



**SST is a Small Business Providing Computer Training Courses for IT Professionals Nationwide - *Training in Over 100 Locations***

## CAPABILITY STATEMENT

Software Skills Training, Inc. (SST) is a certified minority woman-owned small business that brings over 20 years of experience in successfully delivering competency-based IT training programs for thousands of companies, including proven consistent performance within all departments of the government. We offer a unique combination of live, remote attendance, and on-demand training with personal facilitation for unbeatable flexibility. SST courses cover over 60 IT subject areas including:

- ▶ [.NET Programming \(ASP.NET, Windows Forms, MVC, WPF, WCF\)](#)
- ▶ [Back-End Web Development \(Node.js, Perl, PHP\)](#)
- ▶ [C, C++ Programming](#)
- ▶ [HTML5, CSS, JavaScript, jQuery, Angular](#)
- ▶ [Java Programming \(Java EE, JPA, Spring, Hibernate, EJB\)](#)
- ▶ [Mobile Application Development \(Android, Objective-C, Swift, Xamarin\)](#)
- ▶ [Perl Programming](#)
- ▶ [PHP Programming](#)
- ▶ [Project Management](#)
- ▶ [Python Programming](#)
- ▶ [SharePoint Administration and Power User](#)
- ▶ [SQL Server Administration](#)
- ▶ [SQL Server Business Intelligence \(SSRS/SSIS/SSAS\)](#)
- ▶ [SQL Programming](#)
- ▶ [UNIX/Linux, Shell Programming](#)

### Multiple Attendance Options

SST minimizes your travel expenses by offering face-to-face classes at over 100 locations across America. In addition to regularly scheduled open enrollment classes at frequent intervals, attendees can also opt to attend live classes [remotely](#) from their home or office, or complete [on-demand training](#) at their own pace. Customers can also arrange for training [on-site](#) at their facility.

### Customer Service

Our superior customer service includes: comprehensive satisfaction guarantees; no registration or cancellation fees; personal travel coordinator; assistance with certification applications and test preparation; personalized on-call remote attendance support.

### NAICS Codes

**611420:** Computer Training

**611430:** Professional and Management Development Training

### Product Service Codes

**U006:** Education/Training- Vocational/Technical

**U012:** Education/Training- Information Technology/Telecommunications Training

### SST's Unique Value

We offer multiple delivery options for a quality, cost-effective, TOTAL training solution with customer service policies that remove the risk of failure. **Over 100 locations across America.**



**Dun and Bradstreet:** 180854148  
**Cage Code:** 7EHN0

### Discount Options

Whether you have a large group to train at one location, or smaller numbers of staff spread throughout the country, SST can prepare a custom discount program that will save you money. Furthermore, if you have a discount program with any other training provider, we will beat it.

### Government Clients

- ▶ US Department of Energy (DOE)
- ▶ Department of Transportation (DOT)
- ▶ Bureau of Alcohol, Tobacco & Firearms
- ▶ Centers for Disease Control
- ▶ Central Intelligence Agency
- ▶ Coast Guard
- ▶ Veterans Administration
- ▶ Social Security Administration
- ▶ Legislative Service Bureau
- ▶ DOD (USAF, US Army, US Navy)
- ▶ DFAS (Defense Finance and Accounting Service)
- ▶ DISA (Defense Information Systems Agency)
- ▶ USDA (Department of Agriculture)
- ▶ US Department of Homeland Security

## Guarantees

SST assures that you get quality training at a low price point via our seven ironclad guarantees. This is possible due to a high standard of excellence required of instructor presentations, our proprietary task-oriented courseware development process refined over decades, robust hands on exercises, and internal processes that remove risk.



- ▶ SST guarantees small class sizes.
- ▶ SST guarantees quality instructors.
- ▶ SST guarantees competence.
- ▶ SST guarantees that training from SST will be more cost-effective than training from any other source.
- ▶ SST guarantees that students in open-enrollment classes are protected against cancellations and will be able to receive desired training at the cost they expect and in the time frame they have planned.
- ▶ SST guarantees overall quality with a 100% money-back guarantee. If you're not totally satisfied for any reason, simply withdraw before the beginning of the second day (or before completing 4 modules of an on-demand training presentation). Return all course materials and receive a 100% refund.

## Quality

Students receive a hands on learning experience with at least 50% lab time. Complete control of our courseware allows us to update it more frequently based on student and instructor feedback. Remote attendees utilize the same equipment and obtain the same real-time attention and feedback from the instructor and other students.

Small class sizes (an average of 6-8 students) mean more direct instructor facilitation.

SST instructors are dedicated technology experts with an average of over 10 years experience in IT programming and training. Our requirements for instructor performance are so stringent that only a tiny fraction of professional instructors currently teaching for competitors can even be considered for an interview. Less than half of those pass our screening and are ever offered a position with SST.

### On-Demand Training

On-demand training allows you to complete courses from any device (PC, phone or tablet) at your own pace. Our unique approach combines on-demand training with personal facilitation and comprehensive hands-on exercises. Students receive electronic copies of the same course materials as our live courses, which include a student guide and lab guide.



### Remote-Live Training

SST offers a remote attendance option for students who are not located near a training location. Remote access students attend the same live training delivery as students in the classroom. Two-way video and audio communication allows participation as close to "being there" as possible, including the ability to remotely control the broadcast camera, dynamically interact with questions or comments and collaborate during labs.



### Face-to-Face Training

Attend training face-to-face in a classroom-based setting or at your site. Our small class sizes assure personal attention. We offer more than 100 locations across America, minimizing the need for travel. For clients who must travel to a course location, SST offers cost effective travel packages. Pay no additional fees for application, registration, or cancellation.

