, and how to print tasks. Additional topics covered include methods for optimising your installation of R/3 by adding shortcuts and favorites and configuring the GUI, using multiple sessions, and using R/3 help functions. The series also discusses how to create and use reports.</p>

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Visio 2002	<p>This series introduces users to Microsoft Visio 2002, a powerful diagramming and drawing application that can be used to create business and technical diagrams.</p> <p>Learners will study the basics of the Visio 2002 interface and tools, explore the templates, stencils, and pre-defined shapes provided with Visio, and construct simple Visio diagrams.</p>
Windows 2000 Basics–Client	<p>This series introduces you to the new features of Windows 2000 Professional that enhance reliability, manageability, and mobility.</p> <p>This series is for anyone using or planning to use Windows 2000 Professional as their desktop operating system.</p>
Windows Vista	<p>This series teaches you about the new Vista interface, features, and applications.</p> <p>This series is for anyone considering an upgrade to Microsoft Windows Vista.</p>
Windows Vista Upgrade	<p>This series provides an overview of the features available in Windows XP Home Edition and Windows XP Professional. Users will be introduced to the new interface of Windows XP, the multimedia and reliability features of the Home Edition, and the advanced networking and system administration functions of the Professional version.</p> <p>This series is designed for anyone who is interested in learning about the features of Windows XP Home Edition and Windows XP Professional.</p>
Windows XP Upgrade	<p>This series provides an overview of the features available in Windows XP Home Edition and Windows XP Professional. Users will be introduced to the new interface of Windows XP, the multimedia and reliability features of the Home Edition, and the advanced networking and system administration functions of the Professional version.</p>
Word 2000 MOS	<p>This series covers the basic features and capabilities of Microsoft Word 2000. It is designed to help users prepare for the MOS Word 2000 Core Exam. It discusses document management techniques, including document creation and display, creating document folders, sending documents through email, and adding hyperlinks. The series also examines how to add, delete, and format text, and various paragraph formatting techniques. Additional topics covered in this series include page formatting, printing, creating tables, and inserting objects into Word documents.</p>
Word 2000 MOS Expert	<p>This series presents advanced topics and tasks for Microsoft Word 2000, and is designed to help users prepare for the Word 2000 MOS Expert Exam. Topics covered include page formatting, including sorting, Find and Replace, and using footnotes, document management, including inserting references, a table of contents, and indexes, Mail Merge, and inserting and embedding Excel worksheets, graphics, and charts. Advanced features are discussed, including macros, customised toolbars, forms, and fields. This series also discusses workgroup features such as tracking document changes, inserting comments, using document protection, and Round Trip documents.</p>
Word 2003	<p>This series is designed for beginning and intermediate Word users. This series teaches users about creating and editing documents, what's new in the 2003 version, the Word interface, navigating, editing, and working with text, spell checking, printing, formatting, styles, templates, borders, tables, columns, lists, and using images in a document.</p>

Word 2007

This series shows you how to use Word 2007 to create word processing documents. It shows you how to use the Ribbon-based Word 2007 interface, how to create and format documents, and how to add lists, tables, and images to your documents. This series is for anyone new to Microsoft Word, or for individuals looking for a Word refresher.

Works

This series provides a comprehensive look at Microsoft Works. It discusses basic tasks for getting started with Works, including operating the Works Task Launcher, using Task Wizards and help, managing documents, printing files, and working with multiple windows and applications. It explains how to use the Works word processor to create and edit documents, and how to format Works documents. It also covers how to use the Works spreadsheet, including entering, selecting, and manipulating data, using formulas and functions, formatting the spreadsheet, and creating charts. Additional topics include using the Works database for basic organisation and presentation tasks, using the Calendar, and Works functions that can be used across multiple applications in Works. This series is for anyone who wants to get the most out of using Microsoft Works.

European Computer Drivers Licence

European Computer Driving Licence 4.0

This series is designed for users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence examination. It provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications.

European Computer Driving Licence 4.0 XP

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence Examination, Syllabus Version 4.0. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications.

European Computer Driving Licence 4.5

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence Examination, Syllabus Version 4.5. This series is for those people who have never used a computer and for those who have some computer experience but no formal qualification proving their knowledge or skills. It is also for those people who are preparing to take the European Computer Driving Licence examination.

BSC Certificate for IT Users
(Level 2) – Unit E

This series provides practical information about the topics covered on the BCS Certificate for IT Users (Level 2) - Unit E exam. Learners will understand legal, health, and safety issues involved in using IT. They will also learn how to work with files, folders, data, and applications.

This series is for anyone preparing for the BCS Certificate for IT Users (Level 2) - Unit E examination, or anyone who wants to learn more about using IT effectively.

International Computer Driving Licence

International Computer
Driving Licence 4.0

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the International Computer Driving Licence Examination, Syllabus Version 4.0. It provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The International Computer Driving Licence (or ICDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries.

International Computer
Driving Licence 4.0 XP

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the International Computer Driving Licence Examination, Syllabus Version 4.0. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The International Computer Driving Licence (or ICDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries.

General Technical

C

This series is for programmers who want to learn ANSI C. It covers the use of numeric variables, constants, and operators to manipulate C expressions, writing, compiling, and testing programs, arrays, and control statements. The series also covers pointers and variable scope concepts. Advanced topics include the function library, memory management, and preprocessor directives.

Cisco Related Series by
MindLeaders
BCMSN 642-811

The Cisco BCMSN 640-811 series is designed to help learners prepare and take the qualifying exam for the Cisco Certified Network Professional CCNP® as well as the Cisco Certified Design Professional CCDP® certifications. The BCMSN exam (642-811) will test materials covered under the new Building Cisco Multilayer Switched Networks (BCMSN) CCNP course. The exam will certify that the successful candidate has important knowledge and skills necessary to build scalable multilayer switched networks; create and deploy a global intranet, and implement basic troubleshooting techniques in environments that use Cisco multilayer switches for client hosts and services. The exam covers topics on switching technology, implementation and operation, planning and design, and troubleshooting.

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Cisco Related Series by
MindLeaders
BCMSN 642-812

This series presents questions that will help students master the Building Converged Cisco Multilayer Switched Networks BCMSN 642-812 exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.

This series is for anyone who wants to practice for the BSCI 642-901 exam in preparation for the CCNP certification.

Cisco Related Series by
MindLeaders
BCRAN 642-821

The Cisco BCRAN 642-821 series is designed to help learners prepare and take the qualifying exam for the Cisco Certified Network Professional CCNP certification. The BCRAN exam (642-821) certifies that students have acquired the understanding and skills necessary to successfully design, develop, configure, operate, and troubleshoot remote access solutions.

This series is for anyone preparing for the Cisco BCRAN 642-821 exam or for anyone who wants to learn more about networking.

The test that this series prepares students to take is a part of earning the Cisco Certified Network Professional (CCNP) certification.

Cisco Related Series by
MindLeaders BSCI 642-801

This series is designed to help learners prepare and take the Cisco Certified Network Professional exam 642-801: Building Scalable Cisco Internetworks. The series explains how to install, configure, and monitor LANs and WANs with from 100 to 500 nodes. Learners are taught the principles of routing, how to extend IP addresses, and how to implement OSPF in a single area and interconnect OSPF areas. The series also covers how to apply integrated IS-IS, how to employ enhanced IGRP, how to configure BGP protocol and scale BGP networks, and how to optimise routing updates and implement successful route redistribution.

The tests that this series prepares students to take are a part of earning the Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP), and Internetwork Professional (CCIP) certifications.

Cisco Related Series by
MindLeaders BSCI 642-901

This series presents questions that will help students master the Building Scalable Cisco Internetworks BSCI 642-901 exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.

The tests that this series prepares students to take are a part of earning the Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP), and Internetwork Professional (CCIP) certifications.

Cisco Related Series by
MindLeaders CCNA 640-801

This series is designed to help learners prepare and take the Cisco Certified Network Associate exams 640-821: Introduction to Cisco Networking Technologies, 640-811: Interconnecting Cisco Networking Devices, and the combined exam, 640-801: Cisco Certified Network Associate. This series explains how to install, configure, and monitor Cisco switches and routers. Learners are taught the functions of each layer in the Open Systems Interconnect Model, LAN protocols and switching methods, IP Addressing, and WAN protocols. Finally, learners are taught how to configure VLANs, establish Point-to-Point connections, configure ISDN, establish Frame Relay connections, and manage IP traffic with Access Lists.

The test that this series prepares students to take is a part of earning the Cisco Certified Network Associate (CCNA) certification.

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Cisco Related Series by MindLeaders CIT 642-831	<p>The Cisco Related Series by MindLeaders CIT 642-831 is designed to help learners prepare for Cisco's Internet Troubleshooting Support Exam (CIT 642-831). This series provides a general overview of establishing a baseline, determining an effective troubleshooting strategy, resolving problems at the physical and data link layers, resolving problems at the network layer, and resolving problems at the transport and application layers.</p> <p>This series is for anyone preparing for the Cisco CIT 642-831 exam or for anyone who wants to learn more about networking.</p> <p>The test that this series prepares students to take is a part of earning the Cisco Certified Network Professional (CCNP) certification.</p>
Cisco Related Series by MindLeaders ISCW 642-825	<p>This series presents questions that will help students master the Implementing Secure Converged Wide Area Networks ISCW 642-825 exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.</p> <p>This series is for anyone who wants to practice for the ISCW 642-825 exam in preparation for the CCNP certification.</p> <p>The test that this series prepares students to take is a part of earning the Cisco Certified Network Professional (CCNP) certification.</p>
Cisco Related Series by MindLeaders ONT 642-845	<p>This series presents questions that will help students master the Optimising Converged Cisco Networks ONT 642-845 exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.</p> <p>This series is for anyone who wants to practice for the ONT 642-845 exam in preparation for the CCNP certification.</p> <p>The test that this series prepares students to take is a part of earning the Cisco Certified Network Professional (CCNP) certification.</p>
CISSP Security Professional	<p>This series helps a learner prepare to take and pass the Certified Information Systems Security Professional (CISSP) exam. This series, like the exam, covers ten domains of information system security knowledge including access control systems and methodology, network and telecommunications security, security management and practices, applications and systems development security, cryptography, security and architecture models, operations security, business continuity and disaster recovery planning, law, investigation, and ethics, as well as physical security.</p> <p>This series is for anyone preparing for the CISSP exam, or for anyone who wants to learn more about information security subjects.</p>
Client/Server Technology for Managers	<p>This series is an executive briefing on client/server technology. It provides a conceptual framework to help make decisions about client/server computing.</p> <p>This series is for managers facing decisions about client/server computing.</p>
CompTIA A+ 2003	<p>The CompTIA A+ series prepares learners for the CompTIA A+ certification exams: Core Hardware and OS Technologies. Topics covered in this series include microprocessors, displays, storage media and devices, printers, modems, buses, operating systems, and more. Gaining CompTIA A+ certification assures employers and computer owners that a PC repair technician has the requisite knowledge to build, upgrade, troubleshoot, and repair personal computer (PC) systems.</p>

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CompTIA A+ Essential 220-601	This series will give you the study guide you need for the CompTIA A+ Essentials exam, which is the first of two exams now required to earn CompTIA A+ certification. This certification validates the knowledge and skills of entry-level computer service technicians. It is an international, vendor-neutral certification recognised by major hardware and software vendors, distributors and resellers. CompTIA A+ certification confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. This series has more courses coming soon.
CompTIA A+ IT Technician 220-602	This series provides extensive practice for the CompTIA A+ IT Technician 220-602 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.
CompTIA A+ Remote Support Technician 220-603	This series provides extensive practice for the CompTIA A+ Remote Support Technician 220-603 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.
CompTIA A+ Depot Technician 220-604	This series provides extensive practice for the CompTIA A+ Depot Technician 220-604 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.
CompTIA Network+ 2005 (N10-003)	This series provides both theoretical and practical information about the topics covered on the CompTIA Network+ 2005 exam. Learners will learn the layers of the OSI model, features and functions of network components and the skills needed to install, configure, and troubleshoot basic networking hardware peripherals and protocols.
CompTIA Server+ 2005 (SK0-002)	CompTIA's Server+ certification offers industry recognition of server administration, troubleshooting, and management. This series equips you with all you need to know in order to pass the 2005 edition of the Server+ test (SK0-002). Learners will be presented with an up-to-date look at current server networking strategies from both the installation and servicing perspectives. The test that this series prepares students to take is a part of earning the CompTIA Server+ certification.
Data Warehousing	This series provides an overview of the use and administration of data warehouses. It covers the components of data warehouses and explains data models and optimisation. It also examines the different roles in a data warehouse, and covers how to effectively design, implement, and manage a data warehouse.
DB2	This series is designed for COBOL programmers who want to implement SQL into programs to access data in DB2 tables. It provides an overview of embedding SQL in a program, including coding requirements and stored procedure functions. An overview of the interactive tools for program development is provided. The series also examines the use of DB2 to change and manipulate data in DB2 rows and tables.

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DB2 Universal Database	This series provides a practical approach to learning how to use DB2 Universal Database and helps prepare learners for the DB2 Certification Exam (Exam 700). Learners will explore how to use various applications to access DB2 data and how to use tools to administer the database.
FOCUS	This series is designed for both FOCUS end users and application developers. It covers basic FOCUS concepts and terminology, its file structure, and the Master File Description. It details application developer facilities, and covers using FOCUS with TED, creating reports, graphs, and file definitions, and looks at data manipulation and screening techniques. Additional topics include accessing file definitions, using MODIFY requests, and the Dialogue Manager, FIDEL, and MAINTAIN facilities.
Linux	This series provides a general overview of the Linux operating system. Topics include partitioning and the boot process, basic system configuration, file management, and text stream processing. The series also covers user management, group management, and file permissions. Administrative tasks covered in this series include basic job scheduling utilities, as well as system backup strategies and strategies for system documentation and user support.
Linux Red Hat Technician RHCT RH202	This series provides both theoretical and practical information about the topics covered on the Red Hat Certified Technician exam. Learners will learn how to install and configure Linux Red Hat, as well as how to perform routine administrative and maintenance tasks. The test that this series prepares students to take is a part of earning the Linux Red Hat Technician (RHCT) certification.
Notes 5 Programming	This series provides an in-depth study of Lotus Notes R5. It provides an introduction to the application's interface and navigation, and covers personal organisation utilities such as email, calendars, meetings and appointments, and Address Books in detail. Also covered is the use of Lotus Notes to browse the Web and manage documents. Advanced topics include searching databases, folder creation and management, views, agents, and database replication. An overview of using Notes remotely is also provided in this series.
Novell 560 CNE	This series is designed to help users prepare for the Novell CNE 5 Test 050-639 or CNI Test 050-839. It introduces networking concepts and provides an overview of the administration of NetWare 5. Topics covered include Novell Directory Services, protocol configurations, installation of Novell client software, and the file system. Also covered in this series is NDS and file security, including controlling access to objects, rights, and user context and resource access. Additional topics include application distribution and management using ZENworks and Novell Application Launcher, policy packages, the Help Requester, and distributed printing.
Novell 570 CNE Advanced Administration	This series teaches users how to administer NetWare 5 and also prepares users to take the Novell CNE 5 Test #050-640 or CNI Test #050-840. Users will learn about upgrading and migrating to NetWare 5, managing the server, optimising performance, and using IP. In addition, they will learn about file systems, storage, queue-based printing, remote access, the FastTrack Internet server, and other topics related to NetWare 5.

OOP Using C++	This series is designed for programmers who want to learn C++ to develop object oriented programs. It covers the parts of a C++ program, variables, constants, expressions, statements, and functions, and examines classes and objects and how these components work in the program flow. The series also discusses pointers, references, arrays, inheritance, and functions. Advanced topics covered include streams, templates, exceptions and error handling, libraries, and object oriented analysis and design.
Oracle	This series presents the common features shared by the Oracle Developer/2000 suite of tools, including Forms 4.5, Reports 2.5, Graphics 2.5, and Procedure Builder 1.5. It covers navigation of the development environment and describes editing and debugging features, as well as features that provide object orientation, integration, and OLE2 support. The series covers each tool in greater detail, examining the capabilities and functions of each. Advanced topics covered include the development of applications using Forms and Reports, and the integration of Oracle applications through a single point of entry for the user.
Oracle 10g Administration	Oracle's new 10g database leverages the power of grid computing to spread tasks across multiple low-cost machines. Learners will be able to install and maintain an Oracle 10g database in an effective, efficient manner. Topics such as the interaction among Oracle components, an understanding of Oracle's architecture, performance monitoring, database security, user management, and backup and recovery techniques are covered. This series is for Oracle 10g database administrators who wish to understand Oracle's Optimal Flexible Architecture, Shared Server Architecture, and database interfaces (SQL, Java, C++ and PL/SQL).
Oracle 8	This series introduces users to the Oracle 8 relational database management system. It examines its main components and installation, and discusses concepts related to database design, creation, and management, including creating, modifying, and managing tablespaces. Management of files and user accounts is also examined, along with table views and indexes. Advanced topics covered in this series include Oracle processes, job queues, and security monitoring. Data backup and recovery and database replication are also discussed in detail.
Oracle9i Database Fundamentals 1Z0-031	This series is designed to help users who have experience with relational databases, SQL, and networking prepare for the Oracle 9i 1Z1-031 exam. Users will be introduced to the major components of an Oracle server and the database structure, and will learn how to create and manage such components as databases, instances, tablespaces, tables, datafiles, storage units, undo data, tables, indexes, data integrity, users, profiles, privileges, and roles.
Oracle9i SQL 1Z0-007	This series is designed to help those who have some experience with relational databases to prepare for the Oracle9i 1Z0-007 exam.
PowerBuilder 9 Advanced Development	This series describes the changes and additions learners will encounter when they move from earlier versions to PowerBuilder 9. It addresses the use of tools such as OrcaScript, InfoMaker, and DataWindows. This series is for developers who know and use PowerBuilder who want to learn the new features of PowerBuilder 9, enhancing their ability to build client/server applications.

Rational Unified Defence	The Rational Unified Process series is designed to provide learners with an introduction to the RUP software engineering process and framework. The series explains the software development principles behind the RUP and shows learners how to apply the RUP in their own organisations.
RPG IV Programming	This series introduces the users to RPG IV, the popular AS/400 and iSeries programming language. The users will learn about the history of the language, RPG IV specifications, file access and manipulation. After completing the courses in this series, the users will be able to write RPG IV programs using structured design and modular programming concepts.
SAS	This series introduces users to the SAS system, the basic data concepts and the structure of the SAS programming language. It discusses the basic statements used when coding SAS programs, using the SAS log to troubleshoot coding errors, and the different modes for executing SAS. The series also covers optional statements used to modify data, and statements and options available to program features in the DATA step. Creating specialised output and basic statistical procedures are also covered. Additional topics examined include using Display Manager to run SAS jobs interactively, SAS data libraries, using SQL in SAS, and combining and updating SAS data sets.
SAS 8	This series introduces users to the SAS 8 system, the basic data concepts and the structure of the SAS programming language. It discusses the basic statements used when coding SAS programs, using the SAS log to troubleshoot coding errors, and the different modes for executing SAS. The series also covers optional statements used to modify data, and statements and options available to program features in the DATA step. Creating specialised output and basic statistical procedures are also covered. Additional topics examined include using Display Manager to run SAS jobs interactively, SAS data libraries, using SQL in SAS, and combining and updating SAS data sets.
Security +	This series helps prepare the learner for the Security+ exam. It teaches the learner about general security concepts, communication security, infrastructure security, some basics of cryptography, and operational and organisational security. It also provides the learner with a practice exam that includes questions in a format similar to what the learner will encounter when taking the exam.
Solaris 8 System Administrator 310-011	This series provides comprehensive coverage of Solaris 8 system administration; it is designed to help users prepare for the Sun Certified System Administrator for Solaris 8 Operating Environment, Part I exam. It covers basic topics such as installation methods, the boot process, and system shut down. The OpenBoot environment and architecture are discussed, along with the use of user and group logon accounts, and software package administration. System security and protection of data is covered, including remote connection. An introduction to Solaris processes and their management is provided, and file systems, files, and directories are covered in detail. Additional topics covered in this series include disk configuration, backup and recovery, the viEditor, shell programming, and print administration. The series concludes with a practice exam that helps the user self assess readiness for the certification exam.

Solaris 9 System Administrator
310-014/310-015

This series helps the learner prepare for the two exams required to obtain the Sun Certified System Administrator for Solaris 9 certification (310-014 and 310-015). After taking the series, learners will be able to perform essential system administration procedures and administer a networked server running on the Solaris operating system.
This series is for anyone preparing for Sun Certified System Administrator (SCSA) Exams 310-014 and 310-015 or anyone who wants an introduction to essential Solaris 9 system administration procedures.

Sun Java 2 Developer SCJD
CX-310-252A/CX-310-027

This series shows learners how to design, create, test, and submit an application that meets the standards for the programming assignment portion of Sun's Java 2 Developer certification. It also explains the format and objectives of the essay exam portion of the Java 2 Developer certification. This series is for experienced Java programmers who are preparing for the programming assignment component (CX-310-252a) of the Sun Certified Developer for the Java 2 Platform certification.

Sybase

This series is designed to introduce database administrators to using and managing Sybase System 11. It covers an overview of Sybase SQL Server, the client/server system model, and the tools and components of Sybase System 11. It discusses using SQL Server to create, manage, and access database information, and the tasks and commands of a system administrator. Additional topics covered in this series include management of user accounts and groups, granting and revoking permissions, basic T-SQL programming commands and functions, and using T-SQL commands to create database queries, manipulate data, join queries, create subqueries, and insert and modify data.

UML 2.0

The UML 2.0 series is designed to provide learners with an introduction to the Unified Modeling Language. This series teaches learners how to illustrate object-oriented systems by using various types of UML diagrams, such as class diagrams, sequence diagrams, state machine diagrams, and activity diagrams.
This series is for anyone who is interested in learning to understand and use UML 2.0.

UNIX Systems

This series presents the features of UNIX that are most useful to new users, as well as system administration tasks and process management. Basic features discussed include logging in and out, file administration, command processing, displaying text, and using mail. UNIX shells - Bourne, Korn, and C - are presented, including a comparison of their advantages and disadvantages, and writing basic shell programs that include repetitions, conditional statements, and functions. Many system administration tasks are discussed, including installation, file systems, user accounts, system accounting, performance monitoring, device management, and security. Advanced topics covered in the series include how to control UNIX programs, how to start and kill programs, and prioritising processes.
This series is for anyone who is new to UNIX or who wants to expand what they already know about UNIX.

General Technical

Exchange 2000 Administration MCSE70-224	This series is designed to aid users in their preparation for the MCSE 70-224 examination. It covers topics relevant to the administration of Microsoft Exchange 2000. It examines how to install and integrate Exchange 2000, create and manage recipient objects, groups, and connectors, and how to display instant messaging and administer chat services. Other topics discussed include Exchange 2000 protocols, virtual servers, connectivity issues, and creating and administering public folders. Security and performance issues are discussed in-depth, including certificates, keys, performance and other monitors, diagnostics logging, and data backup strategies.
IIS 6	This series will provide you with the basic knowledge needed to administer IIS 6. This series is for anyone who wants to learn to administer IIS 6.
Microsoft.Net Applications MCSD/MCAD/MCDBA 70-316	This series provides the learner with an overview of the .NET framework with Visual C# .NET and Visual Studio .NET. It also covers how to use the framework to build applications with forms, components, assemblies, and Web Services. In addition to covering these foundational elements, the series of courses also includes information on data access, manipulation, and binding, along with user assistance and accessibility to complete a .NET application. The final steps of the development process, testing and deployment, are covered, including tracing, debugging code, Setup project, installation of components and security measures.
Microsoft.Net Architectures MCP/MCSD 70-300	This series helps a learner prepare for the MCP/MCSD 70-300 exam by covering how to break down a case study to expose pertinent facts, create meaningful requirements and specifications for a solution, and develop a .NET solution architecture that is secure and stable. It teaches the development of a solid database model, including normalisation, relationships, and Object Role Modeling (ORM). It also covers the tradeoffs between a Windows application, a Web application, and a Web Service-based application.
Microsoft.NET 2.0 App Development MCTS 70-536	This series presents questions that will help Visual Basic and C# developers prepare for the Microsoft .NET 2.0 App Development MCTS 70-536 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented. The tests that this series prepares students to take are a part of earning the Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Web Applications, Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Windows Applications, and Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Distributed Applications certifications.
Microsoft.NET 2.0 Web Development MCTS 70-528	This series presents questions that will help Visual Basic and C# developers prepare for the Microsoft .NET 2.0 Web Development MCTS 70-528 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented. The test that this series prepares students to take is a part of earning the Microsoft Certified Technology Specialist (MCTS): .NET Framework 2.0 Web Applications certification.

Course Directory

MS Exchange Server 5.5	<p>This series is designed to help users prepare for the MCSE 70-081 examination, Implementing and Supporting Microsoft Exchange Server 5.5. It covers planning strategies in detail, including planning for installation, migration, backup, administration, and security. The installation and configuration process is explored in detail. Management of folders, backup and restore, and Exchange Server utilities are discussed, along with performance monitoring, system troubleshooting, and mail connectivity.</p>
Project Server 2003	<p>This series presents information on planning, installing and implementing Project Server 2003. Topics include outlining an implementation strategy, installing and configuring Project Server and peripheral software, managing users, groups, and projects, customising PWA, creating projects, and working with project tasks and documents.</p> <p>This series shows learners how to plan for the implementation of Project Server 2003. It provides insight into the process that needs to be followed in order to ensure that the organisation accepts the changes resulting from Project Server implementation, and to make the transition successful and smooth.</p>
Server 2003 Security Admin MCSA/MCSE70-299	<p>This series prepares learners for the MCSA/MCSE 70-299 exam. It covers implementing, managing, and troubleshooting Windows Server 2003 security policies, remote access, PKI, IPsec, and wireless networks.</p> <p>The tests that this series prepares students to take are a part of earning Microsoft Certified Professional (MCP) status and the Microsoft Certified Systems Administrator (MCSA): Security on Microsoft Windows Server 2003, Microsoft Certified Systems Engineer (MCSE): Security on Microsoft Windows Server 2003, and the Microsoft Certified Systems Engineer (MCSE) on Microsoft Windows Server 2003 certifications.</p>
SQL for the Windows Environment	<p>SQL is the most widely-used database language. Acquiring a good working knowledge of SQL is an important skill for anyone who interacts with databases. Short, focused lessons start with simple data retrieval and progress to complex topics such as using joins, subqueries, stored procedures, and table constraints.</p> <p>This series is for anyone who wants to use Structured Query Language (SQL) in a Windows Environment.</p>
SQL Server 2000 Admin MCDBA/MCSA/MCSE 70-228	<p>The SQL Server 2000 Admin MCDBA MCSA MCSE 70-228 series is designed to help learners prepare to take and pass Microsoft's exam number 70-228: Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition. This series teaches learners how to install SQL Server 2000 and configure advanced options. The series also teaches learners how to manage databases and objects, create a disaster recovery plan, troubleshoot data integrity issues, extract and secure data, automate tasks, and optimise performance.</p>
SQL Server 2000 Database Design Series MCSE70-229	<p>This series of courses serves as preparation for Microsoft Exam 70-229: Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition which is one of several electives for the MCSE certification track, and a core requirement for MCDBA certification. Topics covered include developing a logical data model, implementing the database and objects, retrieving and modifying data using Transact-SQL and XML, using indexes and views, programming business logic (stored procedures, functions, views, triggers), tuning and optimising data access, and designing a database security plan. This series is tightly focused on exam preparation and review, not on providing general knowledge. Some background knowledge and hands-on experience with enterprise systems and relational databases is assumed.</p>

SQL Server 2005 MCTS 70-431	This series explains how to install, configure, and use SQL Server 2005. The test that this series prepares students to take is a part of earning the Microsoft Certified Technology Specialist: SQL Server 2005 certification.
SQL Server 6.5	This series provides an overview of Microsoft SQL Server 6.5. The SQL Enterprise Manager and its use for creation and management of database objects is explained in detail. Instructions for installing SQL Server 6.5 and setting up physical and mirror devices is provided, along with instructions on implementing security, user administration, and configuring replication. Database administration is covered in detail, including creating and maintaining databases and database logs, and using OBCC for maintenance. Advanced topics covered include system management, remote and distributed management options, and performance tuning. This series is for anyone who wants an introduction to SQL Server 6.5 database objects and SQL Enterprise Manager.
SQL Server 7 Admin Services	This series is designed to help users prepare for the MCSE Exam 70-028: Administering Microsoft SQL Server 7.0. The series covers a comprehensive array of topics, including planning a security strategy, SQL Server 7.0 system requirements, planning for system migration and replication, and server installation. System configuration, management of security, accounts, permissions, and the database, and backup and restores are also covered. Additional topics covered include the management of a variety of tasks, including replication, server jobs, events, alerts, linked servers, and remote servers; monitoring events, system optimisation, and tuning resource usage. Server repair and troubleshooting strategies are also discussed.
TCP/IP	This series introduces TCP/IP concepts and is designed to help users prepare for the MCSE Exam 70-59. An overview of using TCP/IP with several different operating systems is provided, including a discussion of the OSI reference model, networking, and TCP/IP models. A detailed explanation of the TCP/IP Application layer and how data is processed is also provided, including discussion of data delivery and routing. The installation, configuration, and management of Microsoft TCP/IP, IIS, and other network services is explored, along with printing services and DHCP. NetBIOS name resolution methods are examined, as well as the DNS Server. Advanced topics covered in this series include managing DNS and TCP/IP, file transfer, interactive and printing utilities, Network Monitor, SNMP, Performance Monitor, RAS hardware, PPTP, and various troubleshooting strategies.
Visual Basic.NET for Web MCSD/MCAD 70-305	<p>This series explains how to develop and implement Web-based applications with Web forms, ASP.NET, and the Microsoft .NET Framework. Specific topics presented are web forms, controls, user interface navigation, data binding and manipulation, error handling, components, assemblies, web services, globalisation, legacy code, as well as deploying and maintaining web applications.</p> <p>This series is for anyone preparing for the Developing and Implementing Web Applications with Visual Basic .NET and Visual Studio .NET MCSD/MCAD 70-305 certification exam, or for anyone who wants to learn more about designing web applications using .NET.</p> <p>The tests that this series prepares students to take are a part of earning Microsoft Certified Professional (MCP) status and the Microsoft Certified Solution Developer (MCSD) for Microsoft .NET, Microsoft Certified Application Developer (MCAD) for Microsoft .NET, and Microsoft Certified Database Administrator (MCDBA) on Microsoft SQL Server 2000 certifications.</p>

Visual Basic.NET for XML Web MCSD/MCAD 70-310	<p>This series explains how to use Visual Basic .NET to create Web-based applications that manipulate XML data. Courses in this series cover accessing and manipulate data, creating distributed applications and services, as well as testing, debugging, and deploying the completed application.</p> <p>This series shows learners how to create Visual Basic .NET applications that access and manipulate data in relational databases and in XML files.</p> <p>The tests that this series prepares students to take are a part of earning Microsoft Certified Professional (MCP) status and the Microsoft Certified Solution Developer (MCSD) for Microsoft .NET, Microsoft Certified Application Developer (MCAD) for Microsoft .NET, and Microsoft Certified Database Administrator (MCDBA) on Microsoft SQL Server 2000 certifications.</p>
Visual Basic.NET Windows Apps MCSD/MCAD 70-306	<p>This series, in an effort to help a learner prepare for the MCSD/MCAD 70-306 exam, covers creating forms, handling exceptions, developing .NET components and assemblies, and consuming and manipulating data. It also covers using web services, managing globalisation, working with legacy code, implementing user assistance and accessibility, and working with components and controls. The series also details topics such as application testing, debugging, deployment, maintenance, support, and configuration.</p>
Visual Basic 2005	<p>This series introduces learners to the Microsoft .NET programming environment and teaches how to develop productive, useful applications with the new Visual Basic 2005 programming language, leveraging your existing knowledge of Visual Basic and applying that knowledge to the .NET environment.</p> <p>This series is for anyone who would like to develop applications with the Visual Basic 2005 programming language.</p>
Visual Basic 6	<p>This series provides an in-depth look at Visual Basic 6.0. Introductory topics covered include the Visual Basic programming process, development environment, and program structure, and creating controls and setting properties. Creating controls and coding are covered in detail, including a discussion of datatypes, literals, variables, and storing and calculating data. Coding tools and other supplied tools such as subroutines, arguments, and various functions are explored, and manipulation of data files and printing from an application is discussed. Advanced topics covered in this series including tuning your program with additional Visual Basic tools, and preparing a Visual Basic program for distribution.</p> <p>This series is for anyone who wants to start learning how to use Visual Basic 6.</p>
Visual C#	<p>The Visual C# 2005 series covers how to develop command line and graphical applications using the Visual C# 2005 programming language and the Visual Studio integrated development environment (IDE).</p> <p>This course is for anyone who would like to create or modify applications using Microsoft Visual C#.</p>
Visual C# Web Application MCAD 70-315	<p>This series is designed for anyone who's preparing for the MCAD 70-315 exam or who simply wants an introduction to designing Web applications with Visual C# .NET. This series teaches users how to use Visual C# .NET to develop, test, deploy, and configure ASP.NET applications that run on the Internet.</p>

Course Directory

Visual C# XML MCAD 70-320	This series prepares users for the MCAD-320 exam. The series is designed to cover all the objectives that Microsoft has created for this exam. The user will be presented with skills need to develop and implement middle-tier components, server components, and XML Web services by using Visual Studio .NET, Microsoft .NET Framework, and the Visual C# .NET programming language. The series helps the user develop the specific core competencies to design and develop distributed applications.
Visual InterDev 6	This series is designed to introduce users to the Visual InterDev web-based application development environment. The basics of Visual InterDev are discussed, including views and controls, database interaction, and client and server directory structures. Implementation of HTML elements is discussed in detail, including using dynamic HTML and scripting to add interactive content. This series also covers how to use Java, ActiveX, and database connections within a Web site, using Query Designer to retrieve and update data, and using active server objects, design-time controls, scriptlets, and the document object model. The series provides information on testing a debugging a Visual InterDev program, site management strategies, and effective site layout and design.
Visual Studio.NET Advanced Topic	This series shows developers how to create more powerful applications using Microsoft Visual Studio.NET. The series focuses heavily on creating and deploying Web-based applications. Users explore ASP.NET Web server controls in greater detail, and also learn how to implement data binding to pull data into a Web page from external data sources. Users will also learn how Visual Studio.NET facilitates XML development, and how to use Visual Studio to build and configure an XMLbased Web application or a Web service client. Additionally, users will learn about what happens after the code is written - debugging, deployment, and security for Web based applications, as well as the process for upgrading existing ASP-based Web sites to ASP.NET.
Visual Studio.NET and ASP .NET	This series introduces students to the ASP.NET platform, and gets students started using ASP.NET features such as server controls, validation controls and composite controls in their Visual Studio .NET projects.
Visual Studio.NET Overview	This series gives students a thorough overview of the .NET initiative and prepares them to begin developing applications using Visual Studio .NET. This series is for anyone who is interested in learning to develop applications using Visual Studio .NET.
Visual Studio.NET Programming with Visual C#	This series introduces students to the ASP.NET platform, and gets students started using ASP.NET features such as server controls, validation controls and composite controls in their Visual Studio .NET projects.
Windows 2000 Basics - Server	This series introduces the features of Windows 2000 Server that enhance reliability, manageability, and Internet capabilities. This series is for Windows users that are using or planning to use Windows 2000 Server as their network server.
Windows 2000 Active Directory MCSE 70-217	Microsoft's Active Directory is a new approach in administering users, computers, Directory MCSE 70-217 applications, and resources by treating them as objects in a large network environment. Active Directory is responsible for storing, managing, and replicating information about network objects. This series demonstrates how the Active Directory can be implemented, integrated with existing network technology, and used for efficient administration. The goal of this series is to prepare the student for the MCSE 70-217 exam.

Course Directory

Windows 2000 Directory Design MCSE 70-219	This series prepares students for the MCSE 70-219 exam. Users review how to plan for the implementation of Windows 2000 and Active Directory, focusing on matching business requirements with Windows 2000 features. Some of the features examined include security, DNS, group policies, and workstation management. Users also learn to design the Active Directory's domains, Organisational Units, sites, and service locations.
Windows 2000 Network Administration MCSE70-216	The goal of this series is to prepare students for the MCSE 70-221 certification exam (Windows 2000 Network Infrastructure Design). Courses in this series are primarily theoretical in nature. Topics include analysing existing, as well as planning, business and technical requirements; modifying and designing network topologies and protocols; designing DHCP and name resolution services; creating Internet and extranet access solutions; designing a WAN; and creating strategies for monitoring/managing Windows 2000 network services.
Windows 2000 Network Design MCSE 70-221	This series is designed to help users prepare for the MCSE Exam 70-221 for Windows 2000 certification. Strategies for analysing business needs such as the company model, geographic scope, organisational structure, company strategies, and IT structure; and technical needs such as the technical environment, infrastructure design, network requirements, and disaster recovery, are covered in depth. Detailed discussion is provided on network design with respect to topologies and protocols, DHCP and name resolution services, and multiprotocol networks. Design techniques for the Internet and WANs are also presented. Also discussed is how to design a strategy for monitoring and managing Windows 2000 network services.
Windows 2000 Network Management MCSA 70-218	This series teaches the information that is required to meet the objectives in Microsoft's exam 70-218: Managing a Microsoft Windows 2000 Network Environment. This exam is one of the core tests that are required to gain a Microsoft Certified Systems Administrator (MCSA) certification. Users will learn network administration skills including how to configure and troubleshoot client computers, network printing, Active Directory, file sharing, Internet connection and services, remote access, and network security.
Windows 2000 Professional Series MCSE 70-210	This series provides comprehensive discussion of topics related to the Windows 2000 Professional operating system. It is designed to help users prepare for the MCSE Exam 70-210. Topics covered include installation, including remote installations and upgrades, administering resources and shared resources, managing disks and hardware, and monitoring and optimising your Windows 2000 Professional system. Also covered are desktop configuration, networking, using TCP/IP, managing users and groups, and system security.
Windows 2000 Security Design Series 70-220	This series provides a detailed look at network security, and is intended as preparation for the MCSE 70-220 Exam: Designing Security for a Microsoft Windows 2000 Network. Topics include analysing business and technical requirements, planning a strategy, and designing and implementing security using the templates, objects, and services provided in Windows 2000. Students taking this course should be advanced Windows administrators, with MCSE certifications 70-210, 70-215, 70-216, and 70-217 or equivalent experience.

Course Directory

Windows Server 2003 Active Directory MCSE70-294	Microsoft's Active Directory is the foundation of an enterprise-level Windows network, and Windows Server 2003 includes a number of improvements and enhancements to its directory services that will make a network administrator's job easier. This series will teach learners the basics of how directory services work and the role they play in the network, and specifically how the directory services concept is implemented in Microsoft's Active Directory. The goal of this series is to prepare the learner for the MCSE 70-294 exam.
Windows Server 2003 Administration MCSA/MCSE 70-290	The Windows Server 2003 Administration MCSA/MCSE 70-290 series is designed to help learners prepare for Microsoft exam number 70-290: Managing and Maintaining a Windows Server 2003 Environment. This series explains how to license, install, and configure Windows Server 2003. Learners are taught how to manage disks and server hardware, how to configure and control resource access, and how to manage Terminal Services and Web services. In addition, the series of courses covers how to use server management tools and how to monitor performance and security. Finally, learners are taught how to create and implement a disaster recovery plan. Courses in this series introduce learners to graphical tools and command-line utilities for managing users, groups, workstations, and server hardware.
Windows Server 2003 Infrastructure MCSE 70-297	This series is designed to help learners prepare for the qualifying exam for the Microsoft Certified Systems Engineer (MCSE) and the Microsoft Certified Professional (MCP) certifications.
Windows Server 2003 Network Management MCSE 70-291	The Windows Server 2003 Network Management MCSA/MCSE 70-291 series is designed to help learners prepare for Microsoft exam number 70-291: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure. This series covers topics such as networking models, IP addressing and routing, classless subnet masking and client address configuration, and Dynamic Host Configuration Protocol (DHCP). In addition, the informative courses detail Windows Internet Name Server (WINS), Domain Naming System (DNS), Routing and Remote Access Service (RRAS), and Virtual Private Networking (VPN) Services. Finally, learners are taught to understand security templates and software updates, monitoring and troubleshooting network activity, and LAN routing.
Windows Server 2003 Network Planning MCSE 70-293	This series is designed to help learners prepare for and pass Microsoft's exam number 70-293: Planning and Maintaining a Windows Server 2003 Network Infrastructure. The series teaches learners how to plan and implement server roles, server security, network infrastructure, routing, remote access, server availability, network security and security infrastructure. The series also teaches learners how to maintain the network infrastructure once it is in place.
Windows Server 2003 Security MCSE 70-298	This series explains how to analyse requirements and design a secure Windows Server 2003 network in a medium to large environment.
Windows Server 2003	This series shows users how to install and configure Windows Server 2003 software, as well as how to install and configure Active Directory. The series covers how to install and manage print services, how to handle TCP/IP addresses, and how to set up and manage directory services, domains, and trust relationships in a Windows 2003-based environment. It discusses how to manage users and groups, including details on profiles, policies, and groups, and covers how Windows 2003 controls access to NTFS files and directories, and how to manage shares. The series concludes by covering strategies for backing up and restoring a Windows Server 2003 machine and discussing security strategies for Windows Server 2003.

Windows XP Application Support MCDST 70-272	This series explains how to support users and troubleshoot desktop applications on a Windows XP operating system. Courses in this series cover configuring and troubleshooting both applications and connectivity, as well as resolving usability issues and configuring application security. This series is for anyone preparing for the Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System MCDST 70-272 exam, or for anyone who wants to learn more about troubleshooting applications on Windows XP.
Windows XP Professional MCSE 70-270	This series prepares users for MCSE Exam 70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional. Courses cover such topics as attended and unattended installations, managing resources and hardware, networking and security, desktop configuration, and monitoring and optimising performance. Students taking this course should have general knowledge of Microsoft Windows networking and administration.
Windows XP System Support MCDST 70-271	This series prepares learners to take the MCDST 70-271 certification exam.

General Technical

CGI/Perl	This series is designed for users who want to create interactive Web pages using CGI and Perl. It covers creating and working with forms, building programs using HTTP headers and SSI, and developing Web applications and utilities. It also discusses how to write data between Web pages and databases, and using SQL with relational databases.
CIW Foundations ID0-410	This series is designed to prepare the student to pass the CIW Foundations ID0-410 exam. This series covers the three topic areas addressed by the exam: Internet Fundamentals, Web Page Authoring Fundamentals, and Networking Fundamentals. The first part of the series covers how to use key Internet technologies, how to configure a browser, how to effectively use search engines, and basic electronic commerce and security issues. The second part of this series teaches how to create Web pages, using both a text editor and a graphical user interface editor, that include graphics, hyperlinks, tables, forms, and frames. It also covers the use of Cascading Style Sheets and the basics of XHTML, JavaScript, DHTML, and the DOM. The third part of this series covers fundamental networking concepts and practices, including network architecture and standards, network types, protocols, Internet servers, TCP/IP, and security.
CIW Foundations ID0-510	This series prepares you to take the CIW v5 Foundations (ID0-510) examination, in conjunction with hands-on practice and other self-study. This series is for Internet professionals seeking the skills and knowledge needed for certification as a CIW Associate. This certification is a prerequisite for all levels of specialisation in the CIW program.
CIW Security ID0-470	This series is designed to prepare the student to pass the Certified Internet Webmaster (CIW) Security ID0-470 exam. It helps the student achieve proficiency in identifying security threats, developing countermeasures, and using firewall systems and attack recognition technologies. It covers the fundamental concepts and principles of network security, and it describes the most common types of attacks that can occur. It covers basic networking models, such as TCP/IP and the OSI reference model, and it explains the security vulnerabilities of protocols used at each layer in the model. It also covers the basic tools and procedures used to protect a network, including firewalls, encryption, auditing, and log analysis.

ColdFusion MX	This series teaches users how to install and set up a ColdFusion development environment, including connecting to a database, and also teaches how to build ColdFusion applications that integrate such features as e-mail, FTP, Flash, Java, and XML.
Dreamweaver 8	<p>Dreamweaver is a popular and powerful tool to build rich, professional Web sites and Web applications. These courses introduce the new features found in Dreamweaver 8.</p> <p>This course is for anyone who wants to learn about the new features found in Dreamweaver 8. The course assumes that you have some familiarity with earlier versions of Dreamweaver.</p>
Dreamweaver MX	This series presents instruction on designing for the Web using Macromedia Dreamweaver MX. Topics include an introduction to the new interface and the basic concepts of Web design, in addition to procedures for setting up the site, managing the site and a development team, creating pages, inserting basic text, links, and images, and finding or creating Web-optimised images. The latter part of the series covers advanced topics such as tables and frames, stylesheets, DHTML, data and interactivity, and other complex designs. The content is geared toward basic computer users who are new to Web design, but is also useful for professional Web designers who wish to learn about the new features of Dreamweaver MX.
Dreamweaver MX 2004	This series presents information on designing Web sites using Macromedia Dreamweaver MX 2004.
Dynamic HTML	This series is intended for Web page developers who want to implement Dynamic HTML in their Web site design. It examines the basic concepts of DHTML and the use of Cascading Style Sheets, implementing JavaScript with DHTML, and the DHTML object model. Other topics covered include objects, events and event handling, style sheets and content formatting, and binding data from other sources to Web pages.
Flash 8	<p>Flash is the standard tool for delivering interactivity and animation on Web sites. This series walks you through the new and improved features found in Flash 8.</p> <p>This series is for anyone who's preparing to upgrade to Macromedia Flash 8. It assumes you have a general knowledge of previous versions of Flash.</p>
Flash MX	This series provides a practical guide for using Macromedia Flash MX to create animations and interactive Web sites. The Flash MX series presents information for intermediate to advanced media designers and developers who want to learn the latest techniques for animating graphics and enhancing visual media with sound and music. Topics covered include: Drawing tools, design concepts, animation techniques, text and forms in animation, compound objects, scenes, timelines, layers, filters, and masks. One full course in this series is devoted to the incorporation of sound and music into Flash movies. Each topic covered includes tips and techniques for maximising the effectiveness of Flash MX when viewed on the Web.
Flash MX 2004	Flash MX 2004 teaches learners how to create animated web graphics and movies from scratch. Learners will be able to apply their knowledge to the creation of both dynamic and interactive Web graphics and applications. This series is for anyone who would like to create web animations using Flash MX 2004.

Flash MX 2004 ActionScript 2.0	<p>The Flash MX 2004 ActionScript 2.0 series is designed to help learners who are familiar with previous versions of ActionScript to learn more about the benefits of object-oriented programming and using ActionScript 2.0.</p> <p>This series is for Flash developers who have experience with ActionScript who will be using ActionScript 2.0.</p>
Flash MX ActionScript	<p>This series introduces the student to the ActionScript programming language and its capabilities, covering basic programming concepts such as objects, actions, arrays, and variables.</p>
FrontPage 2000	<p>This series provides an overview of using Microsoft FrontPage 2000 to create Web sites and pages. It discusses navigation, page and site creation, and publishing to the Web. It also examines working with images, formatting text, using tables and lists, and creating hypertext links to other pages and sites. Additional topics include creating image maps, adding backgrounds, colors, and lines, creating hover buttons, hit counters, and text marquees, and building forms in Web pages.</p>
GUI Design	<p>This series introduces users to the primary concepts and tasks involved in graphical user interface (GUI) design. It identifies the characteristics of an effective GUI, describes usability factors, and examines the design principles of consistency, user feedback, information filtering, and the conceptual model. It also discusses in detail the effective use of color and typography, icons and pointers, window layouts, and screen controls. The series concludes with a discussion of effective interface design, including the principles of organisation, efficiency, and communication.</p>
Internet Marketing	<p>This series examines topics related to creating an e-business. After providing an introduction to e-commerce, the series examines how to start an e-business, establishing a business presence, and creating critical applications. Also covered are the legal ramifications of e-commerce, transaction processing and data mining, managing costs, and the logistics of providing customer service and payment processing. Other topics covered include building a strategy to market and advertise your e-business, resource planning, and ongoing business management.</p>
Java 1.2	<p>This series provides instruction in the basics of the Java 1.2 programming language. An explanation of how Java programs work and creating a basic program is provided. Programming topics covered include using variables and strings, conditional tests, and loops. Advanced topics covered include arrays, objects, methods, inheritance, use of graphics and animation, and building a user interface. An explanation of Java applets and how to create, manage, and use them is covered. The series concludes with the opportunity to apply the skills learned in a sample application.</p>
Java 2 Enterprise Design	<p>This series provides a comprehensive and practical guide for designing enterprise systems with the Java 2 Platform, Enterprise Edition (J2EE). Enterprise systems encompass those distributed, scalable, multi-user, and business-critical systems that are related to enhancing the productivity of a corporate or organisational enterprise via information technology. High-level topics include enterprise software development and the J2EE model, data enabling and JDBC, enterprise communication and services, systems assurance, Web enabling, and application enabling. The target audience includes software developers, designers, and architects with a background in object-oriented programming and Java.</p>

Java 2 5.0 Programming	<p>This series introduces the learner to the fundamentals of Java programming. It starts with the basics, such as how to compile and run a Java program; discusses Java language keywords; and concludes with advanced features such as multithreaded programming, generics, and applets.</p> <p>This series is for programmers who plan to work in Java, as well as anyone interested in learning more about Java programming.</p>
Java 2 Programmer Certification 310-035	<p>This series provides an overview of the Java programming language. It prepares the experienced Java programmer for the Java 2 Programmer Certification Exam 310-035. Topics include object orientation, the statements used to control program flow and exception handling, the classes and interfaces of the java.lang package and the java.util package, the development of Java-based GUI, and the methods and tools for performing sophisticated input and output operations.</p>
JavaScript	<p>This series provides an overview of the ways JavaScript can be used for adding interactivity to Web content. In addition, frames, cookies, objects, text strings, and a brief history are explained.</p> <p>This series is for anyone who needs to understand how JavaScript is used to develop pages for the World Wide Web.</p>
Photoshop	<p>This series is designed to introduce users to the functions of Photoshop. An overview of managing graphics files is provided, including navigating the Photoshop interface, opening, closing, and saving files, and changing image resolution and size. An explanation of different graphics formats is provided. Other topics covered in this series include the color, paint, pen, and brush tools, selecting, cropping, and retouching images, and using text, files, and actions.</p> <p>Advanced features covered include creating and manipulating layers, using plugins, and the Transform command. Image manipulation techniques are also discussed, including lighting, sharpening, blurring, and adjusting focus.</p>
Photoshop 7	<p>This series is designed for beginning and intermediate Photoshop users. This series teaches users about image editing, what's new in version 7, the Photoshop interface, pixels, saving and printing, using the tools, making and modifying selections, layers, creating text effects, filters, color correction, and web graphics.</p>
Photoshop CS	<p>This series provides learners with an overview of the most frequently used features of Photoshop CS. It teaches learners about navigation, selection, layers, layer styles, adjustment layers, layer masks, filters, color, as well as a variety of painting, drawing, and text tools. Learners will also become familiar with using Photoshop CS for image output and Web design.</p>
Visual InterDev 6	<p>This series is designed to introduce users to the Visual InterDev web-based application development environment. The basics of Visual InterDev are discussed, including views and controls, database interaction, and client and server directory structures. Implementation of HTML elements is discussed in detail, including using dynamic HTML and scripting to add interactive content.</p> <p>This series also covers how to use Java, ActiveX, and database connections within a Web site, using Query Designer to retrieve and update data, and using active server objects, design-time controls, scriptlets, and the document object model.</p> <p>The series provides information on testing a debugging a Visual InterDev program, site management strategies, and effective site layout and design.</p>

Web Design and Graphics	<p>This series presents concepts for designing and building Web sites. It covers how to plan the structure of a Web site, maintaining the Web site files, and considering the affect that various browsers, monitors, and systems can have on the display of a site. Strategies for making a site download quickly and display well across all browsers and systems are presented, along with creating color schemes, backgrounds, GIF transparencies, and image maps. Additional topics covered in this series include the use of HTML and graphics for formatting and layout, and other useful tools such as frames, animated GIFs, dynamic HTML, JavaScript, QuickTime, Flash, and Shockwave.</p>
Web Publishing and Design with HTML 4.01 and XHTML	<p>The Web Publishing and Design with HTML 4.01 and XHTML series teaches you how to make Web sites using HTML 4.01, XHTML, and cascading style sheets. It also provides tips and guidelines to help you design and create effective Web sites, as well as organise their content. This series is for anyone who wants to learn to create effective Web sites using HTML 4.01, XHTML, and cascading style sheets.</p>
WebSphere Studio Application Developer 5.0 & J2EE	<p>The WebSphere Studio Application Developer and J2EE series is designed to introduce learners to Web based application development using IBM's WebSphere Studio Application Developer and related J2EE technologies. This series provides a general overview of software development, J2EE, and the WebSphere product line. This series also teaches learners how to design and develop user interfaces with both HTTP and XML/XSL, servlets, and JavaServer Pages (JSPs) for Web-based deployment. Finally, this series teaches learners about the Struts framework, layered architecture design principles, and both functional and user testing. This series is for anyone who wants to learn about Java 2 Platform, Enterprise Edition (J2EE) programming using IBM's WebSphere Studio Application Developer (WSAD).</p>
WebSphere 7.0 with Rational application Developer	<p>The WebSphere Rational Application Developer (WRAD) series teaches learners how to use the integrated development environment (IDE) provided by WRAD to create and deploy Java 2 Enterprise Edition (J2EE) applications. Learners will use their knowledge to develop and deploy J2EE applications that utilise database connectivity, graphical user interface (GUI), Extensible Markup Language (XML) and Universal Modeling Language (UML) technologies, as well as Java technologies such as Java Server Page (JSP), Struts, Java Server Faces (JSF), Servlets and Enterprise Java Beans. This series is for anyone who wants to learn about creating and deploying J2EE applications using IBM's WebSphere Rational Application Developer (WRAD).</p>
XML	<p>This series provides an introduction to the Extensible Markup Language (XML) and its general format. It introduces the fundamentals of XML, including how to read a basic XML document, the XML document structure, and viewing XML source documents. It shows how to build an XML data document, including creating elements and element modes, naming XML objects, and creating declarations and well-formed documents. Building DTDs is explained in detail, along with creating and managing internal, external, and parameter entities. Additional topics covered in this series include a detailed discussion of the Document Object Model, Cascading Style Sheets (CSS), and XSL Style Language.</p>

Business Skills Videos

Career Development	It is your responsibility to take charge of your own career path. Our career development programs will help you set goals, create an effective career plan and manage your own professional development and growth.
Coaching	A successful leader encourages and guides employee development. Our coaching programs will teach you to become a mentor to your employees, helping them to make career decisions, acquire new skills and enhance professional performance.
Communication	Effective communication sets the foundation for individual and organisational success. When you master effective communication skills, you gain a great deal of power - the power to get things done. Our communication programs focus on building the key skills you need to communicate successfully.
Customer Service	Knowing what your customers really need is the key to providing high quality customer service. Being accessible, listening to concerns and resolving problems are fundamental when building customer loyalty. Our programs will help you develop the skills to achieve total customer satisfaction.
Global Business	It is dangerous to assume that business and communication practices do not vary across cultures. Our global business programs will familiarise you with cultural differences in business styles and prepare you to communicate effectively on a global level.
Leadership	When leaders create and communicate their vision, inspire others, implement strategy and champion change, organisations thrive. Our programs will help you enhance your leadership ability to create an environment of trust, credibility and integrity.
Leading Teams	Strong, cohesive teams are vital corporate assets and instrumental in achieving a variety of business goals. Our leading teams programs will teach you how to create, motivate and manage various types of teams to boost productivity and achieve positive results.
Management	Never before has your contribution as a manager been more important to your organisation. This means you are going to have to lead as well as to manage. You need to hire, develop, motivate and retain the right talent. If you're an experienced manager on the move or a new manager, you need answers and solutions, and you need them now. That's what our management programs are all about.
Sales and Marketing	Due to increased competition and cutthroat pricing, a higher level of sales and marketing skills is essential in today's marketplace. You need to get out there fast to effectively disseminate your company's name and brand. You need to find new prospects and cultivate repeat customers. Our programs will help you effectively build your brand, garner new business and close the sale.
Self-Management	Successful organisations are made up of individuals who are continually focused on developing the right skills for their job. Our self-management programs will help you develop the skills you need now and for your future.
Six Sigma	Six Sigma is a strategy and methodology for improving the performance of an organisation, focused on fact- and data-based decision making. These programs explain the basic principles of the Six Sigma process and the steps for successfully deploying it in an organisation.