

Certification Transition Case Study

Enable Cisco Asia Pacific Learning Partners to transition from one certification course to a new one.

Cisco eased trainer transition with a blended e-learning solution

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Background

- The primary **goals**

Enable Cisco Asia Pacific Learning Partners to transition from delivering ICRC course to the new ICND course

Planning for delivering new core classes

- The biggest business **opportunity**

Overcome limited flexibility to travel in and out of some countries in the region

Gain 100% transition participation

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Implementation: Business View

- **Implementation steps/process**

Timing of Events

Ensuring continuous engagement

Budget constraints

Multiple languages/translations needed

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Implementation: Business View

- **Success Factors**

Available ICND Subject Matter Experts

Facilitator to coordinate and maintain control of the learners

Delivery in both Chinese and English

Preparatory work completed

Proper positioning of the event to the Learning Partners

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Implementation: Technology View

Asynchronous Events

- **Preparation Work**

Review PowerPoint slides

Become familiar with new content

Prepare presenter questions

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Implementation:Technology View

Synchronous Events

- **PlaceWare Virtual Classroom**
- **Telephone Bridge**



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Implementation:Technology View

Post-Assessment

- **Qualitative Open-Ended Evaluation**
Level 1 Metric satisfaction questions
- **No Post-assessment test was necessary**

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Lessons Learned / Best Practices

- **Put more emphasis on preparatory work**
 - Make it mandatory
 - Develop pre-assessment tests
- **Empower and enable audience to deliver other similar events**
- **Record live event for future use**
- **Recognize and plan for diverse audience cultural and social issues**

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E-learning Results

- **Tangible E-Learning Results**
 - 100% audience satisfaction
 - 100% would attend future events with the same format
 - 90% of attendees are delivering the new ICND course

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E-learning Results

- **Intangible E-Learning Results**

Built external advocates for e-learning

Familiarized learners with new e-learning tools

Immense potential for cost savings and no loss in revenue

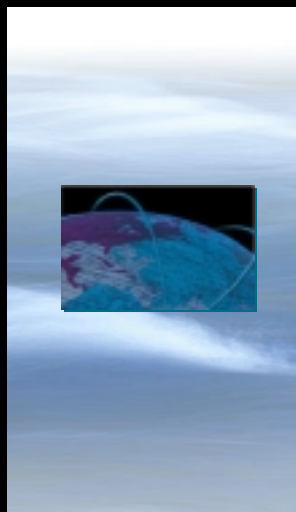
Convenient for Cisco Learning Partner

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Virtual Classroom Case Study Summary



- Blended Learning consist of both **synchronous** and **asynchronous** events
- Audience preparation is key
- Offers both **time** and **budget** savings
- Use 'off-the-shelf' software and technologies

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