



## MENTORING SERVICES

Personal support from subject matter experts

### Right now, SkillSoft mentors are busy

- Chatting online with IT learners
- Answering e-mail questions
- Providing feedback on course work
- Keeping learners on track for certification

Your work force spends a lot of effort learning about the newest technologies and desktop applications.

Much of this preparation is probably spent in individual study and practice. Yet inevitably, while preparing for a new certification, these workers will need to turn to an expert when they encounter questions, concepts that are difficult to grasp or need confirmation that new skills are learned correctly.

SkillSoft's mentors are available online 24 hours a day, seven days a week, 365 days a year for our most popular certification exams to provide support, guidance and encouragement to learners while preparing for certification.

Beyond the 35+ exams that have 24x7 mentoring, expert mentors are available online Monday through Friday, 9 am to 5 pm Eastern Time for an additional 60+ certification exams.

Each year SkillSoft mentors support thousands of learners by explaining confusing concepts in new ways, answering questions and giving valuable feedback on a learners' progress.

With extensive and diverse IT experience, our on-staff mentors hold an average of 25 certifications each and offer superior support for over 100 current professional certifications.

## Mentoring Facts

- SkillSoft mentors hold over 1,000 combined certifications and accreditations
- Mentors respond to over 29,000 e-mails per year
- Each mentor holds an average of 25 certifications
- Mentors immediately available 24x7x365 for our most popular exams
- SkillSoft mentors guarantee a six-hour e-mail response time
- More than 600,000 live chat lines are created with learners each year
- Mentors send out 530,000+ daily e-mail reminders to students each year



## Around the Clock Access

SkillSoft's online mentoring services are unparalleled in the e-learning industry. On-staff mentors are available online 24 hours a day, seven days a week to provide support, guidance and encouragement to learners seeking professional certification for over 35 of our most popular exams. SkillSoft's mentors provide superior support via several mediums, including live chat and e-mail.

## Certification Expertise

In addition to their extensive and diverse experience in IT, our 40+ on-staff mentors hold over 1,000 combined certifications and accreditations, and average over 25 certifications each.

SkillSoft offers online mentoring for over 100 current major certification

exams for IT professionals and end user technologies, including CIW, IBM, (ISC)<sup>2</sup>, Microsoft®, Cisco, CompTIA, Oracle®, IBM®, PMI®, Macromedia®, Sun™ and others. Because our mentors are on-staff, not outsourced, we ensure that we stay current with the newest certifications that are most important to our customers.

## Integrated SkillPort Delivery

Mentored exercises, chat, E-mail My Mentor and daily certification e-mails are available as part of the standard mentoring offering on SkillSoft's SkillPort™ platform. Chat and e-mail can be accessed directly from within relevant courses, through the SkillPort catalog and as an integrated part of search results using the powerful Search-and-Learn™ engine.

# Mentoring Services

## Third-Party LMS Solution

The majority of SkillSoft's mentoring solutions can be integrated for delivery on customers' third-party learning management systems. Mentored exercises, chat and Email My Mentor can be accessed directly within relevant courseware. Additionally, learners can quickly and easily locate and launch assets from within the third party LMS catalog.

## TestPrep Exam Support

SkillSoft TestPrep Exams, complementary products to SkillSoft mentoring, offer learners a chance to test their knowledge of certification subjects in either a simulated test environment or in study mode, allowing them to access instant feedback. Using their wealth of professional certification experience, SkillSoft mentors closely oversee the creation of each SkillSoft TestPrep exam.

## ExpertCerts™

SkillSoft's new ExpertCerts aid learners who are preparing for some of the IT community's most popular exams and credentials. ExpertCerts map out the most efficient study path for certifications and include recorded sessions led by SkillSoft mentors that guide learners through certification preparation, offering best practices and drawing attention to concepts that mentors recognized as key during their study and examination process.

## Live Chat

Learners may engage mentors in real-time, online chats to ask questions, confirm understanding of a new topic or request additional information on a difficult subject. Chat is text-based and available every day around the clock for over 35 of our most popular exams.

## E-mail My Mentor

The Email My Mentor service enables learners to seek detailed guidance from mentors on in-depth queries. SkillSoft mentors guarantee a six-hour response time via email.

## Mentored Exercises

Within selected IT and desktop courses, Mentored Exercise topics require the learner to complete an assignment demonstrating knowledge of a newly learned subject or skill. Mentors evaluate each learner's response and provide direct feedback.

## Daily Certification E-mail

Learners may sign up for daily email from SkillSoft mentors to keep on track with certification preparation. Daily email questions are synchronized with the learners' expected progress through certification subjects and help learners assess and refresh their knowledge and stay motivated to achieve their goals.

*Members of SkillSoft's mentoring team.*



# Mentoring Coverage

SkillSoft's mentoring team offers support for over 100 current major professional certification exams. Below is a sampling of certifications and exams supported by SkillSoft mentors.

## CISCO

- Building Cisco Remote Access Network (BCRAN)
- Building Cisco Multilayer Switched Networks (BCMSN)
- Cisco Internetwork Troubleshooting (CIT)
- Cisco Certified Network Professional (CCNP)
- Securing Networks with Cisco Routers and Switches (SNRS)
- Cisco Certified Design Associate (CCDA)

## COMPTIA

- CompTIA A+ OS Technologies
- CompTIA Network+
- CompTIA i-Net+
- CompTIA A+ Core Hardware
- CompTIA Security+
- CompTIA Linux+

## MICROSOFT®

- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Office Specialist (MOS) Core
- Microsoft Certified Professional (MCP)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Visual Studio .NET
- Microsoft Certified Systems Engineer (MCSE) 2000 & 2003
- Microsoft Office Specialist (MOS) Expert
- Microsoft Windows Server 2000 & 2003
- Microsoft Certified Systems Administrator (MCSA) 2000 & 2003

## OTHER

- European Computer Driving License (ECDL/ICDL)
- Oracle®9i Database Exams
- Certified Information Systems Security Professional (CISSP)
- Systems Security Certified Practitioner (SSCP)
- Sun™ Certified Programmer for Java 2 Platform 1.4
- CIW Security Professional
- Macromedia® Flash® MX Designer
- Object-Oriented Analysis and Design with UML
- Oracle®10g Database Exams
- Project Management Professional (PMP®) Exam
- ITIL Foundations Exam
- Certified Associate in Project Management (CAPM)
- HDI Custom Support Specialist (CSS)
- Plus many more...



[www.skillsoft.com](http://www.skillsoft.com)

**SkillSoft**  
AHEAD OF THE LEARNING CURVE

### CORPORATE U.S. HEADQUARTERS

107 Northeastern Boulevard  
Nashua, NH 03062  
Phone: 603-324-3000  
800-327-6960  
Information@skillsoft.com

### SKILLSOFT EMEA HEADQUARTERS

5 Heathrow Boulevard  
278 Bath Road  
West Drayton  
Middlesex UB7 0DQ  
UK  
Phone: +44 208 283 1800  
internationalinfo@skillsoft.com

### SKILLSOFT ASIA PACIFIC HEADQUARTERS

Suite 1, Level 1  
71 Epping Road  
North Ryde NSW 2113  
Australia  
Phone: +61 2 9941 6333  
Fax: +61 2 9887 1780  
apac@skillsoft.com

Copyright © 2006 SkillSoft. All rights reserved. SkillSoft, the SkillSoft logo, Ahead of the Learning Curve, SkillPort, Search-and-Learn, SkillChoice, Books24x7, Referenceware, ITPro, BusinessPro, OfficeEssentials, Dialogue, SkillStudio, KnowledgeCenter and Express Guide Manuals are trademarks or registered trademarks of SkillSoft PLC in the United States and certain other countries. All other trademarks are the property of their respective owners.

MENT.002.0606