



TRAINING & CERTIFICATION

SURESKILLS™

Training Course Listings 2026

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Capability Is the New Competitive Advantage

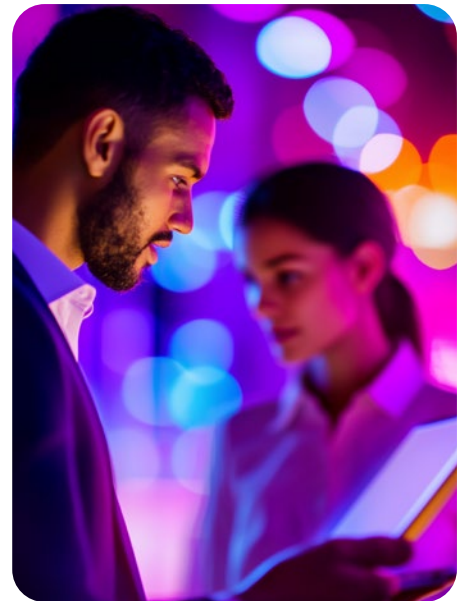
The world of work is shifting faster than organisations can update their strategies. AI is accelerating tasks, digital tools evolve monthly, and expectations on teams have never been higher.

According to the World Economic Forum:

“By 2025, 50% of employees will need reskilling as technology transforms work.”

In this reality, training alone is not enough.

Capability, applied, adaptable, and measurable, is what drives performance.



The Future Belongs to the Capable

Your people already have the potential. What they need now is the confidence, structure, and modern skillset to perform at a higher level, consistently and sustainably.

Today's professionals do not grow in straight lines. They grow in **stacks**:

- Microcredentials that build sharp, job-ready skills
- Applied learning that turns knowledge into action
- Certifications that signal mastery
- Continuous development that keeps pace with technology

Together, these create a **capability stack**, a workforce that adapts as quickly as the world changes.

This Is Where SureSkills Comes In

Your people are the heroes of your organisation's success. We are the guide that helps unlock their capability.

We do not simply deliver courses. We build the skills, behaviours, and confidence that change how work gets done. **Our applied, real-world learning experiences help teams:**

- Work smarter and faster
- Use modern tools with strategic impact
- Respond effectively to technological change
- Reduce inefficiency, risk, and rework
- Grow in ways that support organisational goals

When capability does not evolve, productivity drops, risk rises, **and competitors pull ahead, quietly and quickly.**



Your Capability Journey Starts Here

The following pages outline practical, stackable learning pathways, from AI and digital productivity to leadership, cybersecurity, cloud, and more. Each one strengthens the capabilities your teams need to perform today and prepare for tomorrow.

Equip your people for the future and begin your capability journey here.



Artificial Intelligence (AI)

Build the AI Capability Your Organisation Needs to Compete

AI is not emerging, it is reshaping work right now. Yet many organisations continue to treat AI as an add-on rather than a core capability. The greatest threat is not AI itself.

It is having a workforce unprepared to use it responsibly and effectively.

SureSkills develops true AI capability, giving people the skills to work smarter, automate safely, and innovate with confidence.

What AI Capability Unlocks

For Individuals: Confidence, clarity, efficiency

For Teams: Faster decision-making, reduced rework, consistent AI usage

For Organisations: Resilience, productivity uplift, readiness for continuous change

Who This Is For

Leaders preparing for transformation, managers seeking productivity, technical teams building solutions, and professionals who use AI in their workflows.

What You Will Be Able to Do

- Prompt AI effectively to improve accuracy and reduce manual effort
- Apply AI tools to real workflows to increase speed and quality of output
- Analyse information using Azure AI to support better decision making
- Build task and workflow automation that frees time for higher value work
- Use AI responsibly to reduce organisational risk and improve trust

Why SureSkills

- Copilot integrated into all applicable courses
- Realistic, secure demo environments
- Enterprise-ready content and frameworks
- Expert practitioners with real experience
- Tailored pathways for all skill levels

Courses Available

These courses turn AI capability into practical, everyday performance improvements that teams can apply immediately.

AI Artificial Intelligence (AI)

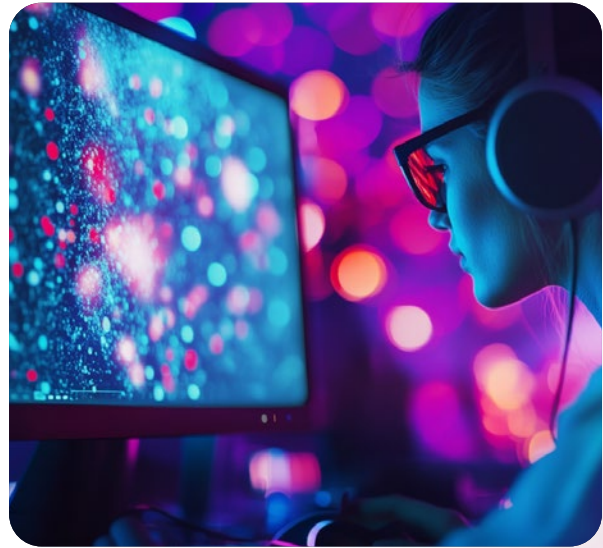
Introduction to Microsoft 365 Copilot: Use AI confidently to accelerate daily tasks and improve accuracy.

AI Essentials and Effective Prompting: Write smarter prompts for better AI outcomes.

Azure AI Fundamentals (AI-900): Build a solid foundation in modern AI concepts.

Designing and Implementing an Azure AI Solution (AI-102): Develop scalable, secure, high-impact AI solutions.

Applied AI Workshops: Solve real organisational problems through hands-on learning.





Microsoft Office



Transform the Way Your Teams Work, Communicate, and Deliver

Many organisations believe their teams “know Microsoft Office.” But familiarity is not capability.

Using tools the same way they were used five years ago will not meet the demands of today’s work.

SureSkills helps teams turn Microsoft tools into engines of productivity, clarity, and performance.

What Microsoft Capability Unlocks

For Individuals: Sharper digital confidence, reduced errors

For Teams: Stronger collaboration, streamlined communication

For Organisations: Higher productivity, lower operational friction

Who This Is For

Leaders driving capability uplift, managers seeking clarity and efficiency, data users, and professionals building digital fluency.

What You Will Be Able to Do

- Automate everyday tasks to reduce errors and save time
- Analyse and present data in ways that support clear decision making
- Communicate with clarity to improve alignment across teams
- Use modern collaboration tools to streamline hybrid work
- Apply Copilot features to accelerate document creation and insight

Why SureSkills

- Copilot integrated throughout Office training
- Hands-on, scenario-based learning
- Simulated business environments
- Local support and flexible delivery
- Expert trainers with practical experience



Courses Available

The following courses help teams use Microsoft tools with confidence, clarity, and measurable productivity gains.

Excel

Excel Introduction: Build confidence and eliminate productivity-killing mistakes.

Excel Intermediate: Turn messy data into clear, actionable insight.

Excel Advanced: Automate workflows and strengthen analytical capability.

Excel VBA: Replace manual processes with reliable automation.

PowerPivot: Analyse large datasets with depth and speed.

Dashboards: Present data that drives decisions.

Data Analysis: Make accurate, fast, data-informed decisions.

Functions and Formulas Workshops:

Solve problems more efficiently.

Tables and Charts Workshops:

Communicate visually with clarity.

PivotTables and Slicers: Explore and report data with exceptional speed.

Macros: Create time-saving automation.

Excel Essentials: Build strong daily digital habits.

Word

Create clear, professional documentation with confidence.

PowerPoint

Introduction: Create structured, effective presentations.

Advanced: Build persuasive storytelling visuals suitable for executives.

Outlook

Introduction: Take control of communication, priorities, and time.

Advanced: Reduce overload and improve productivity.

Project

Introduction: Build structured plans with improved visibility.

Advanced: Control timelines and resources effectively.

Visio

Introduction: Turn complexity into clarity.

Advanced: Create dynamic visuals that enhance understanding.

Teams and Microsoft 365

Microsoft Teams: Run meetings and collaboration with impact.

Teams Communication: Improve clarity across hybrid teams.

Teams Collaboration: Build workflows that keep work moving.

Teams Meetings and Events: Deliver engaging, productive sessions.

Managing Projects with Teams: Align work in real time.

Microsoft 365 for End Users: Strengthen modern digital fluency.

Microsoft Viva: Enhance engagement, wellbeing, and culture.

Power BI

Reports and Dashboards: Turn raw data into meaningful intelligence.

Power BI Desktop: Shape, model, and automate data flows.

Access

Essentials: Build structured, reliable databases.

Advanced: Automate and optimise data systems.



Microsoft Technical



Build the Secure, Scalable Infrastructure That Powers Growth

Many organisations treat the cloud as just a remote server. But simply moving online doesn't make you agile.

The risk is not that teams cannot use the cloud, it is that they build without structure, leading to spiraling costs and security gaps.

Certified expertise is essential to building environments that are secure, cost-effective, and ready to scale.

What Cloud Capability Unlocks

For Individuals: Technical authority to design enterprise solutions

For Teams: Faster deployment cycles and reduced downtime

For Organisations: Secure infrastructure that supports rapid innovation

Who This Is For

The architects designing resilient solutions, the administrators securing hybrid environments, and the developers building cloud-native apps.

What You Will Be Able to Do

- Configure and maintain cloud and on site environments to ensure stability and performance
- Implement secure identity and access controls to reduce vulnerabilities
- Build resilient infrastructure so services remain available during change or disruption
- Optimise system performance to support growing business demands
- Troubleshoot technical issues quickly to minimise downtime

Why SureSkills

- Expert practitioners with enterprise deployment experience
- Real-world scenario-driven learning on live Azure environments
- Comprehensive tracks covering Administration, Development, Data, and Security
- Flexible delivery that fits your organization

Courses Available

The courses below translate these capabilities into practical, actionable skills your teams can apply immediately.



Microsoft Azure



Microsoft Azure AI Fundamentals: Build a solid foundation in modern AI concepts.

Microsoft Azure Administrator: Manage identity, governance, and storage with confidence.

Developing Solutions for Microsoft Azure: Build cloud-native apps that scale.

Microsoft Azure Security Technologies: Secure your data and apps against modern threats.

Microsoft Azure Fundamentals: Master the language of the cloud to align teams.

Designing and Implementing a Data Science Solution on Azure: Operationalise machine learning models on Azure.

Designing and Implementing an Azure AI Solution: Build and deploy scalable AI solutions.

Microsoft Azure Data Fundamentals: Understand core data concepts in a cloud environment.

Designing and Implementing Microsoft DevOps Solutions: Unify people, processes, and technology for faster delivery.

Designing and Implementing Microsoft Infrastructure Solutions: Architect solutions that balance performance and cost.

Administering Microsoft Azure SQL Solutions: Manage and optimise SQL databases in the cloud.



Microsoft 365



Microsoft 365 Messaging: Manage modern messaging infrastructure effectively. Microsoft 365

Security Administration: Implement robust security across the M365 environment.

Microsoft 365 Fundamentals: Understand the benefits of adopting cloud services. Managing

Microsoft Teams: Configure and manage efficient collaboration environments.

Microsoft 365 Administrator Essentials: Administer M365 tenants with security and compliance.



Microsoft Power Platform



Microsoft Power Platform Fundamentals: Empower teams to build low-code business solutions.

Microsoft Power BI Data Analyst: Turn data into actionable insights and visualisations. Microsoft

Power Platform Developer: Build custom apps and automations.

Power BI Reports and Dashboards: Create compelling reports that drive decisions.

Power BI Desktop Transform, Shape and Model Data: Prepare messy data for clear analysis.



Microsoft Security



Microsoft Security, Compliance, and Identity Fundamentals: Understand the basics of modern security.

Microsoft Security Operations Analyst: Remediation of active threats and vulnerabilities.

Microsoft Identity and Access Administrator: Design and implement identity management systems.

Administering Information Protection and Compliance in Microsoft: Protect information governance and compliance.



Microsoft SQL Server



SQL Fundamentals: Retrieve and manage data effectively for better reporting.

Advanced SQL Querying: Optimise database performance and complex data retrieval.

Transact SQL Querying: Master the essential language of SQL Server.



Microsoft Copilot



Microsoft 365 Copilot User Enablement Specialist: Drive adoption and value across the organisation.

Manage and Extend Microsoft 365 Copilot: Configure and customise Copilot for your specific business needs.

Introduction to Microsoft 365 Copilot: Use AI confidently to accelerate daily tasks and improve accuracy.

Courses Available (continued)

The courses below translate these capabilities into practical, actionable skills your teams can apply immediately.



Microsoft Windows Desktop & Server



Administering Windows Server Hybrid

Core Infrastructure: Bridge on-premise and cloud infrastructure seamlessly.

Microsoft 365 Endpoint Administrator:

Manage and protect devices in a hybrid workforce.



Microsoft Sharepoint



Microsoft SharePoint for End Users:

Collaborate effectively on shared platforms.

Microsoft SharePoint for Site Owners: Manage site permissions and content with confidence.

SharePoint Online for Administrators:

Configure and manage SharePoint Online services.



Strategy, Delivery and Service Management

Turn Strategy into Value with Proven Delivery Frameworks

Many organisations view project management as purely administrative oversight. But process alone does not guarantee progress.

The real risk is that teams are busy running processes that deliver zero strategic value.

Certified methodology is essential to delivering projects on time, on budget, and on value.

What Delivery Capability Unlocks

For Individuals: Professional credibility and a structured approach

For Teams: A shared language that reduces friction and confusion

For Organisations: Consistent delivery outcomes and improved ROI

Who This Is For

The project leads building high-performing teams, the service managers seeking clarity, and the specialists who want deeper mastery.

What You Will Be Able to Do

- Apply global frameworks to manage risk and quality
- Communicate clearly to improve alignment across stakeholders
- Adapt workflows to deliver value faster
- Translate business needs into clear technical requirements

Why SureSkills

- Accredited training organisation for PRINCE2® and ITIL®
- Includes official eBooks and practice exams
- Take2 option provides a free exam resit if needed



Courses Available

The courses below translate these capabilities into practical, actionable skills your teams can apply immediately.

Business Analysis

Business Analysis Practice: Translate business needs into clear technical requirements.

Requirements Engineering: Elicit and document requirements that drive success.

Modelling Business Processes: Visualise workflows to identify improvements.

Foundation Certificate in Business Analysis:

Build a solid career foundation in analysis.

Systems Development Essentials:

Understand the full lifecycle of systems development.

PRINCE2®

PRINCE2® Agile Practitioner: Combine structure with flexibility for modern delivery.

PRINCE2® Project Management Foundation: Master the world's most practiced project method.

PRINCE2® Project Management Practitioner: Apply the method to real-world scenarios.

ITIL® 4

ITIL® 4 Foundation: Understand the language of modern IT service delivery.

ITIL® 4 Strategist Direct, Plan and Improve (DPI): Align strategy with execution for continuous improvement.

ITIL® 4 Specialist Create, Deliver and Support (CDS): Managing the value stream of service creation.

ITIL® 4 Specialist Drive Stakeholder Value (DSV): Ensure services deliver what customers actually need.

ITIL® 4 Specialist High-Velocity IT (HVI): Apply digital models to speed up delivery.

ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS): Procure and manage cloud vendors effectively.

ITIL® 4 Specialist Sustainability In Digital & IT (SDIT): Align IT strategy with environmental goals.

ITIL® 4 (continued)

ITIL® 4 Specialist Business Relationship

Management (BRM): Ensure IT services are aligned with business needs and value.

ITIL® 4 Specialist Monitor, Support & Fulfil:

Optimise service desk and incident management.

ITIL® Specialist Plan, Implement & Control (PIC):

Manage change and release with precision.

ITIL® Practical Application Workshops: Move beyond theory to solve specific service desk challenges.

Project Management

Managing Successful Programmes Foundation:

Coordinate complex change across multiple projects.

Project Management Essentials: Build the core skills to manage smaller projects effectively.

Agile Training for Project Managers:

Bridge traditional PM skills with agile flexibility.

Agile, Scrum, Kanban & DevOps

Professional Scrum Master (PSM) Exam

Preparation: Build the knowledge and confidence needed to pass the PSM exam and lead agile teams.

TOGAF 9 Foundation and Certified: Apply the TOGAF framework to design coherent enterprise architectures.

Agile Training for Project Managers Foundation:

Grasp core agile principles so you can plan and deliver projects with greater flexibility.

Agile Training for Project Managers Practitioner:

Use agile techniques in live projects to improve delivery speed and stakeholder alignment.

Six Sigma Yellow Belt: Use basic Six Sigma tools to improve everyday processes and reduce variation.

Lean Six Sigma Green Belt: Lead data driven improvement projects that cut waste and enhance quality across teams.



Amazon Web Services (AWS)

Optimise Your Cloud for Resilience, Scale, and Innovation

Many organisations treat AWS as just a hosting provider. But the platform is capable of much more.

The real risk in cloud adoption is not technical complexity but unmanaged growth, which creates cost overruns, security gaps, and inconsistent performance. Capability is the safeguard.

AWS capability is essential to unlocking the full potential of machine learning, migration, and modern data strategy.

What AWS Capability Unlocks

For Individuals: Deep mastery of the world's leading cloud platform

For Teams: The ability to innovate faster using standardised best practices

For Organisations: Reduced operational overheads and accelerated transformation

Who This Is For

The engineer building serverless apps, the architect migrating workloads, and the leader who needs to understand cloud economics.

What You Will Be Able to Do

- Deploy and manage AWS resources efficiently to reduce operational friction
- Design cloud architectures that balance performance, cost, and security
- Automate routine tasks to improve scalability and reduce manual workload
- Strengthen governance practices to increase visibility and control
- Troubleshoot cloud issues quickly to minimise disruption

Why SureSkills

- Official AWS training partner delivering authorised content
- Certified AWS instructors who are experts in cloud strategy
- Access to official labs and “AWS Jam” events for hands-on practice

Courses Available

The courses below translate these capabilities into practical, actionable skills your teams can apply immediately.



Amazon Web Services (AWS)



AWS Technical Essentials: Gain a practical understanding of AWS services.

Architecting on AWS: Build resilient and secure infrastructure that scales.

Cloud Operations on AWS: Automate cloud administration and incident response so operations stay stable at scale.

Advanced Architecting on AWS: Design complex, multi-account architectures that optimise performance, resilience, and cost.

Developing on AWS: Build, deploy, and debug cloud-native applications using core AWS developer services.

DevOps Engineering on AWS: Implement CI/CD pipelines and infrastructure as code to accelerate reliable releases.

Data Warehousing on AWS: Design and operate analytics warehouses that turn large data volumes into fast insight.

Migrating to AWS: Plan and execute migrations that minimise downtime and de-risk moving critical workloads.

Security Engineering on AWS: Protect data and infrastructure in the cloud.

Planning and Designing Databases on AWS: Choose and design the right AWS database services to balance scale, performance, and cost.

AWS Cloud Practitioner Essentials: Understand AWS fundamentals so business and technical stakeholders share the same cloud language.

AWS Jam Security Engineering: Apply security best practice in hands-on challenge labs that mirror real-world threats.

Developing Generative AI Applications on AWS: Leverage modern AI tools to innovate faster.



Cyber Security and IT Operations

Build the Human Firewall and Resilient Operations Your Organisation Needs

Many organisations view security and operations as strictly technical problems. But technology cannot stop human error or process failure.

The risk is not just a technical breach, it is a workforce that cannot spot threats, test software, or manage data before issues escalate.

Integrated capability across security, testing, and infrastructure is the foundation of operational trust.

What Security & Ops Capability Unlocks

For Individuals: The skills to identify threats and manage complex systems

For Teams: A culture of security and quality that reduces vulnerability

For Organisations: Resilience against attacks, data loss, and downtime

Who This Is For

The security professionals validating expertise, the testers ensuring software quality, and the infrastructure specialists managing data and virtualisation.

What You Will Be Able to Do

- Identify vulnerabilities to prevent breaches
- Respond to incidents effectively to minimise damage
- Ensure software reliability through structured testing
- Protect and manage enterprise data to ensure continuity

Why SureSkills

- Comprehensive preparation for globally recognised exams (CISSP, CISM, ISTQB)
- Training that covers the full spectrum: Defence, Testing, and Data Management
- Expert practitioners who understand the evolving threat landscape



Courses Available

These courses build the practical skills and awareness required to reduce risk and protect the organisation.



Cyber Security



Certified Information Security Manager (CISM)

Workshop: Design and govern enterprise security programmes that align with business priorities.

Certified Information Systems Security

Professional (CISSP) Programme: Validate broad, advanced expertise across security domains and leadership.

Certified Ethical Hacking (CEH) with Exam:

Think like an attacker to identify and remediate vulnerabilities before they are exploited.

Certified Information Systems Auditor (CISA)

Workshop: Assess and improve the controls, compliance, and governance of information systems.

Certified Hacking Forensics Investigator (CHFI)

with Exam: Collect, analyse, and preserve digital evidence to support investigations.

Certificate in Information Security Management

Principles (CISMP): Build a solid foundation in risk, controls, and best-practice security management.

EC Council Official SOC Analyst (CSA):

Monitor, detect, and respond to security events in a modern Security Operations Centre.

Certified in Risk & Information Security Control

(CRISC): Identify, assess, and manage technology risk to protect business value.

Certified in the Governance of Enterprise

IT (CGEIT): Govern IT investments and risk so technology consistently supports strategy.

EC Council Official Certified Network Defender

(CND): Secure network infrastructure and defend against internal and external threats.

Certificate of Cloud Security Knowledge (CCSK):

Apply recognised best practices to secure data, workloads, and identities in the cloud.

EC Council Official Certified Incident Handler

(ECIH): Coordinate and execute effective incident response to minimise business impact.



ISTQB (Software Testing)



ISTQB Foundation in Software Testing: Ensure software quality with the global standard in testing.



CompTIA



CompTIA Security+: Build the core knowledge required for any cybersecurity role.

CompTIA Network+: Master the connectivity that underpins secure operations.



Commvault



Commvault Professional Foundations:

Build a solid grounding in Commvault concepts so you can protect and recover critical data reliably.

Commvault Professional Advanced:

Design and optimise Commvault configurations to meet more complex backup and recovery demands.

Commvault Engineer: Architect, implement, and troubleshoot enterprise-scale Commvault environments for maximum resilience and performance.



VMware



VMware vSphere Install, Configure, Manage:

Virtualise your infrastructure to maximise efficiency and scale. Improve everyday processes and reduce variation.

Digital Social Media Marketing and Creative Skills

Communicate with Impact and Brand Consistency

Many organisations treat design as just “making things look nice.” But aesthetics are not enough.

The risk is not unsightly documents; it is ineffective communication that fails to engage.

Creative capability is essential to professional impact.

What Creative Capability Unlocks

For Individuals: The ability to create professional assets independently

For Teams: Consistent branding and faster marketing turnaround

For Organisations: A stronger, unified visual identity across all channels

Who This Is For

The marketers driving engagement, the professionals communicating visually, and the specialists mastering industry tools.

What You Will Be Able to Do

- Create high-impact visuals to communicate complex ideas
- Edit and publish professional documents that maintain brand standards
- Analyse digital traffic to improve marketing ROI
- Manage social media strategies that drive engagement

Why SureSkills

- Practical training on the industry standard tools you use every day
- Flexible delivery options including virtual and on-site



Courses Available

The courses below help teams communicate with clarity, create visually consistent content, and strengthen the organisation's digital presence.

DIGITAL MARKETING **Digital Social Media Marketing** Available On Request

Introduction to Digital Marketing:

Understand the channels that drive growth.

Social Media Essentials: Build a strategy that engages your audience.

Google Analytics & SEO: Measure performance to make data-driven decisions.

LinkedIn: Strengthen your professional brand and generate relevant opportunities.

Canva **Canva**

Canva for Business Beginners: Create professional social and business assets quickly.

Advanced Canva: Unlock design features for higher-quality output.

Adobe **Adobe** Available On Request

Adobe InDesign Introduction: Produce polished layouts for reports and brochures.

Adobe InDesign Advanced: Streamline complex documents and templates for production-ready output.

Adobe Acrobat: Manage, secure, and collaborate on professional PDF documentation.

Adobe Illustrator: Create scalable vector graphics and brand assets for print and digital.

Adobe Photoshop Introduction: Edit and enhance images for professional results.

Adobe Photoshop Advanced: Build advanced compositions and workflows for high-end creative projects.



Professional Development Courses

Build the Human Capabilities That Technology Cannot Replace

The Challenger Reframe

Organisations invest heavily in systems and technology, yet performance still comes down to people. Communication, collaboration, resilience, commercial thinking, and leadership capability determine whether teams move with clarity or struggle against confusion and friction. These capabilities are not soft skills.

They are the core human capabilities that drive productivity, culture, and organisational momentum.

What This Capability Unlocks

For Individuals: Greater confidence, clearer communication, stronger self management

For Teams: Improved collaboration, fewer misunderstandings, stronger accountability

For Organisations: Better performance, reduced friction, stronger culture, higher adaptability

Who This Is For

Professionals at every level who want to improve how they communicate, collaborate, make decisions, lead, or contribute to business outcomes.

What Learners Will Be Able to Do

- Communicate with clarity that builds trust and alignment
- Manage time, priorities, and pressure more effectively
- Influence decisions with confidence
- Strengthen emotional intelligence and self awareness
- Lead conversations, relationships, and teams with greater impact

Why SureSkills

- Practical and engaging learning that applies immediately
- Expert practitioners with real world leadership and communication experience
- Tools and models participants can use long after the course
- Flexible delivery for individuals, teams, and organisation wide capability building

Personal Development

Build the confidence, communication, and self management skills that strengthen everyday performance.

Courses Available

These courses help professionals communicate clearly, manage themselves effectively, and develop the resilience, presence, and interpersonal capability needed to thrive in modern work.

Personal Development



Getting to Grips with Time Management:

Take control of priorities and reduce daily overwhelm.

Presentation Skills: Deliver structured, engaging presentations with confidence.

Public Speaking with Impact: Strengthen presence and speak with authority in any setting.

Achieving Assertiveness: Communicate boundaries and expectations with clarity and professionalism.

Emotional Intelligence for Strong Leaders:

Recognise and manage emotions to improve relationships and decisions.

Communication Skills for Business Success:

Improve clarity, tone, and influence to strengthen collaboration.

The Power of Authentic Gratitude: Use positive psychology to enhance wellbeing and team culture.

Managing Stress and Maintaining Good Mental

Health at Work: Build practical strategies for resilience and sustained performance.

Mentoring Skills: Support others through structured development and guidance.

Giving and Receiving Feedback: Deliver feedback that motivates improvement and builds trust.

Managing Self: Improve personal effectiveness and day to day performance.

Problem Solving and Decision Making:

Use structured thinking to solve problems and make better decisions.

Business and Finance

Strengthen commercial awareness so people can make smarter decisions with real business impact.

Course Available

This course builds financial confidence, decision making capability, and the ability to understand cost, value, and risk in day to day work.

Business and Finance



Finance for Non Financial Managers

Build the financial confidence to engage in budgets, planning, and commercial decision making.

Management and Leadership Programmes

Develop leaders who create clarity, trust, and high performing teams.

Courses Available

These programmes strengthen leadership behaviours, communication, emotional intelligence, and the ability to guide teams through complexity and change.

Management and Leadership Programmes



Interview Skills: Run structured interviews that identify the right talent.

Building High Performance Teams: Create the conditions that enable strong teamwork and shared success.

Building Trust and Collaboration at Work: Strengthen relationships and positive team dynamics.

Coaching and Facilitation Skills: Guide others with confidence and support stronger thinking and performance.

Communication Skills for Business Success: Communicate with clarity to improve alignment and results.

Critical Conversations: Handle high stakes conversations with professionalism and impact.

Excellence in Customer Service: Develop customer focused behaviours that strengthen satisfaction and loyalty.

Inclusive Leadership: Model behaviours that support fairness, belonging, and contribution.

Influencing and Negotiation Skills: Shape outcomes through confident and ethical influence.

Managing Difficult Conversations: Navigate challenging interactions with calm clarity and confidence.

Managing Effective Meetings: Run focused, productive meetings that save time and drive progress.

Managing Stress and Mental Health at Work: Support wellbeing for yourself and others in demanding environments.

Mentoring Skills
Develop others through supportive and structured guidance.



SureSkills Virtual Instructor Led Training (VILT)

Build capability confidently, wherever your people are

What is VILT?

Virtual instructor led training is live, interactive training delivered online with the same expert guidance you expect from the classroom. It allows people to build capability without the barriers of location or travel. VILT is not simply an alternative to classroom learning. It is a powerful way to support fast moving, geographically dispersed teams who need to learn together.

Do I Need Special Equipment?

No specialist equipment is required. A laptop or desktop with reliable audio is enough. A headset is recommended for the best experience so learners can join confidently and stay fully engaged rather than feeling like passive observers.

Most organisations underestimate how much virtual confidence influences learning outcomes. When learners feel equipped and supported from the first minute, engagement and capability growth increase significantly.

What Do I Need to Join a VILT Session?

You will need:

- A stable internet connection
- A device with a webcam
- A headset if your audio setup requires it
- Access to our pre session test link to ensure everything runs smoothly

These simple steps remove friction so learners can focus on capability, not technology.

Is Support Available?

Yes. Our team supports you at every stage. If anything goes wrong, you will always speak with a local SureSkills specialist who understands your training and your context.

Our goal is simple: remove barriers so your people start learning with confidence from the first minute.

How Are Course Materials Provided?

Materials are provided online, or we can deliver physical copies to the address supplied at booking.

What Are The Benefits of VILT?

VILT is designed for the reality of modern work.

It helps teams:

- Reduce travel time and costs
- Access training flexibly from any location
- Learn together even when they work apart
- Build digital confidence in the tools used every day

When delivered effectively, VILT strengthens the virtual collaboration skills that teams need beyond training.

In other words, VILT is not just how training is delivered. It prepares people for the way they work.



SureSkills On Site and Tailored Training

Training designed around your organisation, your people, and your challenges

What is On Site Training?

On site training brings expert facilitated learning directly into your workplace. It allows teams to develop the capabilities they need in an environment that feels familiar and immediately relevant.

Why Choose On Site Training?

On site delivery provides:

- No travel or logistical disruption for employees
- Training shaped to your workspace, tools, and processes
- Real time application in the environment where capability will be used



What is Tailored Training?

Tailored training is built specifically for your organisation, using your examples, challenges, language, and culture. Everything, from the scenarios to the delivery style, is shaped around the capability outcomes you want to achieve.

Why Choose Tailored Training?

Tailored training allows you to:

- Address real skill gaps with content that reflects your world
- Build consistency in behaviours across teams
- Align with your processes, values, and brand
- Strengthen capability in the areas that matter most to your performance
- Create programmes that feel relevant, engaging, and immediately applicable

Every learner deserves a confident start and a learning experience that feels relevant, supported, and practical. SureSkills provides exactly that.



Additional Learning Services

Extend Your Learning Strategy Beyond the Classroom

Training unlocks capability, but sustained performance comes from a learning ecosystem that supports people before, during, and after they build new skills. SureSkills offers additional services that enable organisations to scale learning, personalise development, and embed capability where it matters most.

These services turn learning into a continuous advantage rather than isolated moments of training.

Custom Content Development



Create learning experiences that fit your people, your goals, and your culture

Every organisation has processes, knowledge, and ways of working that are unique. Off the shelf content cannot always meet these needs. Our content development services transform your internal expertise into engaging, professional learning experiences that build capability quickly and consistently.

We design and develop learning across a wide range of modalities, including:

- E-learning modules with interactive scenarios that reflect real business challenges
- Video learning that simplifies complex ideas through clear visual storytelling
- Instructional design that structures knowledge for retention and practical use
- Microlearning that delivers short, focused bursts of capability at the moment of need
- Toolkits, checklists, and job aids that support on the job performance
- Blended learning programmes that combine digital and instructor led development
- Animations and visual explainers that bring systems, processes, and concepts to life

All content is tailored to your language, culture, and brand so that it feels relevant, immediate, and aligned to everyday work.

Our approach focuses on capability, not just content. We create learning that:

- Addresses real organisational challenges
- Mirrors your processes and ways of working
- Improves confidence and job performance
- Scales across teams, locations, and roles
- Builds consistency and reinforces best practice

Support, optimise, and scale your learning ecosystem

A strong learning platform is essential for delivering capability at scale. SureSkills provides learning technology services that help you improve the LMS you already have or guide you in selecting and setting up a new one if you are starting from scratch.

Our primary focus is helping organisations get greater value from their existing platforms. Many teams use only a fraction of their LMS capabilities, which limits adoption, reporting, and the impact of learning programmes. We work with you to unlock that potential and create a smoother, more effective experience for your people.

We provide:

- Platform configuration, setup, and refinement
- Optimisation of existing LMS platforms to improve adoption and ease of use
- Integration with HR systems, content libraries, and digital tools
- Reporting and analytics that support better decision making
- Ongoing administration and user support
- Guidance and setup for organisations that need a new platform

Our goal is simple. We make your learning platform work the way it should so you can focus on developing your people.



Strengthen your learning ecosystem with custom content and platform services that support capability growth at scale.

Your Training & Certification Team



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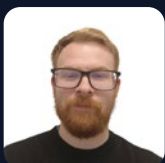
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Be Tomorrow Ready.

Your teams need the right skills for today and the agility to succeed tomorrow.

We make that happen.



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