



Course

Catalogue



Welcome to E-Class 2.0.

We are very pleased that we have put together an exciting on-line learning package that will meet most of your learning needs.

Firstly, you will be familiar with the Skill Soft courses, this suite has been updated to reflect the latest versions especially of the technology content. Secondly, we have bought licenses from other providers as directed by the business. Thirdly, a feature of our new e-learning platform NetDimensions – is that it comes with unlimited additional space for us to upload content from many other providers as well as enabling us to create and upload our own content.

Should you feel that your division or anyone else in the business will benefit from e-learning courses provided out there, please reach out to your Talent Account Manager so that they can take it up. Their contact details are provided here:

Name	Telephone number	Accounts Managed
David Kiragu	0722 678 129	E-Class 2.0 Administrator
John Mogaka	0723 794 247	Technology
Mary Mutonga	0723 778 956	Corporate Divisions
Matthew Kwena	0722 552 021	Commercial Divisions
Francis Ngari	0722 981 455	COPS
Juliet Murungi	0716 696 961	Regional Sales

How to use this catalogue

The e-learning courses have been organized to enable you to navigate the numerous content and get to where you need to get to quickly. The map to the content is provided in the table of contents on the next page. Along with your log in details, you will also receive a user guide that will provide you with the how-to access the platform instructions. However, we suggest you familiarize yourself with this catalogue so that you can identify the courses that you will take.

Table of Contents

1.	Manager and Leader Courses	4
a.	E-Class 2.0 Manager Courses	4
b.	E-Class 2.0 Safaricom Leader Course	5
c.	Coaching for Results Course	5
d.	Harvard ManageMentor	6
e.	getAbstract – Compressed Knowledge	7
f.	Stepping up to Management	7
g.	Finance for non-Finance professionals.....	8
2.	Compliance Courses	8
3.	Functional Development Curricula	9
a.	Technology	9
•	Ossidian Telco courses	9
•	IT Professional and Digital Skills Courses.....	10
•	Desktop Computing Courses	12
b.	Innovation Course	13
c.	Sales Courses.....	13
•	Skillsoft Sales Advantage Programme	14
d.	Service Courses	14
e.	Risk Courses	15
f.	Marketing Courses	15
g.	Finance and Accounting Course	16
h.	Human Resources Courses	16
i.	Graduate Management Course	17
j.	Administration	18
k.	Supply Chain.....	18
4.	Personal Development.....	18
a.	Professional Development Course	18
b.	Books 24/7 - BusinessPro	19
5.	Certification Programs	19
a.	Business.....	20
b.	Desktop	20
c.	IT Professional.....	20

1. Manager and Leader Courses

a. E-Class 2.0 Manager Courses

Three courses are offered at beginner level, standard and advanced level. This has been done in order to support your development as a manager at Safaricom. You and your line manager must agree the level that most pertains to you. Below you will find the courses and modules.

Duration: Each course should be completed by the end of this FY

Certification:

- Upon successful completion of all the modules in a course, a Safaricom E-Class 2.0 Silver Manager certificate will be issued.
- Upon completion of the Safaricom E-Class 2.0 Manager Series (i.e. Beginner, Middle Manager and Advanced), a Safaricom E-Class 2.0 Gold Certificate will be awarded.

Safaricom E-Class 2.0 Management Series		
New Manager Course	Manager Course	Advanced Manager Course
<ul style="list-style-type: none">• Leveraging Key Management Techniques• Talent Management Essentials• Managing Employee Performance• Managing a Multigenerational Workforce• Managing in Difficult Times• First Time Manager Essentials• Effective Delegation	<ul style="list-style-type: none">• Managing Employee Performance• Managing in Difficult Times• Coaching for Results• Creating a Positive Atmosphere• Building, Rebuilding and Sustaining Trust	<ul style="list-style-type: none">• Advanced Management Techniques• Building, Rebuilding and Sustaining Trust• Business Crisis Management• Advanced Management Skills• Business Execution• Managing in Difficult Times
Duration: 11.09 hours	Duration: 7.72 hours	Duration: 6.05 hours

b. E-Class 2.0 Safaricom Leader Course

This course comprises 10 Modules which each have lessons under them. The modules are shown below.

Duration: Course comprises 19.95 hours of learning only should be completed by the end of FY 2017/2018

Certificate: E-Class 2.0 Platinum Certificate

Modules
<ul style="list-style-type: none">• Leveraging Leadership Techniques• Leading Organizational Change• Setting and Managing Organizational Priorities• Developing Leadership Skills• Thinking Strategically• Project Management for All• Creating a Positive Atmosphere• Employee Engagement• Optimizing Performance on a Team• Effective Succession Planning

c. Coaching for Results Course

This is a course that all line managers should take:

- Prior to attending the OEPC certification programme;
- After attending the LMTK module on coaching; and
- As part of the E-Class 2.0 Manager course; The modules in the course include

Modules
<ul style="list-style-type: none">• Beginning Your Coaching Engagement• Coaching Techniques that Drive Change• Coaching to Drive Performance• The Art of Effective Coaching• Coaching• Coaching to shift Perceptions

Duration: 2.02 hours to be completed by the end of Q3

Certificate: E-Class 2.0 bronze certificate will be awarded for completion of this course

d. Harvard ManageMentor

Harvard ManageMentor is the premier on-demand learning and performance support resource with the most practical, engaging resource for developing management skills designed for leaders, managers at all levels addressing the full spectrum of today's business challenges. It contains **41 Modules** with content from renowned business and management experts, including faculty members from Harvard Business School and other leading institutions, Harvard Business Review Press authors and Harvard Business Review contributors and editors. Modules cover essential business topics clustered under (**Managing Self, Managing Others and Managing the Business**)

Duration: One year

Certificate: Certificate from Harvard Business Publishing

Eligibility: senior leadership

Manage Self	Manage Others	Manage the Business
<ul style="list-style-type: none">• Career Management• Delegating• Goal Setting• Managing Your Boss• Meeting Management• Presentation Skills• Stress Management• Time Management• Writing Skills• Leveraging your Networks	<ul style="list-style-type: none">• Change Management• Coaching• Developing Employees• Difficult Interactions• Feedback Essentials• Global Collaboration• Hiring• Leading People• Performance Appraisals• Persuading Others• Retaining Employees• Team Creation• Team Management	<ul style="list-style-type: none">• Budgeting• Business Case Development• Business Plan Development• Crisis Management• Customer Focus• Decision Making• Diversity• Ethics at Work• Finance Essentials• Innovation & Creativity• Innovation Implementation• Marketing Essentials• Negotiating• Performance Measurement• Process Improvement• Project Management• Strategic Thinking• Strategy Planning & Execution

e. getAbstract – Compressed Knowledge

getAbstract is the world's largest business book summary library with 400+ leading publishing partners, more than 9,000 text & 2,000 audio summaries, 50-100 new added each month, 85 categories aligned to 12 key topics. It is available on mobile devices (iPhones/androids/iPads/tablets etc.) with fast online access & advanced search technology and ties directly to specific business needs.

getAbstract is not personal to an individual and access can be requested from David Kiragu.

Certificate: Not applicable

Focus Areas	
<ul style="list-style-type: none">• Leadership• Strategy• Sales & Marketing• Corporate Finance• Human Resources• Technology	<ul style="list-style-type: none">• Small Business• Career Development• Personal Finance• Self-Improvement• Logistics• Ideas & Trends

f. Stepping up to Management

Stepping up to Management is an insightful online program that provides new managers with concepts and tools to make sense of their new roles, manage and cultivate relationships, organize specific tasks required on the job and work with their supervisors to become truly effective managers.

Duration: Courses must be completed within a year

Certificate: E-Class 2.0 Silver certificate

Modules	
<ul style="list-style-type: none">• Understanding Your New Role• Working Through Others• Managing Performance• Organizing Resources, Time & Meetings	<ul style="list-style-type: none">• Managing a Group• Supporting Your Boss & Organization• Networking with Colleagues• Evolving as a Manager

g. Finance for non-Finance professionals

This is a course earmarked for all managers and leaders who do not have a finance background. It is a pre-requisite to attending any other Telco specific finance for non-Finance courses.

Duration: 2.95 hours in total

Certificate: E-Class 2.0 Bronze certificate

Modules
<ul style="list-style-type: none">• Basic Accounting Concepts for Non-financial Professionals• Basic Budgeting for Non-financial Professionals• Comprehending Financials: A Guide to Financial Statements• Financial Statement Analysis for Non-financial Professionals• Increasing Cash Flow in Times of Need• Attracting New Investors - Keeping Presentations Focused• What's Your Gross Profit Margin Really Saying?• Recognizing The Value of Intangible Assets• Assessing Nonrecurring Items in Income Statements• The Time Value of Money: Possible Pitfalls• Using Financial Analysis for Credit Decisions• Recession: How it Affects Business

2. Compliance Courses

The Skillsoft Compliance Workplace Safety ensures that you are trained and prepared to handle the risks Associate with your everyday work environment.

Modules
<ul style="list-style-type: none">• Workplace Health and Safety• Security• Safe Driving

3. Functional Development Curricula

a. Technology

The Technology curriculum currently consists of three suites:

- **Ossidian Telco courses**

Ossidian Telco Content is the world's most extensive portfolio of eLearning courses for telecommunications network operators. Comprises a suite of web-based-training or eLearning courses on technical telecommunications topics for cellular network operators. Ossidian Telco Content is an essential part of the professional development of staff within any cellular telco sales, marketing, billing, customer care, technical support and engineering personnel.

Duration: Courses must be completed by the end of FY2017/18

Certification: Depends on the course mix taken

Courses include:

- Telco Transformation Series
- Big Data & Analytics for Telco Series
- Internet of Things for Telco Series
- Telco Basics Series
- Signalling Series
- 4G and 3G Cellular Series
- 2G Cellular Series
- Digital 'TV' Series
- Fixed Wireless Series
- Protocol Series
- Satellite Series

- **IT Professional and Digital Skills Courses**

The SkillSoft IT courses provide a wide array of integrated learning types to continuously develop and maintain your IT skill; these include short expert-led videos, video-based eLearning courses, live web-based instructor-led training, free live mentoring services and certification test preparation aligned to global certification from CISCO, CompTIA and Oracle.

The updated content and courses as clustered under the following:

Security	<ul style="list-style-type: none"> • Access control • Auditing • Computer Crime and Forensics • Cryptography • Management • Network Security • Security Accreditations and Best Practice • Software Development Security • Technologies • Mobile Device Security
Software Design and Development	<ul style="list-style-type: none"> • Agile Development • Algorithms • Apple • Assembly • C • C++ • COBOL • Configuration Management • Distributed Computing • Embedded Software • Game Coding • IBM • Intelligence Systems and Computation • Java • Microsoft • Mobile Development • Open Source • Other IDE • Other Programming Languages • Programming Practices • Project Planning • Service Oriented Architecture (SOA) • Software Design • Software Process and Metrics • Software Requirements • Software Testing and Quality • UML • User-Centered Design • Waterfall • Apache • Object-Oriented Programming

Cloud Computing and Virtualization	<ul style="list-style-type: none"> • Cloud & Virtualization Fundamentals • Microsoft • VMware • Amazon • Citrix Systems • OpenStack • Cloud Security • Red Hat • Google
Data and Databases	<ul style="list-style-type: none"> • Business Intelligence • Crystal Reports • Data Management • Database Design • FileMaker Pro • IBM DB2 • Microsoft SQL Server • MySQL, SAS, SQL • Oracle Databases • Oracle Middleware • Other Databases • Big Data • NoSQL • Data Visualization
Networks and Telecommunications	<ul style="list-style-type: none"> • Cisco • Mobile Networks/Devices • Network Management, Protocols & Technologies • Network Types • Networking Fundamentals • Quality of Service • Remote Access • Telecomm, Systems & Services • Wireless & Internet of Things
Operating Systems and Servers	<ul style="list-style-type: none"> • Apple • Data Center • EMC, IBM • Linux • Mail & Collaboration Servers • Microsoft OS & Server Fundamentals • Oracle • Scripting • UNIX • DevOps
Web Development and Graphic Design	<ul style="list-style-type: none"> • Adobe • Building Web Sites • Content Management Systems • Desktop Publishing • Digital Photography • E-Commerce • Graphics • Microsoft • Multimedia • Scripting • Search Engine Optimization (SEO) • Social Media and Marketing • Streaming Media • Web Servers • Web Services

	<ul style="list-style-type: none"> • Web Design
Enterprise Resource Planning (ERP)	<ul style="list-style-type: none"> • Business Process Management (BPM) • Customer Relationship Management (CRM) • Enterprise Information Systems (EIS) • ERP Systems: Planning and Implementation • Microsoft Dynamics • Oracle Applications • SAP • Salesforce
Project Management	<ul style="list-style-type: none"> • Agile Project Management • IT Project Management • PRINCE2® • Program and Portfolio Management • Project Communications Management • Project Cost Management • Project Human Resource Management • Project Integration Management • Project Management Essentials • Project Procurement Management • Project Quality Management • Project Risk Management • Project Scope Management • Project Time Management • Project Stakeholder Management
Business Skills for IT Professionals	<ul style="list-style-type: none"> • Business Analysis • Communications for IT Professionals • Finance Fundamentals for IT Managers • Green IT • IT Governance • IT Service Management • Management for IT Professionals • Outsourcing • Research and Development • Strategic IT Planning

• Desktop Computing Courses

This consists of updated content and courses include:

Courses
<ul style="list-style-type: none"> • Adobe • Apple Mac OS X and Apple Safari • Best Practices for Desktop Users • Microsoft Office 2001, 2010, 2013 and 2016, MS Office for Mac 2011, MS Office 365 • Microsoft Windows 7, 8 and 10 • Microsoft Internet Explorer 8, 9 and 11

- Social Networking and Mobile Devices
- SAP
- Test preps and Mentoring Assets

b. Innovation Course

The courses in this suite are open to all people with a license. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

Duration: 5.51 hours to complete with the year.

Certificate: E-Class 2.0 bronze certificate

The modules available at the moment are:

Modules
<ul style="list-style-type: none"> • Moving From an Operational Manager to a Strategic Thinker • The Fundamentals of Globalization • Fundamentals of Business Planning • Thinking Strategically and Managing Risk • Big Data Basics

c. Sales Courses

The courses are available to everyone with a license. These courses are meant to be an introduction to sales for the sales and enterprise team. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

Duration: 12.1 hours to complete with the year.

Certificate: E-Class 2.0 Bronze certificate

Courses currently available are:

Courses
<ul style="list-style-type: none"> • Sales Foundations • Solution Selling • Strategic Account Sales Skills

- Sales Management

• Skillsoft Sales Advantage Programme

Improve and develop your sales competencies through targeted learning tracks that offer real-world, practical insight from top sales and business leaders

Strategic Preparation	Consultative Communication
<ul style="list-style-type: none"> • Organizing Your Sales Approach • Understanding Your Company's Value • Acquiring and Using Customer Knowledge • Prospecting • Selling Competitively 	<ul style="list-style-type: none"> • Conducting Effective Discovery Meetings • Creating Powerful Presentations and Proposals • Gaining Access to Customer Contacts • Generating Interest in Solutions • Business Acumen • Building Trust with Customers • Dealing with Bad News and Lost Sales • Building Effective Business Cases • Successful Cold Calling
Goal-Directed Execution	Sales Management
<ul style="list-style-type: none"> • Handling Objections, Resistance and Questions • Negotiating and Closing • Implementing Solutions • Pipeline Management • Account Management 	<ul style="list-style-type: none"> • Coaching the Sales Professional

d. Service Courses

These courses are available to anyone with a license and are geared to giving you all the basic information that you need to be a successful customer care representative.

Duration: 7.0 hours

Certificate: E-Class 2.0 Bronze certificate

Modules
<ul style="list-style-type: none"> • Frontline Call Center Skills • Inbound Call Center Management • Customer Focus • Customer Service Skills

- Essentials of Customer Service

e. Risk Courses

This course is available to everyone with a license. It is an introduction to risk course. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

Duration: 1.85 hours

Certificate: E-Class 2.0 bronze certificate

Modules
<ul style="list-style-type: none">• Identifying Risks in Your Organization• Assessing Your Organization's Risks• Responding Effectively to Risks• Effective Critical Analysis of Business Reports• Returning to Core Competencies• Competitive Awareness and Strategy

f. Marketing Courses

This course is available to everyone with a license. It is an introduction to risk course. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

Duration: 6.59 hours

Certificate: E-Class 2.0 Silver certificate

Modules
<ul style="list-style-type: none">• Digital Marketing• Essential Marketing Strategies• Essentials of Public Relations• Sales Management

g. Finance and Accounting Course

This course is available to everyone with a license. It is an introduction to finance and accounting course. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

- **Duration:** 4.55 hours
- **Certificate:** E-Class 2.0 Silver certificate

Modules
<ul style="list-style-type: none">• Accounting for Non-Financial Professionals• Accounting Basics

h. Human Resources Courses

Three courses are offered for those new to HR, HR Professionals and those interested in Strategic HR. This has been done in order to support your development as an HR professional at Safaricom. You and your line manager must agree the level that most pertains to you. Below you will find the courses and modules.

Duration: Each course should be completed by the end of this FY

Certification:

- Upon successful completion of a course (e.g. New to HR), a Safaricom E-Class 2.0 Silver HR professional certificate will be issued.
- Upon completion of the Safaricom E-Class 2.0 all courses, a Gold Certificate will be awarded.

New to HR (28.65hrs.)	HR Professional (28.1 hrs.)	Strategic HR (16.1 hrs.)
<ul style="list-style-type: none">• Recruiting, Screening, and Onboarding Effectively• Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)• SHRM-CP/SCP: HR Competencies• SHRM-CP/SCP: Management of People	<ul style="list-style-type: none">• Recruiting, Screening, and Onboarding Effectively• Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)• Human Resource Development (HRCI: PHR/SPHR-aligned)	<ul style="list-style-type: none">• Business Management and Strategy (HRCI: PHR/SPHR-aligned)• SHRM-CP/SCP: HR Strategy Management• SHRM- SCP: HRM for Senior HR Professionals• SHRM-CP/SCP: Organization and the HR Function

<ul style="list-style-type: none"> • SHRM-CP/SCP: Organization and the HR Function • SHRM-CP/SCP: Organization and the HR Function • SHRM-CP/SCP: Workplace Management and HR • Transformational HR and Talent Management • Managing Employee Performance 	<ul style="list-style-type: none"> • Compensation and Benefits (HRCI: PHR/SPHR-aligned) • Employee and Labor Relations (HRCI: PHR/SPHR-aligned) • Risk Management (HRCI: PHR/SPHR-aligned) • Strategic Human Resource Management (HRCI: SPHR-aligned) 	
--	---	--

i. Graduate Management Course

Each graduate management trainee is required to undertake the following modules within the time specified.

Certificate: E-Class 2.0 Bronze certificate.

First 6 months (20.45hrs)	Next 6 months (16.43hrs)
<ul style="list-style-type: none"> • Using E-mail Effectively in the Workplace • Polishing Your Professional Edge • Effective Business Writing • Essential Skills for Professional Telephone Calls • Practical Grammar for Business Writing • Making the Most of Your Presentations • Skills for Communication Success • Developing Your Listening Skills • Writing Skills for Technical Professionals • How to Succeed in Listening • Developing Your Emotional Intelligence 	<ul style="list-style-type: none"> • Writing a Business Case • Working with Difficult People • Cross-Cultural Communication • Managing and Controlling Anger • Getting Results through Personal Power • Engaging Others with Tact and Diplomacy • Communicating with Senior Executives • Effective Business Meetings • Dealing with Workplace Conflict • Issue-focused Negotiation • Constructive Feedback • Engaging Others with Tact and Diplomacy

j. Administration

This course is available to everyone with a license. It is an introduction to office administration. As we get more content in this area, this will be uploaded on the portal and communication sent out to everyone.

- **Duration:** 7.4 hours
- **Certificate:** E-Class 2.0 bronze certificate

Modules
<ul style="list-style-type: none">• Administrative Support: Secrets to Success• Fundamentals of Customer Service• Customer Focus• Customer Service Skills

k. Supply Chain

Modules
<ul style="list-style-type: none">• Procurement Planning (PMBOK® Guide Fifth Edition)• Procurement Management (PMBOK® Guide Fifth Edition)• Operations Management Functions and Strategies• Strategic Product and Service Management• Supply Chain Management Basics: Cutting Costs and Optimizing Delivery• Inventory Management: Aligning Inventory with Production and Demand• Optimizing Operations Using Demand Forecasting and Capacity Management

4. Personal Development

a. Professional Development Course

This suite of modules comes with two levels being the Professional and Advanced Professional courses. It is a personal decision which if not both courses one wants to pursue. These courses can be done by anyone who has a license.

Duration of each module (e.g. Polishing Your Professional Edge) is an average of 2.5 hours.

Certificate: E-Class 2.0 Silver certificates will be awarded for completing each course.

Professional Course (16.15hrs)	Advanced Professional Course (11.4Hrs)
<ul style="list-style-type: none"> • Polishing Your Professional Edge • Creativity in the Workplace • Improving your Work/Life Balance • Managing Your Career • Navigating through Organizational Change • Performing Under Pressure • 360 Degree Relationships • Business Ethics Essentials • Time Management 	<ul style="list-style-type: none"> • Public Speaking Strategies • Performing Under Pressure • Perseverance at Work • Diversity on the Job • Facing Problems and Making Decisions • Developing Your Critical Thinking Skills • Improving Your Personal Productivity • Project Management for All

b. Books 24/7 - BusinessPro

The Books24x7 BusinessPro solution comprises thousands of best-in-class digitized business books and best practices from the most reputable publishers and is a key business resource for on-demand learning across businesses. This solution will accelerates your acquisition of business knowledge, sharpen your business acumen and inspire your professional development in several essential areas including:

Focus Areas	
<ul style="list-style-type: none"> • Business Skills • Career Advancement • Customer Relationship • Management • International Business 	<ul style="list-style-type: none"> • Leadership Development • Marketing & Sales • Organizational Development • Project Management • Quality Management • Other key strategic areas

5. Certification Programs

Skillsoft provides a wide range of IT Certification support for more than 100 professional IT certification exams from leading software, hardware, networking, web service companies and professional organizations.

In addition, there are Test preps with standardized course materials, reference ware, practice exams and other multimodal IT certification training courses as well as leading experts and mentors who provide fast track to IT certification and offer test preparation designed to improve pass rates.

The following courses are aligned to certification and the Requirements for certification in any of these areas is given within the course on the Net Dimensions platform.

a. Business

Six Sigma	<ul style="list-style-type: none"> • Six Sigma Green Belt Certification • Six Sigma Black Belt Certification • Six Sigma Yellow Belt Certification
CompTIA	<ul style="list-style-type: none"> • CompTIA Project+ Certification
Human Resource Certification Institute (HRCI)	<ul style="list-style-type: none"> • Professional in Human Resources (PHR) • Senior Professional in Human Resources (SPHR)
Society for Human Resource Management (SHRM)	<ul style="list-style-type: none"> • SHRM Certified Professional (SHRM-CP) • SHRM Senior Certified Professional (SHRM-SCP)
ITIL®	<ul style="list-style-type: none"> • ITIL® Foundation for Service Management • ITIL® Intermediate Level: Operational Support and Analysis
International Institute of Business Analysis (IIBA)	<ul style="list-style-type: none"> • Certified Business Analysis Professional (CBAP®)
PRINCE2®	<ul style="list-style-type: none"> • PRINCE2® Certification
Project Management Institute (PMI)®	<ul style="list-style-type: none"> • PMI-Agile Certified Practitioner (PMI-ACP)® • Certified Associate in Project Management (CAPM)® - PMBOK® Guide - Fifth Edition-aligned • Project Management Professional (PMP)® - PMBOK® Guide - Fifth Edition-aligned

b. Desktop

Microsoft	<ul style="list-style-type: none"> • Microsoft Office Specialist on Microsoft Office 2007 • Microsoft Office Specialist (MOS) on Microsoft Office 2010 • Microsoft Office Specialist (MOS) on Microsoft Office 2013
------------------	--

c. IT Professional

(ISC)2	Certified Information Systems Security Professional (CISSP)
	Systems Security Certified Practitioner (SSCP)
	Certified Secure Software Lifecycle Professional (CSSLP)
	Certified Cloud Security Professional (CCSP)
Amazon	AWS Solution Architect - Associate
	AWS Solution Architect - Professional
	AWS Certified Developer - Associate
	AWS Certified SysOps Administrator - Associate
BCS Professional Certification	ISTQB-BCS Certified Tester Foundation Level
C++ Institute	C++ Certified Professional Programmer (CPP)
	C++ Certified Associate Programmer Certification (CPA)
Cisco	Cisco Certified Entry Networking Technician (CCENT)
	CCNA Routing and Switching
	CCNA Security

	CCNA Collaboration
	CCNA Data Center
	CCNA Service Provider
	CCNA Cloud
	Cisco Certified Design Professional (CCDP)
	CCNP Routing and Switching
	CCNP Security
	CCNP Collaboration
	Cisco Certified Design Associate (CCDA)
CompTIA	CompTIA A+ Certification
	CompTIA Network+ Certification
	CompTIA Security+
	CompTIA Cybersecurity Analyst (CSA+)
	CompTIA Linux+ Certification
	CompTIA Server+ Certification
	CompTIA Cloud+ Certification
	CompTIA Advanced Security Practitioner (CASP)
	CompTIA Mobility+
	CompTIA Project+ Certification
EC-Council	Certified Ethical Hacker (CEH)
Information Systems Audit and Control Association (ISACA)	Certified Information Systems Auditor (CISA)
	Certified Information Security Manager (CISM)
International Institute of Business Analysis (IIBA)	Certified Business Analysis Professional (CBAP®)
International Software Testing Qualification Board (ISTQB)	ISTQB Foundation Certificate in Software Testing
	Agile Tester Foundation Extension
ITIL®	ITIL® Foundation for Service Management
	ITIL® Intermediate Level: Operational Support and Analysis
Juniper	Juniper Networks Certified Associate Junos (JNCIA-Junos)
Linux Professional Institute (LPI)	Linux Professional Institute: Junior Level Linux Professional (LPIC-1)
	Linux Professional Institute: Advanced Level Linux Professional (LPIC-2)
Microsoft	Microsoft Technology Associate (MTA): Developer
	Microsoft Technology Associate (MTA): Database Fundamentals
	Microsoft Technology Associate (MTA): IT Infrastructure
	Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration
	Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuration
	Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Network Infrastructure, Configuring
	Microsoft Certified Technology Specialist (MCTS): SCCM, Administration
	Microsoft Certified IT Professional (MCITP): Windows 7, Enterprise Desktop Administrator
	Microsoft Certified IT Professional (MCITP): Windows 7, Enterprise Desktop Support Technician
	Microsoft Specialist Windows 10
	Microsoft Specialist Exchange
	Microsoft Specialist Visual Studio
	Microsoft Specialist Virtualization
	Microsoft Certified Solutions Associate (MCSA): Office 365
	Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Development

	Microsoft Certified Solutions Associate (MCSA): SQL 2016 Database Administration
	Microsoft Certified Solution Associate (MCSA): SQL Server 2012/2014
	Microsoft Certified Solutions Associate (MCSA): Universal Windows Platform
	Microsoft Certified Solutions Associate (MCSA): Web Applications
	Microsoft Certified Solutions Associate (MCSA): Windows 10
	Microsoft Certified Solutions Associate (MCSA): Windows Server 2012
	Microsoft Certified Solutions Associate (MCSA): Windows Server 2016
	Microsoft Certified Solution Associate (MCSA): Windows Server 2008
	Microsoft Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure
	Microsoft Certified Solutions Expert (MCSE): Mobility
	Microsoft Certified Solutions Expert (MCSE): Data Management and Analytics
	Microsoft Certified Solutions Expert (MCSE): Productivity Solutions Expert
	Microsoft Certified Solutions Developer (MCSA): App Builder
Oracle	Oracle PL/SQL Developer Certified Associate
	Oracle Certified Associate, Java SE 7 Programmer
	Oracle Certified Professional, Java SE 7 Programmer
	Oracle Certified Associate, Java SE 8 Programmer
	Oracle Certified Professional, Java SE 8 Programmer
	Oracle Database 11g Administrator Certified Associate
	Oracle Database 11g Administrator Certified Professional
	Oracle Database 11g Administrator Certified Professional Upgrade Path
	Oracle Database 12c Administrator Certified Associate Upgrade Path
	Oracle Database 12c Administrator Certified Associate
	Oracle Database 12c Administrator Certified Professional
	Oracle Database 12c: Oracle Certified Expert
PRINCE2®	PRINCE2® Certification
Project Management Institute (PMI)®	PMI-Agile Certified Practitioner (PMI-ACP)®
	Certified Associate in Project Management (CAPM)® - PMBOK® Guide - Fifth Edition-aligned
	Project Management Professional (PMP)® - PMBOK® Guide - Fifth Edition-aligned
Red Hat	Red Hat Certified System Administrator (RHCSA)
SAS	SAS Base Programmer
TOGAF	TOGAF 9 Part 1