

Leaderquest offers 23 KnowledgeCenters through our Skillsoft partnership, available in four content areas:

- Business Professional
- Desktop
- IT Professional
- IT Developer

Business Professional: We currently offer ten Business Professional KnowledgeCenters. Below is a list of the Business Professional KnowledgeCenters along with the target audience and description for each. For a list of content types available within the Business Professional Knowledge Center please refer to the chart on page 8.

KnowledgeCenter	Target Audience	Description
Call Center	Call Center Representatives, Supervisors and Managers	The courseware includes all of the Customer Service curriculum, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • Improving your Call Center skills • Improving your Call Center Management • Preparing for Call Center certification
Finance and Accounting	Staff and management working in an accounting, finance or financial services roles including managers, supervisors, accountants, auditors and financial service representatives.	The courseware content includes all of the Finance and Accounting curriculum and is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Finance & Accounting • Working in Finance & Accounting • Focus on specific Finance & Accounting skills
HR Professional	HR Professionals from all industry sectors. Specifically on those with dedicated roles within the HR and learning and development functions, including administrative, executive and management roles, along with those in training for such positions.	The courseware content includes the entire Human Resources curriculum, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • Key recruiting and interviewing skills • Implementing HR Policies • PHR & SPHR certifications

KnowledgeCenter	Target Audience	Description
Leadership	Individuals who are responsible for leading teams either occasionally, for example as project managers, or more permanently as team leaders or line managers.	The courseware content includes all of the Leadership curriculum, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • Learning about Leadership • Applying Leadership • Supporting Leaders This KnowledgeCenter is also available with UK English courses.
Management	Individuals from all industries who are responsible for managing personnel either occasionally, for example as project managers, or more permanently as team leaders or line managers.	The courseware content is the Management curriculum with supporting courses dealing with specialist and interpersonal management, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Management • Working in Management • Concentrating on specific management skills.
Project Management	Individuals who have interest in knowing more about Project Management, including those in positions that require them to carry out a project management role to individuals that are full-time project managers wishing to hone their skills further.	The courseware content is the Project Management curriculum which includes all PMBOK 4 th Edition PMI content, plus specific but less formalized Project Management courseware, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Project Management • Already working in Project Management • Pursuing or maintaining PMI Certification (includes PDU-earning courseware)
Sales	Salespeople from all industry sectors. Specifically on those whose job it is to personally sell products or services in a professional, corporate, capacity, along with those in training for such roles.	The courseware content includes all of the Sales curriculum and is organized into three columns, targeting those: <ul style="list-style-type: none"> • Learning the Core skills • Learning Sales and Sales Management skills • Learning Executive Level and Strategic Sales skills This KnowledgeCenter is also available with UK English courses.

KnowledgeCenter	Target Audience	Description
Six Sigma	Individuals or consultants employed with manufacturing and service companies who have a responsibility for the implementation of Six Sigma, and those personnel involved in Six Sigma projects in their organization.	The courseware content includes all of the Six Sigma curriculum and is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Six Sigma • Preparing for Six Sigma Green Belt certification • Preparing for Six Sigma Black Belt certification
Professional Foundations	The Professional Foundations KnowledgeCenter is geared towards students preparing to enter the workforce, entry level employees who have just entered the workforce and mid-level employees looking to refresh their skills.	Included in the Professional Foundations KnowledgeCenter are a wide range of topics needed in today's business environment, including <ul style="list-style-type: none"> • Personal workplace skills (such as effective presentations, email etiquette and critical thinking) • Professional Skills (Interpersonal and team skills such as diffusing conflict, and emotional intelligence) • Leadership and Management
Project Management (PRINCE2 – Aligned) (UK English only)	The PRINCE2 Knowledge Centre is geared towards students who have an interest in learning more about PRINCE2-aligned Project Management. This could include: <ul style="list-style-type: none"> • Positions that require a project management role occasionally. • Those who are embarking upon and training for a full-time project management position • Active career project managers wishing to hone their skills further • Anybody training for a PRINCE2 certification. 	The courseware content for all of the PRINCE2 curriculum includes all PRINCE2-aligned content, plus other generic Project Management courseware (e.g. for non-project managers), content on current versions of tools like Microsoft Project 2007, and is organized into three columns targeting those: <ul style="list-style-type: none"> • New to Project Management • Already working in Project Management • Pursuing or maintaining Prince2 Certification

Desktop: We currently offer two Desktop KnowledgeCenters. Below is a list of the Desktop KnowledgeCenters along with the target audience and description for each. For a list of content types available within the Desktop Knowledge Center please refer to the chart on page 8.

KnowledgeCenter	Target Audience	Description
Microsoft Office	The audience will be made up of a diverse range of workers who have a requirement to frequently use Microsoft Office XP and 2003 products.	The courseware content in this is split up into two sets of roadmaps, one for Office 2003 and another for Office XP. Each set of roadmaps is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Office • Already working with Office • Seeking to become specialist Office 'power' users.
Microsoft Office 2007	The audience will be made up of a diverse range of workers who have a requirement to frequently use Microsoft Office 2007 products	The courseware content focuses only on the new Office 2007 courseware, and is organized into three columns, targeting those: <ul style="list-style-type: none"> • New to Office 2007 (including beginning Word, Excel, Outlook, PowerPoint and Vista) • Already working with Office 2007 (includes advanced Word, Excel and Outlook) • Office 2007 Power Users.

IT Professionals: We currently offer six IT Professional KnowledgeCenters. Below is a list of the IT Professional KnowledgeCenters along with the target audience and description for each. For a list of content types available within the IT Professional Knowledge Center please refer to the chart on page 8.

KnowledgeCenter	Target Audience	Description
Cisco	Technical personnel who are training, or currently working, in Cisco technologies.	The courseware content has a certification focus, organized into three columns, targeting those: <ul style="list-style-type: none"> • Preparing for the Associate-level certifications • Preparing for Professional-level certifications • Preparing for 'Specialist Certifications
IT Security	Technical and IT management personnel who have responsibilities for the implementation, monitoring, and support of technologies and practices relating to IT Security.	The courseware content is organized into three columns, targeting those: <ul style="list-style-type: none"> • Generic Security Principles & Technologies (non vendor specific technologies, best practices & policies, and including a couple of awareness courses aimed at business users) • Security Vendor Solutions • Certifications
Microsoft MCSA/MCSE	Technical personnel who are undertaking Microsoft MCSE and/or MCSA certification.	The courseware content is focused on certification and organized into three columns 'MCSE', 'MCSA' and 'Upgrade', targeting those: <ul style="list-style-type: none"> • MCSE core includes content for the mandatory MCSE exams • MCSE Electives & Upgrade, offering courseware against a choice of MCSE elective exams, plus Upgrade exams • MCSA includes courses for MCSA core, elective and upgrade exams
Oracle	Technical personnel who are training, or currently working, in Oracle technologies.	The courseware content is focused on Oracle learning path and certification. focus, and organized into three columns, targeting those: <ul style="list-style-type: none"> • Learn about Oracle9i • Learn about Oracle10g and 11i • Preparing for Oracle certification.

KnowledgeCenter	Target Audience	Description
Microsoft Enterprise Solutions 2008	Systems administration and configuration personnel working with Microsoft server solutions from SQL Server 2005 and through Windows 2008 and beyond, including candidates preparing for MCTS and MCITP certifications.	<p>Content courseware is focused on SQL Server 2005, Sharepoint 2007, Exchange 2007, Windows Vista and Windows Server 2008. It also covers a wide range of MCTS and MCITP certification requirements. The roadmaps are organized into three column headings:</p> <ul style="list-style-type: none"> • Microsoft Windows, Exchange, SQL, and SharePoint server products as well as Windows Vista. • Microsoft Certified Technical Specialist (MCTS) • Microsoft Certified IT Professional (MCITP)
DoD 8570.1	Technical and IT management personnel who have responsibilities for the implementation, monitoring, and support of technologies and practices relating to IT Security as well as individuals preparing for the DoD 8570.1 IT security designation.	<p>The DoD 8570.1 KnowledgeCenter provides resources for:</p> <ul style="list-style-type: none"> • Beginner and Core topics related to IA Technical (IAT) and IA Management (IAM) • Specialty topics related to Computer Network Defense Service Providers (CNDSPs) and IA Systems Architects and Engineers (IASAEs) • Computing Environment technologies including Microsoft Windows and CISCO ICND1/2 Networking Devices

IT Developers: We currently offer three IT Developer KnowledgeCenters. Below is a list of the IT Developer KnowledgeCenters along with the target audience and description for each. For a list of content types available within the IT Developers KnowledgeCenter please refer to the chart on page 8.

Java Developers	Trainee's or established programmers who are active in, or training for, software coding in Java. A range of skill & experience levels will be catered to, from novice Java programmers through to those dealing with coding complex systems using advanced tools and methods.	The courseware content targets Java 2 Standard Edition (J2SE) 5.0. The roadmap contain three columns, targeting developers: <ul style="list-style-type: none"> • New to Java • Already working with Java • Pursuing Java Certification
Visual Basic	Trainee's or established programmers who are active in, or training for, software coding in VB.NET	The courseware content Targets Visual Basic 2005. The roadmap contains three columns, targeting developers: <ul style="list-style-type: none"> • New to VB • Already working with VB • Pursuing Certification
Visual C#	Trainee's or established programmers who are active in, or training for, software coding in C#.	The courseware content is organized into three columns, targeting developers: <ul style="list-style-type: none"> • New to C# • Already working with C# • Pursuing Certification



KnowledgeCenter	SkillBriefs/JobAids	Recommended Books	InstantCode books	Featured Topic Links	Featured Topic Course	Featured Topic Challenge	Practice Labs	SkillSims	Learning Sparks	Projects	Business Challenge Series	Business Impact Series	Mentoring/Ask the Experts	Roadmaps	Links to Vendor Sites	Links to Certification Sites	SkillChoice Requirements
Six Sigma	X	X		X	X	X					X	X	X	X	X	X	Business
Sales	X	X		X	X	X		X			X	X	X	X			Business
Oracle		X		X	X	X	X						X	X	X	X	IT
MS Office		X		X	X	X	X						X	X	X		Desktop
MS MCSE/MCSA		X		X	X	X	X		X				X	X	X	X	IT
Management	X	X		X	X	X		X			X	X		X			Business
Leadership	X	X		X	X	X		X			X	X		X			Business
Java		X	X	X	X	X	X			X			X	X	X	X	IT
IT Security		X		X	X	X	X		X		X		X	X	X	X	IT
HR Professional	X	X		X	X	X		X			X	X	X	X		X	Business
C#		X	X	X	X	X	X			X			X	X	X	X	IT
Cisco		X		X	X	X	X		X				X	X	X	X	IT
Call Center	X	X		X	X	X		X			X	X		X	X	X	Business
Finance and Accounting	X	X		X	X	X					X	X		X			Business
Project Management	X	X		X	X	X		X			X	X	X	X	X	X	Complete
VB.Net		X	X	X	X	X	X			X			X	X	X	X	IT
Leadership (UK)	X	X		X	X	X		X			X	X		X			Business
Sales (UK)	X	X		X	X	X		X			X	X		X			Business
MS Office 2007		X		X	X	X	X		X				X	X	X		Desktop
Professional Foundations	X	X		X	X	X		X			X	X		X			Desktop and Business
Microsoft Enterprise Solutions		X		X	X	X	X		X				X	X	X	X	IT
Prince2	X	X		X	X	X					X	X		X		X	Business
DoD 8570.1		X		X	X	X	X		X				X	X	X	X	IT