



Skillsoft® Mentoring Services

Personalized certification support from subject matter experts

Our experienced Skillsoft mentors provide round-the-clock support, guidance and encouragement to the learners in your organization who are pursuing a broad spectrum of technology-based and business certifications.

The members of your workforce put a lot of time and effort into learning the skills needed to achieve new certifications.

Much of this preparation will be spent in individual study and practice. Yet inevitably, these learners will need to turn to an expert when they have questions, encounter difficult concepts or need confirmation that a task was completed correctly.


Our expert mentors provide valuable help by answering email questions, chatting online with learners, providing feedback on course work and keeping learners on track for certification.

For the 50+ most popular certification exams, our mentors offer year-round 24x7/365 support. For an additional 60+ certification exams, mentors are available Monday through Friday, 9 am to 5 pm EST time.




Ask My Mentor

Your Mentoring Team is ready to help answer your course and, where applicable, certification related questions. There are several ways to reach the Mentoring Team.

**Chat with a Mentor**

If you have a short course or certification question, your Mentoring Team will provide you with a quick answer. To enter a live chat with a Mentor, click the **Chat with a Mentor** button.

[Chat with a Mentor](#) This chat tool is powered by Velaro. Please click here to view Velaro's Privacy Policy.

**Email My Mentor:**

If you have a detailed course or certification question, your Mentoring Team will provide you with a detailed answer via email. To create and send an email to a Mentor, click the **Email My Mentor** button.

[Email My Mentor](#)

Flexible options to talk live or email experts to support your certification process.

With extensive and diverse experience, our mentors provide superior support for more than 100 current professional certifications, including those for Microsoft®, Cisco, CompTIA, Oracle® and many other products.

Unparalleled expertise

Our 20+ staff mentors hold over 1,000 combined certifications and accreditations, and average over 25 certifications each.

Seamless Skillport delivery

Learning tools such as chat, “Email My Mentor” and daily certification emails are available as part of the standard mentor offering on our Skillport® learning management platform.

Chat and email support can be accessed from directly within relevant courses or through the Skillport catalog, supporting learner at their particular moment of need. Additional support can be found via the search results in our Search-and-Learn® engine.

Integrated third-party solutions

The majority of our mentoring services can be accessed directly from other platforms and learning management systems so that mentoring help can be accessed easily, reducing the time and hassle of having to leave the system in order to find help.

TestPrep exam support

Skillssoft’s TestPrep exams, created by our mentoring teams, give learners a chance to test their knowledge of certification subjects in either a simulated test environment or in a “study mode” that offers instant feedback.



For more information or to learn more,
call 866-757-3177 or visit www.skillssoft.com



Features

Support for both email and chat access for the majority of the popular exams including 24x7 365-day support for 25+ exams and 40 hours a week for an additional 70 exams. For these exams we have a Guaranteed six-hour email response time.

Support by email 40/hours per week for the remaining 15+ certification exams, with a guaranteed next day response time.

Exclusive TestPrep exams are prepared by our mentors to mirror certification tests.

Benefits

Keep your employees motivated and on-track with their certification efforts

Broad coverage and guaranteed response times help learners get answers and feedback fast

Integrates easily with third-party learning management systems to provide easy access to mentoring help at the point of need

Helps to keep your talent and skills development programs aligned with your performance goals