

## Call Centre

AUS-NZ Call Center Customer Service Survey	Call Center Listening Skills [audio]
AUS-NZ Call Center Inbound Call Skills	Call Center Math
AUS-NZ Call Center Outbound Call Skills	Call Center Reference Manual [audio]
AUS-NZ Call Center Telephone Etiquette	Call Center Retention [audio]
AUS-NZ Call Center World Geography	Call Center Spanish-English Bilingual [audio]
Call Center 911 Operators	Call Center Technical Support [audio]
Call Center Advanced Spelling [audio]	Call Center Telephone Etiquette
Call Center Basic Spelling [audio]	Call Center US Cities Spelling [audio]
Call Center Consumer Collections	Call Center US Geographical Locations
Call Center Customer Service Scenarios [audio]	Call Center US State Abbreviations [audio]
Call Center Customer Service Survey	Call Center French Canadian-English Bilingual [audio]
Call Center Data Entry [audio]	French Canadian Call Center Customer Service Survey
Call Center Environment [audio]	French Canadian Call Center Telephone Etiquette
Call Center German-English Bilingual [audio]	Spanish Call Center Customer Service Survey
Call Center Italian-English Bilingual [audio]	Spanish Call Center Telephone Etiquette

## Clerical

ACT! 2000 for Users	Corrective Proofreading . Independent Films
Advanced Spelling	Corrective Proofreading . Reply Letter
Audio Typing (5 Minute)	Corrective Proofreading . Restaurant Review
AUS-NZ Advanced Spelling	Customer Service Mindset Survey
AUS-NZ Analytical Skills	Data Entry 10 Key [Hardcopy]
AUS-NZ Basic Computer Terminology	Data Entry 10 Key [Onscreen]
AUS-NZ Basic Office Skills	Data Entry 10 Key Quicktest [Hardcopy]
AUS-NZ Basic Office Skills [No Math]	Data Entry 10 Key Quicktest [Onscreen]
AUS-NZ Basic Office Skills [No Verbal]	Data Entry 10 Key with Decimals [Hardcopy]
AUS-NZ Basic Reading Comprehension	Data Entry 10 Key with Decimals [Onscreen]
AUS-NZ Clerical Proofreading	Data Entry Alpha Numeric [Hardcopy]
AUS-NZ Computer Literacy	Data Entry Alpha Numeric [Onscreen]
AUS-NZ Customer Service Mindset Survey	Data Entry Check Number Database [Hardcopy]
AUS-NZ Data Entry 10 Key [Onscreen]	Data Entry Check Number Database [Onscreen]
AUS-NZ 10 Key Quick Test [Onscreen]	Data Entry Inventory Database [Hardcopy]
AUS-NZ English as a Second Language	Data Entry Inventory Database [Onscreen]
AUS-NZ Internet Basics	Email Etiquette
AUS-NZ Numeric Filing	File by Name
AUS-NZ Office Grammar & Spelling	Following Verbal Instructions [audio]
AUS-NZ Shorthand	Following Written Instructions
AUS-NZ Spelling . Basic	French Canadian Basic Office Skills
AUS-NZ Typing . General [1 Minute Onscreen]	French Canadian Basic Office Skills [No Math]
AUS-NZ Typing . General [3 Minute Onscreen]	French Canadian Basic Office Skills [No Verbal]
AUS-NZ Typing . General [5 Minute Onscreen]	French Canadian Basic Reading Comprehension
AUS-NZ Vocabulary	French Canadian Office Grammar and Spelling
AUS-NZ Vocabulary Homophone Usage	French-English Bilingual
AUS-NZ White Collar OH&S	German-English Bilingual
Basic Spelling	Healthcare Benefits Knowledge
Business Etiquette	Human Resources Basics
Business Systems Analyst	Human Resources Benefits Knowledge
Business Writing	Internet Research Skills
Canadian Data Entry Alpha Numeric [Hardcopy]	Interviewing & Hiring Concepts
Canadian Data Entry Alpha Numeric [Onscreen]	Italian-English Bilingual
Coding	Listening Skills Audio
Comparison Skills	Mailroom Management

### Clerical - Continued

Marketing Fundamentals	Spanish Basic Reading Comprehension
Matching Images	Spanish Office Grammar and Spelling
Math Word Problems	Spanish-English Bilingual
Numeric Proofreading	Technical Technology
Office Abbreviations	Translation Sample . English to French
Office Filing Skills	Translation Sample . English to Italian
Office Management Skills	Translation Sample . English to Spanish
Office Telephone Etiquette	Translation Sample . French Canadian - English
PeopleSoft HRMS	Translation Sample . Italian to English
Practice Typing Test . General [1 Minute Hardcopy]	Translation Sample . Spanish to English
Practice Typing Test . General [1 Minute	Typing . General [1 Minute Hardcopy]
Practice Typing . Legal [1 Minute Hardcopy]	Typing . General [1 Minute Onscreen]
Practice Typing . Legal [1 Minute Onscreen]	Typing . General [3 Minute Hardcopy]
Practice Typing . Medical [1 Minute Hardcopy]	Typing . General [3 Minute Onscreen]
Practice Typing . Medical [1 Minute Onscreen]	Typing . General [5 Minute Hardcopy]
Project Management for IT Professionals	Typing . General [5 Minute Onscreen]
Project Management Fundamentals	U.K Analytical Skills
Proofreader Marks	U.K Vocabulary
Punctuation	Writing Sample . Advertising/Marketing
Reading Comprehension	Writing Sample . Collection Letter
Recruiting Fundamentals	Writing Sample . Customer Service
Retention	Writing Sample - Email
Sales Concepts	Writing Sample . Market Research
SAS 9 . Data Analyst	Writing Sample - Persuasive
Software Quality Assurance	Writing Sample . Sales Correspondence
Software Testing	Writing Sample . Technical [List Form]
Spanish Basic Office Skills	Writing Sample . Technical [Paragraph Form]
Spanish Basic Office Skills [No Math]	Writing Sample . Thank You Letter
Spanish Basic Office Skills [No Verbal]	

### Accounting

Accounting Terminology - Advanced	Commercial Banking Knowledge
Accounting Terminology - Basic	Commercial Collections
ADP - Payroll	Commercial Insurance Knowledge
Auditing	Corporate Tax Accounting
AUS-NZ Accounts Payable	Cost Accounting
AUS-NA Accounts Receivable	Credit Analyst
AUS-NZ Advanced Accounting	Credit Management
AUS-NZ Bookkeeping	Financial Analyst
AUS-NZ General Accounting	Financial Management
AUS-NZ MYOB Accounting Plus	Financial Math
AUS-NZ SAP for Users	Financial Spelling
AUS-NZ Taxation Advanced	Fixed Assets
AUS-NZ Taxation Basic-Intermediate	General Ledger Knowledge
Bank Teller Skills	Great Plains
Basic Bank Teller Skills	Individual Income Tax
Bookkeeping - Professional	Investment Management US Equities and Equities
Budget Aide Skills	JD Edwards
Budget Officer Skills	Loan Officer Skills
Business Income Tax	Loan Processing
BusinessObjects 5 - Client	Loan Underwriting Skills
Canadian Accounts Payable	MAS 90 - Bookkeeping
Canadian Accounts Receivable	MYOB Accounting Plus
Canadian Payroll	Partnership Tax Accounting
Casualty Insurance - Automobile	Payroll

## Accounting - Continued

Payroll Clerk	Purchasing Fundamentals
Payroll Management	Reconciliation
PeopleSoft Financials	Title Insurance Knowledge
Property Insurance	

## Healthcare

AUS-NZ Medical Spelling	Medical Terminology - ER
AUS-NZ Medical Terminology . General	Medical Terminology - Gastrointestinal
AUS-NZ Typing Medical [1 Minute Hardcopy]	Medical Terminology - General
AUS-NZ Typing Medical [1 Minute Onscreen]	Medical Terminology . Integumentary System
Bloodborne Pathogens . Infection Control	Medical Terminology . Musculoskeletal
Cultural Diversity	Medical Terminology . Nervous System
Dental Assistant	Medical Terminology . Oncology
Dental Hygienist	Medical Terminology - Ophthalmology
Dosage Calculation	Medical Terminology - Pediatrics
French Canadian Medical Terminology . General	Medical Terminology - Pharmacology
General Pharmaceutical Knowledge	Medical Terminology - Psychiatry
Healthcare Industry Terminology	Medical Terminology . Reproduction
HIPAA . Clinical Staff	Medical Terminology . Respiratory
HIPAA Administration	Nurse Practitioner
JCAHO	Nursing Assistant
LPN/LVN	Occupational Therapy
Medical Assistance . Advanced	OSHA
Medical Assistant . Basic	Pharmaceutical Terminology
Medical Billing (CMS-1500)	Phlebotomy
Medical Billing Hospital (UB-92)	Physical Therapy
Medical Billing Knowledge	Physician Assistant
Medical Claims Processing	Radiologic Technologist
Medical Collections	Registered Nurse (RN)
Medical Office Personnel Skills	Respiratory Therapy
Medical Receptionists	Spanish Medical Terminology - General
Medical Records Coding (CPT)	Spanish OSHA
Medical Records Coding (ICD 9)	Typing . Medical [1 Minute Hardcopy]
Medical Records Legal Issues	Typing . Medical [1 Minute Onscreen]
Medical Spelling	Typing . Medical [3 Minutes Hardcopy]
Medical Terminal Digit Filing	Typing . Medical [3 Minutes Onscreen]
Medical Terminology - Abbreviations	Typing . Medical [5 Minutes Hardcopy]
Medical Terminology . Cardiovascular System	Typing . Medical [5 Minutes Onscreen]
Medical Terminology - Dental	

## Industrial

Assembly and Management	AUS-NZ Rigging Safety
AUS-NZ Basic Arithmetic	AutoCAD 11
AUS-NZ Basic Industrial Skills	AutoCAD 14
AUS-NZ Blue Collar OH&S	AutoCAD 2000
AUS-NZ Cleaners Safety - Final	AutoCAD 2004
AUS-NZ Construction Site . Safety General	AutoCAD 2006
AUS-NZ Entry Level Industrial Skills	AutoCAD 2007
AUS-NZ Forklift Operation	Basic CNC
AUS-NZ Heavy Vehicle Driving Safety	Basic Electronics
AUS-NZ Press Brake Operator	Basic Industrial Math

## Industrial - Continued

Basic Injection Molding Skills	Micrometers and Calipers
Basic Ruler Reading	Plastic Fabrication Skills
Basic Warehouse Knowledge	Plumbing Quality
Basic Wireless Communication	Press Brake Operator
Blueprint Basics	Product Packaging Skills
Blueprint Reading	Quality Assurance Inspection
Class [A] Automotive Mechanics	Resistor Color Coding
Class [B] Automotive Mechanics	Rough Carpentry
Class [C] Automotive Mechanics	Safety in the Workplace
Colour Identification	Shipping and Receiving Clerk Skills
Counting	Shop Math
Electrical Engineering . Electronics and	Soldering
Electrical Engineering . Power and Control	SolidWorks 2006
Electricians	Spanish Basic Industrial Math
Electrical Schematics	Spanish Basic Industrial Skills
English Ruler Reading	Spanish Basic Warehouse Knowledge
Finish Carpentry	Spanish Blueprint Basics
Flooring Skills	Spanish Counting
Food Production	Spanish Entry Level Industrial Skills
General Maintenance	Spanish Finish Carpentry
Hazardous Material Handling	Spanish Forklift Operation
Home Inspection Skills	Spanish Math and Reasoning Skills
HVAC	Spanish Mechanical Reasoning
Lathe Operator	Spanish Rough Carpentry
Manufacturing Basics	Spanish Safety in the Workplace
Matching - Alphanumeric	Spanish Shipping and Receiving Clerk Skills
Matching . Digit Numeric	Tools and Fasteners
Matching . Numeric	U.K Basic Industrial Skills
Math and Reasoning Skills	U.K Entry Level Industrial Skills
Mechanical Engineering . Machine and Tool Design	Unit Conversion
Mechanical Engineering . Thermodynamics and	Weights and Measures [Standard and Metric]
Mechanical Reasoning	Welding
Metalworking Skills	Wholesale Distribution Knowledge
Metric Ruler Reading	

## International

Dutch Microsoft Access 2000	French Microsoft Word 2000 . Normal User
Dutch Microsoft Excel 2000 . Normal User	French Microsoft Word 2000 . Power User
Dutch Microsoft Excel 2000 . Power User	French Microsoft Word 2000 . Whole Test
Dutch Microsoft Excel 2000 . Whole Test	French Typing . General [1 Minute Hardcopy]
Dutch Microsoft Internet Explorer 5	French Typing . General [1 Minute Onscreen]
Dutch Microsoft Outlook 2000	German Microsoft Access 2000
Dutch Microsoft PowerPoint 2000	German Microsoft Excel 2000 . Normal User
Dutch Microsoft Word 2000 . Normal User	German Microsoft Excel 2000 . Power User
Dutch Microsoft Word 2000 . Power User	German Microsoft Excel 2000 . Whole Test
Dutch Microsoft Word 2000 . Whole Test	German Microsoft Internet Explorer 5
Dutch Microsoft Word 2002 . Whole Test	German Microsoft Outlook 2000
French Microsoft Access 2000	German Microsoft PowerPoint 2000
French Microsoft Excel 2000 . Normal User	German Microsoft Word 2000 . Normal User
French Microsoft Excel 2000 . Power User	German Microsoft Word 2000 . Power User
French Microsoft Excel 2000 . Whole Test	German Microsoft Word 2000 . Whole Test
French Microsoft Internet Explorer 5	German Typing . General [1 Minute Hardcopy]
French Microsoft Outlook 2000	German Typing . General [1 Minute Onscreen]
French Microsoft PowerPoint 2000	Italian Microsoft Access 2000

### International – Continued

Italian Microsoft Excel 2000 . Normal User	Portuguese Microsoft PowerPoint 2000
Italian Microsoft Excel 2000 . Power User	Portuguese Microsoft Word 2000 . Normal User
Italian Microsoft Excel 2000 . Whole Test	Portuguese Microsoft Word 2000 . Power User
Italian Microsoft Internet Explorer 5	Portuguese Microsoft Word 2000 . Whole Test
Italian Microsoft Outlook 2000	Spanish Microsoft Access 2000
Italian Microsoft PowerPoint 2000	Spanish Microsoft Excel 2000 . Normal User
Italian Microsoft Word 2000 . Normal User	Spanish Microsoft Excel 2000 . Power User
Italian Microsoft Word 2000 . Power User	Spanish Microsoft Excel 2000 . Whole Test
Italian Microsoft Word 2000 . Whole Test	Spanish Microsoft Internet Explorer 5
Italian Typing . General [1 Minute Onscreen] Java	Spanish Microsoft Outlook 2000
Portuguese Microsoft Access 2000	Spanish Microsoft PowerPoint 2000
Portuguese Microsoft Excel 2000 . Normal User	Spanish Microsoft Word 2000 . Normal User
Portuguese Microsoft Excel 2000 . Power User	Spanish Microsoft Word 2000 . Power User
Portuguese Microsoft Excel 2000 . Whole Test	Spanish Microsoft Word 2000 . Whole Test
Portuguese Microsoft Internet Explorer 5	Spanish Typing . General [1 Minute Hardcopy]
Portuguese Microsoft Outlook 2000	Spanish Typing . General [1 Minute Onscreen]

### Legal

AUS-NZ Legal Assistant	Legal Spelling
AUS-NZ Legal Spelling	Legal Staff Skills
AUS-NZ Legal Vocabulary	Legal Vocabulary
Basic Litigation Knowledge	Paralegal Skills
Canadian Legal Assistant	Sexual Harassment
Canadian Paralegal Skills	Typing . Legal [1 Minute Hardcopy]
Concordance	Typing . Legal [1 Minute Onscreen]
Court Reporting	Typing . Legal [3 Minute Hardcopy]
EEOC Compliance	Typing . Legal [3 Minute Onscreen]
Legal Abbreviations	Typing . Legal [5 Minute Hardcopy]
Legal Assistant	Typing . Legal [5 Minute Onscreen]
Legal Filing Skills	

### Software

ACCPAC Pro Series	Lotus 1-2-3 Millennium
Adobe Acrobat 6.0 Standard	Lotus Freeland Graphics Millennium
Adobe Acrobat 7.0 Standard	Lotus Notes 4.5 for Users
Adobe Flash CS3 Professional	Lotus Notes 4.6
Adobe Illustrator CS	Lotus Notes 6.5 for Users
Adobe Illustrator CS2	Lotus Notes R5
Adobe InDesign CS	Lotus Word Pro Millennium
Adobe InDesign CS2	Macintosh Basics OS9
Adobe PageMaker 6.5	Microsoft Access 2000
Adobe PageMaker 7	Microsoft Access 2002
Adobe Photoshop 5.5	Microsoft Access 2003
Adobe Photoshop CS	Microsoft Access 97
Adobe Photoshop C2S	Microsoft Excel 2000 . Normal User
Corel Presentations 9.0	Microsoft Excel 2000 . Power User
Corel Quattro Pro 9.0	Microsoft Excel 2000 . Whole Test
Corel WordPerfect 9.0 - Normal User	Microsoft Excel 2002 . Normal User
Corel WordPerfect 9.0 . Power User	Microsoft Excel 2002 . Power User
Corel WordPerfect 9.0 . Whole Test	Microsoft Excel 2002 . Whole Test
Desktop Publishing Theory Skills	Microsoft Excel 2003 . Normal User
Filmaker Pro 6	Microsoft Excel 2003 . Power User

**Software - Continued**

Microsoft Excel 2003 . Whole Test	Microsoft Word 2002 . Advanced Documents
Microsoft Excel 2007 . Normal User	Microsoft Word 2002 . Normal User
Microsoft Excel 97 . Normal User	Microsoft Word 2002 . Power User
Microsoft Excel 97 . Power User	Microsoft Word 2002 . Whole Test
Microsoft Excel 97 . Whole Test	Microsoft Word 2003 . Advanced Documents
Microsoft FrontPage 2003	Microsoft Word 2003 . Normal User
Microsoft Internet Explorer 5.0	Microsoft Word 2003 . Power User
Microsoft Internet Explorer 6.0	Microsoft Word 2003 . Whole Test
Microsoft Office 2000 Advanced Knowledge	Microsoft Word 2007 . Normal User
Microsoft Office 2000 Integration	Microsoft Word 2007 . Power User
Microsoft Office 2003 Integration	Microsoft Word 2007 . Whole Test
Microsoft Office 97 Integration	Microsoft Word 97 . Normal User
Microsoft Office Advanced Knowledge	Microsoft Word 97 . Power User
Microsoft XP Integration	Microsoft Word 97 . Whole Test
Microsoft Outlook 2000	Netscape Navigator 4.77
Microsoft Outlook 2002	Peachtree Accounting 2003
Microsoft Outlook 2003	QuarkXPress 5 Advanced
Microsoft Outlook 98	QuarkXPress 5 Basic
Microsoft PowerPoint 2000	QuarkXPress 6
Microsoft PowerPoint 2002 . Normal User	QuickBooks Pro 2000
Microsoft PowerPoint 2002 . Power User	QuickBooks Pro 2005
Microsoft PowerPoint 2002 . Whole Test	QuickBooks Pro 2006
Microsoft PowerPoint 2003 . Normal User	QuickBooks Pro 2007
Microsoft PowerPoint 2003 . Power User	Quicken 2003 Basic
Microsoft PowerPoint 2003 . Whole Test	Simply Accounting 2006
Microsoft PowerPoint 97	Summation Blaze 5.21
Microsoft Project 2000	U.K Microsoft Access 2000
Microsoft Project 2002	U.K Microsoft Excel 2000 . Normal User
Microsoft Project 2003	U.K Microsoft Excel 2000 . Power User
Microsoft Publisher 2002	U.K Microsoft Excel 2000 . Whole Test
Microsoft Visio 2002	
Microsoft Windows 2000	U.K Microsoft Internet Explorer 5
Microsoft Windows 95	U.K Microsoft Outlook 2000
Microsoft Windows 98	U.K Microsoft PowerPoint 2000
Microsoft Windows NT 4.0	U.K Microsoft Word 2000 . Normal User
Microsoft Windows XP	U.K Microsoft Word 2000 . Power User
Microsoft Word . Normal User	U.K Microsoft Word 2000 . Whole Test
Microsoft Word . Power User	U.K Microsoft Word 2007 . Normal User
Microsoft Word . Whole Test	
Microsoft Word 2000 . Normal User	
Microsoft Word 2000 . Power User	
Microsoft Word 2000 . Whole Test	

**Technical**

NET Framework	ABAP/4 for SAP
NET Framework 2.0	Access Basic 2.0
NET Programming - ASP	ACT! 2000 for Administrators
NET Programming . ASP 2.0	ACT! 2000 for Developers
NET Programming . C#	Active Directory
NET Programming . C# 2.0	Active Server Pages
NET Programming . C++	Active X
NET Programming . Jscript	Adabas DBA
NET Programming . Visual Basic	Adabas Natural
NET Programming . Visual J#	Adabas Programming
A+	AION Programming

**Technical - Continued**

AJAX	DB2 5.x DBA
ANSI SQL	DB2 Developer
Apache Web Server	DB2 v.8 Mainframe DBA
Apple Talk	DB2 v.8 UDB DBA
Apple Talk Networks	dBASE III Plus
AS/400 Operations	Delphi 3
Assembler	Delphi 5
Assembler for IMB Mainframe	DHTML
AUS-NZ Lotus Notes 5.0 for Developers	DOS 6.x
AUS-NZ Lotus Notes 5.0 for Users	Dreamweaver
Borland C++ Builder	Dreamweaver 8
BroadVision	E Commerce Concepts: Architecture and Design
Business Objects 5 - Designer	E Commerce Concepts: Deployment
C Programming	EDI (Electronic Data Interchange)
C++ Programming	Enterprise JavaBeans (EJB)
CGI Concepts	Ethernet Networking
CICS/COBOL	FORTRAN 77/90
Cisco Networking	GroupWise 5.x
Cisco Router	Gupta Centura
Citrix for Client Server Applications	Hardware Troubleshooting
Citrix Metaframe	HTLM 2.0/3.0
Citrix WinFrame	HTLM 4.0
Client Server/Fundamentals	HTLM Developer
Clipper	HTLM Webmaster
COBOL	IBM AIX 5.1 Administrator
COBOL 400	IMS
COBOL for Year 2000 Programmers	iNet+
COBOL II	Informatica
Code Sample . ASP . File Operations	Informix
Code Sample . ASP.NET . Date/Time Operations	Internet Security
Code Sample . C Sharp . Date/Time Operations	J2EE
Code Sample . C Sharp . File Operations	J2SE
Code Sample . Java - Date/Time Operations	Java 1.1
Code Sample . Java . File Operations	Java 2
Code Sample . JavaScript . Date/Time Operations	Java Applets Development
Code Sample . JavaScript . File Operations	Java Beans Development
Code Sample . VB Script . Date/Time Operations	Java Enterprise Development
Code Sample . VB.NET . Date/Time Operations	Java Entry Level
Code Sample . Visual Basic . Date/Time	Java Server Pages
Code Sample . Visual Basic . File Operations	Java Servlets
Cognos Impromptu Knowledge	Java Swing
Cognos PowerPlay	JavaScript
Cold Fusion 4	JCL
Cold Fusion MX6.1	LAN Hardware
Cold Fusion Scripting and Development	Linux Administrator
Cold Fusion MX7	LoadRunner
COM/DCOM Development in Delphi	Logical Reasoning - Deduction
COM/DCOM Development in Visual Basic	Logical Reasoning - Mathematical
Computer Technician Skills	Lotus Domino 6 for Developers
COOL: Gen	Lotus Notes 4.0 for Developers
CORBA	Lotus Notes 4.5 for Developers
Crystal Reports 11.0	Lotus Notes Administration
Crystal Reports 7.0	Macintosh Technician OS 9
Crystal Reports 8.0	Macintosh Technician OS X
Crystal Reports 8.5 for Developers	Macromedia Director MX 2004
Data Communication Concepts	Macromedia Flash 5
Data Warehousing Concepts	Macromedia Flash MX 2004

**Technical - Continued**

Macromedia Flash Professional 8	Oracle 7.3 DBA
Microsoft Access 2000 for Developers	Oracle 7.3 Developer
Microsoft Access 2002 for Developers	Oracle 8 DBA
Microsoft Access 2003 for Developers	Oracle 8 Developer
Microsoft Exchange Server 2000 Administration	Oracle 8.i
Microsoft Exchange Server 2003 Administration	Oracle 9.i DBA
Microsoft Exchange Server 2007 Administration	Oracle Applications DBA
Microsoft Exchange Server 5.5	Oracle Designer 2000
Microsoft Foundation Class	Oracle Developer 2000
Microsoft Internet Information Server [IIS] 4.0	Oracle Financials 11
Microsoft Office 2000 Help Desk	O/S 2 for Administrators
Microsoft Office 2003 Help Desk	O/S 2 for Users
Microsoft Office 4.2 Help Desk	Paradox Application Language 4.0
Microsoft Office 95 Help Desk	Pascal
Microsoft Office 97 Help Desk	PC Skills Survey
Microsoft Office SharePoint Server 2007	Peoplesoft
Microsoft Office XP Help Desk	Peoplesoft 7 DBA
Microsoft Site Server 3.0	Peoplesoft 7 Developer
Microsoft Systems Management Server 2.0 [SMS]	Peoplesoft 8 DBA
Microsoft Transaction Server	Peoplesoft 8 Developer
Microsoft Visio 2003	Perl 5
Microsoft Windows 2000 Data Center	PHP
Microsoft Windows 2000 Professional Installation	PHP 4
Microsoft Windows 2000 Server Administration	PHP 5
Microsoft Windows 2000 Server Installation	PHP Scripting
Microsoft Windows 2000 Server Installation	PL/SQL
Microsoft Windows 2000 Technical Skills	PowerBuilder 10
Microsoft Windows 2000 Troubleshooting	PowerBuilder 4.0
Microsoft Windows 2003 Server Administration	PowerBuilder 5.0
Microsoft Windows 2003 Server Installation	PowerBuilder 6.0
Microsoft Windows 3.1 Troubleshooting	PowerBuilder 8
Microsoft Windows 95 Technical Skills	Pro/ENGINEER
Microsoft Windows 95 Troubleshooting	Rational Rose
Microsoft Windows 98 Technical Skills	Relational Database Design [RDMBS]
Microsoft Windows 98 Troubleshooting	RPG III
Microsoft Windows NT 4.0 Server Administration	RPG IV [RPG ILE]
Microsoft Windows NT 4.0 Server Installation	SAP Database
Microsoft Windows NT 4.0 Troubleshooting	SAS 6 - IT Professional
Microsoft Windows NT 4.0 Workstation Installation	SAS 8.2
Microsoft Windows Programming	SCO UNIX for Administrators
Microsoft Windows XP Technical Skills	SCO UNIX for Users
Microsoft Windows XP Troubleshooting	Siebel 7
MVS	Smalltalk
Netscape Webserver	Solaris Administrator
Network Administration	SPSS
Novell Directory Service	SQA Robot
Novell NetWare 3.12	SQL Entry Level
Novell NetWare 4.x	SQL for Client-Server Applications
Novell NetWare 5.x	SQL for Desktop Applications
Object Oriented Programming [OOP]	SQL Server 2000 DBA
Object PAL 5.0	SQL Server 2000 for Developers
OLAP Concepts	SQL Server 2005 DBA
Oracle 10g DBA	SQL Server 2005 for Developers
Oracle 10g for Developers	SQL Server 6.5
Oracle 11g for Developers	SQL Server 6.5 Developer

### Technical - Continued

SQL Server 7.9 DBA	Visual C++ 4.0
SQL Server 7 Developer	Visual C++ 6.0
Sybase 11	Visual FoxPro 3.0
Sybase 12	Visual FoxPro 6.0
Sybase DBA	Visual FoxPro 8.0
Sybase Developer	Visual Interdev 6.0
TCP/IP	Visual J++ 1.0
Technical Support . IT/Network	Visual J++ 6.0
Technical Support Processes	VSE/DOS
Telecommunications	WAN Architecture
TestDirector 8.0	Web Commerce Security
Transact SQL	Web Design Mastery
UML	WebLogic Portal 7.0
UNIX Administrator	WebLogic Server
UNIX Programming	WebSphere 4.0
UNIX User	WebSphere MQ V5
VB Script	WinRunner 6.02
Visual Basic 4.0	WinRunner 7.6
Visual Basic 5.0	XML
Visual Basic 6.0	XWindow System
Visual Basic 6.0 for Applications (VBA)	

### Training

Microsoft Access 2000 Tutorial	Microsoft PowerPoint 2000 Tutorial
Microsoft Access 2002 Tutorial	Microsoft PowerPoint 2002 Tutorial
Microsoft Access 2003 Tutorial	Microsoft PowerPoint 2003 Tutorial
Microsoft Excel 2000 Tutorial	Microsoft Windows 2000 Tutorial
Microsoft Excel 2002 Tutorial	Microsoft Windows XP Tutorial
Microsoft Excel 2003 Tutorial	Microsoft Word 2000 Tutorial
Microsoft Internet Explorer 5.0 Tutorial	Microsoft Word 2000 Advanced Documents Tutorial
Microsoft Office 2000 Integration Tutorial	Microsoft Word 2002 Tutorial
Microsoft Office 2003 Integration Tutorial	Microsoft Word 2003 Tutorial
Microsoft Office XP Integration Tutorial	Peachtree Accounting 2003 Tutorial
Microsoft Outlook 2000 Tutorial	QuickBooks Pro 2000 Tutorial
Microsoft Outlook 2002 Tutorial	
Microsoft Outlook 2003 Tutorial	