

Certificate of
ACHIEVEMENT

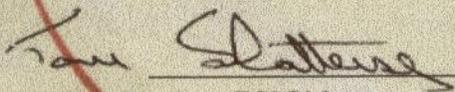
European Customer Support Center

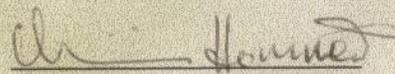
presented
to

Oliver Dering

On completion of
Introductory Technical Training

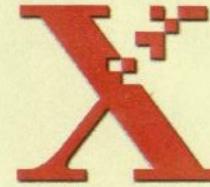
Credit


ECSC Manager


Training Co-ordinator

Date
27th June
2001

SmartForce
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Certificate of Completion

Presented to:

Olivier Dering

For successfully completing the following course:

TECHNICAL SUPPORT

Interaction with Customers

Date: July 2001

Mary O'Driscoll

Mary O'Driscoll
Education & Learning Manager

Xerox Europe Limited
Ballycoolin Business Park
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