

FEDERAL

CAPABILITY STATEMENT

TRAINING SERVICES



Sourcing professional training for government and public sector entities is tricky. We can help.

CCS Learning Academy is the professional training division of CCS Global Tech. Designed to foster professionals' knowledge and capabilities, we use our 25+ years of training expertise to help government and public sector entities keep their teams up-to-date and relevant in the workplace.

We're a selected Tier 1 vendor with experience helping government and public sector entities large and small. We offer a comprehensive menu of courses that help you to keep your staff relevant while maximizing your budget dollars.

I am pleased to highly recommend CCS Learning Academy as a trusted provider of leadership development training for any state agency. Since January 2023, they have delivered exceptional training sessions across Washington State, covering Professional Development, Leadership, DEI, and Risk Management topics, with consistently favorable evaluations. Over the past 18 months, they have conducted 20 sessions in virtual and in-person formats, meeting all deadlines and demonstrating professionalism and expertise. Their flexible, high-quality training has made them an invaluable partner, and I am confident they will continue to meet workforce development needs effectively.



Rachael Stich
Lead Learning Consultant
WA State Department of Enterprise Services

WHY WE'RE A GOOD FIT

▶ EXPERTISE

We've been active in the professional training space since 1997. That's **25+ years of experience** and expertise we bring to the table.

▶ RELEVANCE

We track industry trends and adjust our offerings to reflect what we see happening in the marketplace.

▶ FLEXIBILITY

We work with teams and organizations of every size and level. We **customize each solution**, including scheduling, budgeting, and delivery platform.

▶ INNOVATION

Our diverse pool of instructors and subject matter experts **adapt to client project needs** and conceptualize training solutions.

Taught by industry experts who understand this unique landscape, our programs are cost-effective investments that are budget-friendly and easy to implement. This, coupled with our emphasis on real-world skills, ensures your staff become highly effective contributors who can face any challenge in today's landscape,

SIN Code

611420

(Information Technology Training)

611430

(Professional and Management Development Training)

CORE COMPETENCIES



Certification Courses

Microsoft, EC-Council, ISC2, CompTIA, Mile2, ITIL, and PECB certification programs.

Cybersecurity Awareness Training

Enhancing security knowledge and best practices for individuals and organizations.

Data Analytics & AI Training

Practical courses on data-driven decision-making using industry-standard tools.

Leadership & Professional Development Training

Programs to enhance managerial and communication skills across teams.

Flexible Delivery Options

In-person, virtual, self-paced, and blended learning options.

AREAS OF EXPERTISE

- Analytics & BI
- Business & Project Management
- Cybersecurity
- Infra & Networking
- Process & Framework
- Leadership Development
- Professional Skills
- Business Skills
- Communication and Media Handling
- Customer Service
- De-escalation
- Executive Coaching
- Human Resource and Compliance
- Financial Literacy
- eLearning
- Custom eLearning
- Quality (Lean Six Sigma)
- Sales Training

SECTOR EXPERIENCE

- Aid Agencies
- Armed Forces – Military
- Governance – City, County, State
- Health
- Housing
- Information Technology
- Insurance
- Public Transportation
- Schools
- Security
- Universities
- Utilities
- ...and more!

The Bay Area Training and Exercise Program has been working with CCS Learning Academy since November 2023. CCS Learning Academy has delivered training on "Media Spokesperson Skills for Crisis" twice (November 2023 and February 2024) with over 40 participants in each class. The training included lectures, group discussion, video examples, hands-on message development practice and on-camera "mock" interviews for selected participants. Participants rated the training 5 out of 5 on overall effectiveness of the instructor's teaching and curriculum.

CCS Learning Academy has been a valuable vendor to work with. They are very communicative and timely. The trainings they have delivered have been met with great feedback and continued interest.



**BAY AREA TRAINING AND
EXERCISE PROGRAM (BATEP)**

HOW WE WORK

We make bringing professional development easy. Using our tried and tested training system, we deliver effective, customized training solutions to organizations of every size. Here's a snapshot of our process.

IN-DEPTH EVALUATION

Our subject matter experts and instructors evaluate your learning and development needs to ascertain skill gaps.

IMMEDIATE RESULTS

Through practical hands-on learning and real-life scenarios, your staff learn skills they can put to use immediately.



CUSTOMIZED SOLUTION

Your evaluation results help us customize your learning experience, including the delivery platform and budget.

EFFECTIVE DELIVERY

Our certified instructors deliver high-quality training, professional aptitude, and technical expertise via the delivery platform best suited to your needs and goals.

DELIVERY OPTIONS

- ✓ **Live Instructor-Led Training (ILT)**
- ✓ **Virtual Instructor-Led Training (vILT)**
- ✓ **eLearning & Self-Paced Modules**
- ✓ **Workshops & Seminars**

CONTRACT VEHICLES

- ✓ GSA MAS Contract: 47QTCA23D00EH
- ✓ Available via GSA eBuy



I highly recommend CCS Learning Academy for its exceptional learning services. The DC Court has partnered with them to facilitate online technology classes, covering topics like Microsoft Office, Artificial Intelligence, and certifications such as PMP and Security+. Their expertise, professionalism, and flexibility in delivering quality technical courses have been invaluable. CCS Learning Academy consistently meets our learning needs, making it a pleasure to work with them.



THE DC COURT

CCS
LEARNING ACADEMY

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KEY DIFFERENTIATORS

GSA Schedule Approved

Streamlined procurement through GSA Schedule with competitive pricing.

Certified Instructors

Our trainers hold industry-recognized certifications like Microsoft, EC-Council, ISC2, CompTIA, Mile2, ITIL and PECB Certifications.

Proven Track Record

Successfully trained 5,000+ professionals across federal, state, and local agencies.

ISO 27001 & SOC 2 Certified

Ensuring data security in all virtual and on-demand training platforms.

Adaptive Learning Design

Courses customized to agency-specific requirements and federal guidelines.



To date the State of New Hampshire has recognized an excellent customer experience with CCS Learning Academy. Their professionalism, expertise, and attention to detail make training both engaging and highly effective. The instructors are knowledgeable, courteous, and committed to ensuring that every participant gains valuable skills and confidence. I highly recommend CCS Learning Academy for anyone seeking top-quality training support.



Stephen J. Mason
Education and Training Officer,
State of New Hampshire

AFFILIATIONS, CERTIFICATIONS & ACCREDITATIONS



EC-Council



COURSE HIGHLIGHTS

We offer training for all skill levels. This is only a sample of our offerings. Please contact us or visit our website for a complete course catalog.

Microsoft

- ☒ Introduction To SQL Databases
- ☒ Administering A SQL Database
- ☒ SQL Server Integration Services
- ☒ Administering A SQL Database Infrastructure
- ☒ Designing & Implementing An Azure AI Solution
- ☒ Microsoft Azure AI Fundamentals
- ☒ Automating Administration with PowerShell
- ☒ Microsoft Azure Administrator
- ☒ Planning and Administering Microsoft Azure for SAP Workloads
- ☒ Developing Solutions for Microsoft Azure
- ☒ Designing Microsoft Azure Infrastructure Solutions
- ☒ Designing and Implementing Microsoft DevOps Solutions
- ☒ Microsoft Azure Security Technologies
- ☒ Designing and Implementing Microsoft Azure Networking Solutions
- ☒ Microsoft Azure Fundamentals Training Certification
- ☒ Querying Data with Microsoft Transact-SQL
- ☒ Designing and Implementing a Data Science Solution on Azure
- ☒ Data Engineering on Microsoft Azure
- ☒ Administering Microsoft Azure SQL Solutions
- ☒ Microsoft Azure Data Fundamentals
- ☒ Microsoft Power BI Data Analyst
- ☒ Power Platform Solution Architect
- ☒ Microsoft Power Platform Fundamentals
- ☒ Microsoft 365
- ☒ Office 365
- ☒ SharePoint

CompTIA

- ☒ CompTIA ITF+
- ☒ CompTIA A+
- ☒ CompTIA Network+
- ☒ CompTIA Security+
- ☒ CompTIA Cloud+
- ☒ CompTIA Linux+
- ☒ CompTIA Server+
- ☒ CompTIA CySA+
- ☒ CompTIA PenTest+
- ☒ CompTIA CASP+
- ☒ CompTIA Cloud Essentials+
- ☒ CompTIA Project+

Cybersecurity

- ☒ Cisco-Security
- ☒ Network Defender
- ☒ Ethical Hacker
- ☒ Information Systems Security
- ☒ Managing and Conducting an Effective Vulnerability Assessment
- ☒ Wireless and Mobile Security
- ☒ Forensics
- ☒ Information Systems Auditor
- ☒ Training
- ☒ Information Security Manager

MSBA has been working with CCS Learning Academy since August 2021 to the current date. CCS has been delivering training on many topics like - Virtual Team Building, DEIB Overview, Conflict Management, Unconscious Bias, Critical Thinking, Unconscious Bias & Micro aggression, Performance Management for Managers, Difficult Conversations & Conflict Management. We are very pleased with their work, and we have not had any misunderstandings or miscommunications on any part. They have been very helpful and very accommodating with our schedules and times. They are helping us in skilling our teams over last 3 years.



Stacy Patino
Director of Human Resources
Massachusetts School Building Authority



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PMI

- ✓ PMP
- ✓ CAPM
- ✓ PMI-ACP
- ✓ PMI-PBA
- ✓ PMI-RMP

ISC2

- ✓ CISSP
- ✓ SCCP
- ✓ CCSP
- ✓ CSSLP
- ✓ CGRC

PeopleCert

- ✓ ITIL® 4 Foundation Certification

Professional Skills

- ✓ Essential Ethics
- ✓ Facilitation Fundamentals
- ✓ Stress Management Workshop
- ✓ Emotional Intelligence Essentials
- ✓ Critical Thinking Skills Workshop
- ✓ Interpersonal Skills Workshop
- ✓ Time Management and Multitasking
- ✓ Creative Problem-Solving Workshop
- ✓ E-mail Etiquette
- ✓ Managing at a Distance
- ✓ Dealing With Troubled, Toxic or Negative People
- ✓ Effective Communication Basics
- ✓ Developing a Communication Strategy
- ✓ Delivering Constructive Criticism

Business Skills

- ✓ Prospecting
- ✓ Sales Fundamentals
- ✓ Negotiation and Closing Techniques
- ✓ Strategic & Key Account Management
- ✓ Core & Advanced Consultative Selling
- ✓ Winning Major Sales
- ✓ Virtual Selling
- ✓ Sales Productivity
- ✓ Sales Management & Coaching
- ✓ Sales Management & Coaching

Customer Service

- ✓ Cultural Sensitivity and Diversity Awareness
- ✓ Customer Retention Strategies
- ✓ De-escalation and Conflict Management
- ✓ Customer Interaction Best Practices
- ✓ Customer Service Leadership and Coaching
- ✓ Service Recovery and Complaint Resolution
- ✓ Customer Service Fundamentals for Excellence

Leadership Skills

- ✓ Emotional Intelligence (EQ) for Leaders
- ✓ Coaching and Mentoring for Leaders
- ✓ Change Management Leadership
- ✓ Leading with Your Values
- ✓ Situational Leadership Skills Program
- ✓ Leadership Learning Engagements
- ✓ Leadership & Influence Workshop
- ✓ Difficult Conversations & Conflict Management
- ✓ Effective Accountability
- ✓ Five Dysfunctions of a Team
- ✓ Servant Leadership
- ✓ Outward vs. Inward Mindset
- ✓ The New Leadership Basics

Human Resources

- ✓ Performance and Measurement
- ✓ Performance Management Workshop
- ✓ Performance Mindset Basics
- ✓ Employee Engagement and Motivation
- ✓ Mindfulness and Employee Wellness
- ✓ Individual Contributor Development
- ✓ Employee Relations
- ✓ Anti-Harassment Policy and Procedures Training
- ✓ Work Environment and Culture Change Efforts
- ✓ Training for Center Anti-Harassment Coordinators, Fact Finders, and Decision Makers
- ✓ Sexual Harassment Prevention for Employees
- ✓ Domestic Violence in the Workplace
- ✓ Sexual Harassment Awareness & Prevention for Managers and Leader

More Workshops

- ☑ Mindfulness Training for Focus and Calm
- ☑ Managing Stress in Crazy Times
- ☑ Communicate to Motivate!
- ☑ Communicate with Impact
- ☑ The Art and Science of Facilitation – Make Instruction Come to Life!
- ☑ Empathy is Key – Understanding Others' Experiences to Help Your Own
- ☑ From Rumbling to Rallying – Mitigate Issues Before They Snowball
- ☑ Facilitate! Leave the Lecture Behind
- ☑ Leading Change – For Good (Change Management Training)
- ☑ Crucial Conversations for Leaders
- ☑ Create High Performing Teams
- ☑ The Art and Science of Facilitation
- ☑ Presentation and public speaking skills

- ☑ Leadership and influence
- ☑ Conflict Resolution
- ☑ Communicating with Confidence
- ☑ Building empathy
- ☑ Continuous improvement

Sales Training

- ☑ Prospecting
- ☑ Sales Fundamentals
- ☑ Negotiation and Closing Techniques
- ☑ Strategic & Key Account Management
- ☑ Core & Advanced Consultative Selling
- ☑ Winning Major Sales
- ☑ Virtual Selling
- ☑ Sales Productivity
- ☑ Sales Management & Coaching

The State of Maine Department of Labor has been working with CCS Learning Academy and H3C LLC since 2023. CCS Learning Academy in partnership with H3C has been delivering training for Diversity, Equity, Inclusion and Accessibility Strategic Guidance and Implementation Support. They have trained our leadership team as well as staff—over 100+ participants in total, with high levels of satisfaction.

We are pleased with their work, their expertise, flexibility and communication. We look forward to their continued partnership in the coming months.



THE STATE OF MAINE,
DEPARTMENT OF LABOR

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