

Professional Training Solutions IT Training Brochure

Operating Systems—Programming—Applications— Databases—Networks—Security—Web—Graphics



*We offer almost 400 specialised IT courses
nation-wide, on-site or at our centres in
Cork, Limerick and Dublin*



skills ideas confidence techniques



serious training, practical support



*We help IT Professionals to become
experts in the key aspects of:*

 Operating Systems

 Programming

 Applications

 Databases

 Security

 Web

 Graphics

Professional Training Solutions

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training & consulting

CORK DUBLIN LIMERICK

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Introduction:

Professional Training offer almost 400 specialised IT Training Courses

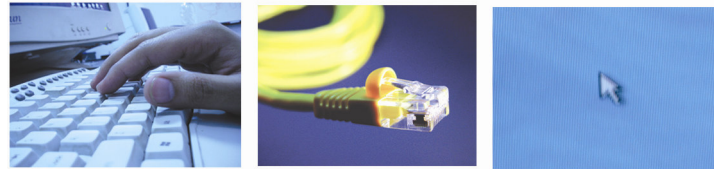
Professional Training has been a nation-wide leader in IT Training since 1996.

With offices in Cork, Limerick, Dublin and Kilkenny, we help IT professionals become expert in increasingly specialised and fast-changing areas of IT.

We help organisations increase their effectiveness through the development of skills that enable the implementation of new strategies, tools and technologies.

We help professionals reach new levels through the acquisition of valuable new skills.

We provide total training solutions to business in IT and other important areas. In addition to customised in-company programmes, we offer a wide range of public courses.



96% rate our courses as 'very good', or better, with 43% rating them as 'excellent'!

independent analysis



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7 Key Areas

We provide new skills, ideas and techniques in the following areas of IT:



OPERATING SYSTEM

Planning, implementing, maintaining and supporting; MS Windows, Linux, Citrix, Cisco, Novell, VM Ware and other systems. ITIL certification also available.

PROGRAMMING

Programming and application development includes; Java, ASP.NET, VB.NET, Visual C++, C#, AJAX, XML, VB specialist training, Perl, Python and Linux Bash Scripting. We also offer programmes in ISEB/ISTQB certification, Agile Programming and Scrum Master.

DATABASES

Database administration, design and development in Oracle, MS SQL, PL-SQL, Transact-SQL, My SQL and Microsoft Access.

SECURITY

The principles, policies and infrastructure requirement of IT security, specific to different operating environments. For Managers, IT staff, and IT users.

APPLICATIONS

Microsoft Office (Word, Excel, Access, PowerPoint, Outlook or Project), Visio, Crystal Reports, Lotus SmartSuite, Star Office, Open Office, etc.

WEB

Web site development, including HTML, FrontPage, Dreamweaver, Flash, Fireworks, ASP, PHP, JavaScript, XML and others.

GRAPHICS

Graphic Design and Desktop Publishing skills covering MS Publisher, Adobe Photoshop, Quark Xpress, Illustrator, In Design etc.

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All levels

We provide training for:

- IT Managers and their teams
- Computer users, organisation-wide
- Individuals seeking advancement

Wide range of certifications

We provide certificates for all courses, with many courses leading to external certification, including:

- Microsoft Certified Systems Engineer; Solution Developer or Desktop Support
- ISTQB (ISEB) Foundation & Practitioner-Technician
- ITIL Foundation & Practitioner
- Cisco Certified Network Associate (CCNA)
- Comptia: A+, Network+, Security+ and Linux+
- Scrum Master

All vendors

Training for IT systems from key suppliers, including:

Microsoft[®]



ORACLE[®]

Novell[®]

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Meeting your IT Challenges

We help organisations with particular IT challenges, opportunities and strategies, through customised programmes.

Whatever your business strategy or challenge, we can provide the skills, ideas and techniques required for success. Some examples include:

- Tackling IT security risks
- Distributed computing
- Migrating to Windows Server 2003
- Effective application development
- Powerful database systems
- Open Source advantages
- IT maintenance & support

Making training budgets go further

Company training discounts: Buy multiple course places in advance at a significant discount. Places can be taken up by any staff member on any public course within 12 months.

Company training vouchers: provide a reward or incentive to a staff member with training vouchers available at significant discounts.

A personal training discount is available to those attending more than one course in a 14 month period.



Not just training, but the specific skills, ideas & techniques you need.

Talk to us about your IT strategies, opportunities and problems. We can help you to develop any new expertise required.



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Popular Skills

We help administrators, managers and others increase proficiency in the following applications:



Quattro Pro¹²



Lotus
SMARTSuite



How do our courses score?

At Professional Training we don't think 'good' is good enough. That is why we measure our courses in term of the 'excellent', or at least 'very good' ratings that they get. In 2006 that score rose to 96%. In other words 96% of all those attending our courses rated them as 'excellent', or 'very good'.

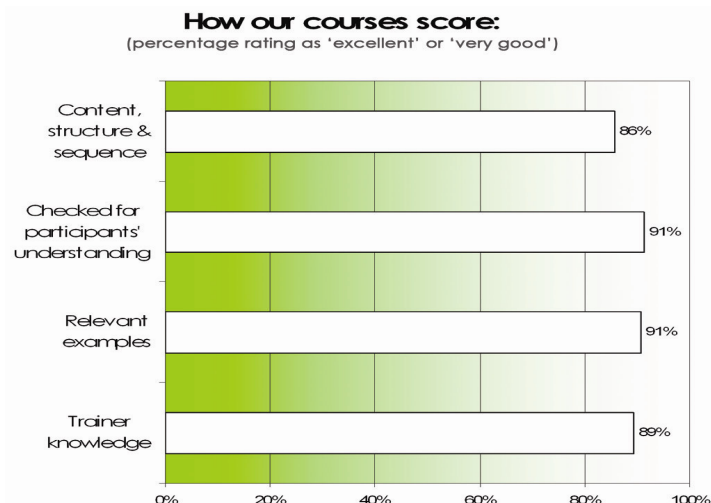
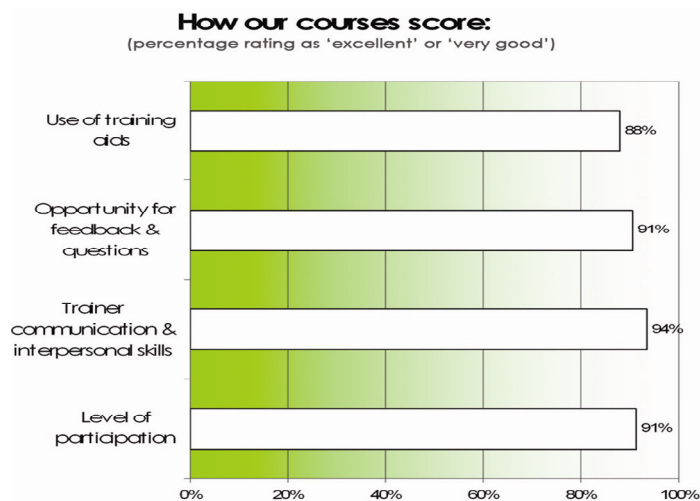
How do we get such 'very good' and 'excellent' ratings? Simple, by providing new ideas, techniques and skills in an environment that is interesting and fun.

See for your self today by availing of any of our 400 plus training programmes provided in-company nation-wide, as well as at our centres in Cork, Dublin, Limerick and Kilkenny.

Our Top 10

Most popular courses for IT PROS:

1. SQL 2005 Administration
2. .NET programming
3. ITIL
4. IT Security
5. Oracle 10g
6. Windows 2003 Server
7. Crystal Reports
8. Linux
9. Exchange Server
10. CCNA Bootcamp



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Training in other areas

We provide business training in the following key areas:

Leadership & Management

- Building Relationships, Growing Results - A New Approach
- Profiting from Diversity: not a black and white issue
- Diversity Workshops: for line managers and supervisors
- Project Management Breakthroughs
- Essential Management Skills
- Leadership Skills
- Time Management Skills (Personal)
- Time Management Skills (Business)
- Management of Change
- Project Management
- Performance Management Skills
- Stress Management
- Quality Management
- Organising Your Workspace
- Organisational Skills

HR, Training & Facilitation

- Recruitment and Interviewing Skills
- Disciplinary Skills programme
- Appraisal Techniques
- Team Building Techniques
- Stress Awareness
- Facilitation Skills
- Train the Trainer
- Train the IT Trainer
- Train the IT trainer advanced workshop
- Training Course Development
- Effective Coaching
- Mentoring
- Virtual Teams
- Better Business Writing
- Writing Business Proposals and Reports

Customer Service

- Customer Service Excellence
- Customer Care for Telephone Support Staff
- Help Desk Analyst
- Telephone Techniques
- Telephone Techniques for Dealing with Irate Callers
- E Mail Etiquette

Selling Skills

- Telephone Sales Techniques
- Selling Skills
- Managing the Sales Team

Finance

- Debt collection by telephone
- Finance for non-Financial Managers
- Investment Appraisal

Communication & Personal Development

- Performance Improvement
- Creativity & Innovation
- Presentation Techniques for Impact
- Assertiveness Skills
- Creative thinking techniques
- Problem Solving and Decision Making Techniques
- Negotiation Skills
- Personal Influencing techniques
- Personal Development
- Introduction to Technical Writing
- Interviewee Skills
- Interviewing Skills
- Managing Performance
- Conducting Meetings

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Companies that invest in staff skills:

- get better staff
- have lower rates of staff turnover
- enjoy higher levels of efficiency
- are more flexible & dynamic
- compete better

People who invest in their skills:

- are more innovative
- enjoy greater job satisfaction
- have greater employment security
- get promoted higher
- are looked up to by colleagues

*Achieve your personal and company goals faster
with new skills, ideas and techniques.*

For further information contact:

- **Damian O'Neill** oneill@professional.ie

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