

# Cisco Learning Credit Program Guidelines for Cisco Learning Partners





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## 1. Program Description

The Cisco Learning Credit Program is a way to simplify training procurement, enabling customers to:

- identify training requirements
- develop a training plan
- prepay for training in the form of credits

These credits provide access to high quality, authorized training delivered by participating Cisco Learning Partners and Cisco Learning Solutions Partners worldwide.

Now customers can purchase training at the same time as they purchase hardware, software, and other services for an integrated network solution.

## 2. Customer Benefits

### • *Complete Network Solution*

- Integrates hardware, software, services, and training.
- Strengthens the linkage of training as an integral and indispensable piece of the networking solution purchase.
- Encourages discussion about training needs at the point of technology purchase instead of as an afterthought.

### • *Access to Training Experts*

- Cisco Learning Partners and Cisco Learning Solutions Partners are the only authorized channel for delivering curriculum developed by Cisco. They have access to Cisco labs, simulations and the latest products.
- Cisco Learning Partners must meet stringent guidelines for authorization and their instructors must pass rigorous exams to become Cisco certified instructors.
- Participating Cisco Learning Partners offer a training needs assessment to help their customers identify training needs and develop training plans.

—A Training Mapping Tool is available to assist customers in estimating the number of credits needed for selected training.

- ***Cisco Learning Credit Management Tool***

—This online database, similar to those used for online banking, registers the customer's learning credits, tracks transactions, validates learning credit redemptions, and generates reports.

—The tool helps the customer maintain precise records of both collective and individual training statistics.

—Monthly statements make it easy for customers to manage their overall training purchase.

- ***Administrative Efficiencies***

—Eliminates the need to allocate funds for training on an ad hoc basis by encouraging the purchase of training concurrent with initial purchase.

—Reduces the time, effort, and expense of generating purchase orders for training and student reimbursement systems by offering prepaid training and a tool for tracking usage.

—Simplifies the administrative link between the customer, and the Cisco Learning Partner.

—Requires only one purchase order for the complete purchase.

### **3. Definitions**

- ***Cisco Learning Credits***

Cisco Learning Credits are an offering on the Cisco price lists. The offering is prepaid training in the form of learning credits. Credits may be purchased with a hardware, software or services, order or as a stand-alone item.

—Credits may be redeemed from a participating Cisco Learning Partner or Cisco Learning Solutions Partner up to one full year from the date of the Cisco booked sales order.

—All Cisco courses (ILT, e-learning, and custom courses offered through Cisco Learning Partners and Cisco Learning Solutions Partners) are eligible for redemption.

- ***Cisco Learning Partner and Cisco Learning Solutions Partner***

A Cisco Learning Partner and Cisco Learning Solutions Partner is any person or entity that is in possession of a current, valid Cisco Learning Partner Agreement and is in good standing.



- ***Cisco Standard Course***

Cisco standard course is a course taught in the format and of a duration as recommended or specified by Cisco.

- ***E-Learning Offering***

E-learning offering is a training course designed to be delivered via the Internet.

- ***Customer Price***

Cost the customer pays the Cisco Learning Partner for the offering. Price and associated Learning Credits are negotiated between the customer and the Learning Partner.

- ***Effective Date***

Effective date is the date the Cisco Learning Credits are available to the customer for redemption.

#### **4. Identifying Training Needs**

- Training Needs Assessment, a service offered by participating Cisco Learning Partners, can help customers identify their network training needs and develop a training plan, if they need assistance.

- The following represents some of the critical areas that would be included:

- Specific Technology Training Needs

- Technical Knowledge and Expertise of Your Employee

- Training Environment

- Cisco Certified Individuals

- Measuring Success & Next Steps

- Contact Cisco if you do not already have a relationship with a Learning Partner:

- Your Cisco Account Manager can make an introduction.

- You can conduct a search on the Learning Locator on the Learning & Events Web site at [www.cisco.com/go/training](http://www.cisco.com/go/training).

#### **5. Determining the Number of Credits to Purchase**

- The Training Mapping Tool correlates available training with Cisco products and technology/solution areas. This tool is available from participating Cisco Learning Partners or directly when you purchase Learning Credits. The mapping tool includes

an estimator so you can determine how many credits to purchase and has links to complete course descriptions and course registration.

- ***Getting started***

Starting with the "Course List" worksheet; determine the Cisco Products and Technology/Solutions in which you are interested. The "Course Title/Course Acronym" is a live link to a course description that includes prerequisites, duration, and objectives. The "Delivery Method/Register" is a live link to the Learning Locator that provides a list of Cisco Learning Partners offering the class for a given date range.

- ***Sorting the worksheet***

To sort the worksheet by "Technology/Solution", select column "B" to highlight, go to the "Data" pull-down menu at the top of the screen, and select "Sort". Select "Expand Selection" from the dialogue box and click on "Sort". Choose "Ascending" or "Descending" and then click on "OK".

- ***Using the estimator***

When the classes of interest have been selected, copy and paste those lines from the "Course List" worksheet onto the "Learning Credit Estimator" worksheet. Fill in the "# of Students" column to calculate the approximate total of Learning Credits needed.

## **6. Purchasing Cisco Learning Credits**

- Customers order learning credits the same way they order hardware, software, and other services today.
  - If a customer does not have a relationship with Cisco or a Cisco reseller, the customer must complete a customer profile on [www.cisco.com/go/ordering](http://www.cisco.com/go/ordering).
  - This profile, once approved and processed, will assign a Cisco Customer Online ID and advise the customer as to the various ordering tools available to them.
- Each learning credit is worth \$100US of training from a participating Cisco Learning Partner.
  - Credits are sold in packs of 100, 500, and 1500 credits.

<b>Part Number</b>	<b>Credits</b>	<b>List Price</b>
TRN-CLC-001	100 pack	\$ 10,000
TRN-CLC-002	500 pack	\$ 50,000
TRN-CLC-003	1500 pack	\$150,000

- Credits may be purchased as a stand alone item or included in another order for hardware, software, or services.
- Credits are valid for one year (365 days) from the date of the booked Cisco sales order and are available to the customer for redemption. They may be redeemed individually.

## 7. Redeeming Cisco Learning Credits

- A Cisco sales order number is assigned for each credit pack purchase. This number must be used as the payment when registering for training with a Cisco Learning Partner.
  - If the customer does not have the Cisco sales order number, the customer must contact their purchasing manager or their Cisco Account Manager to obtain it. If no one is able to locate the Cisco sales order number, the customer may contact the Cisco Learning Credits Coordinator for assistance.
  - If the cost of the training is more than the number of available learning credits, the customer is responsible for the remaining amount due. This split payment is paid directly to the Learning Provider.
  - Multiple sales order numbers may be used.
  - Credits are redeemed individually and are worth \$100US each.
  - Cisco does not establish or publish suggested resale prices for training. Contact the Learning Partner directly to determine the cost of a training product or service being offered.
    - †Training must commence on or before the expiration date of the credits or they may not be redeemed as payment.
  - The Learning Partner, via the Credit Tool, will validate that the credits are available and debit the customer account.
    - †When the credits are debited, the customer Team Captain will receive notification from the Learning Partner that the training registration is complete.
    - †The customer Team Captain will also receive an email notification that their credit balance has changed.
- Credits expire in one year. When they expire, the credits are no longer available for redemption.
- Customers may redeem credits from participating Cisco Learning Partners for all Cisco training including instructor-led training courses, e-learning, labs, simulations and customized training programs.
  - For a complete list of participating partners, please visit:  
[www.cisco.com/go/class\\_locator](http://www.cisco.com/go/class_locator).
  - The credits cannot be used for non-Cisco related training, cash, or purchase of other products or services from Cisco.
  - If an offering is a blend of various vendor training such as Microsoft, Oracle, and Cisco, the Cisco portion must be 85 percent or greater to be paid for with Learning Credits. The management of credits is the sole responsibility of the customer.

- If customers are redeeming Learning Credits for a training course, the course must begin before the designated credit expires.
  - Buying Learning Credits does not automatically guarantee a reservation in a class. Prospective students should determine that the Learning Partner accepts Learning Credits as payment before registering for the class or purchasing the training material.
  - If a class is cancelled by the Learning Partner, the credits debited will be refunded. Refunds for student cancellations are subject to the refund policy of the specific Learning Partner involved. The credit expiration date remains the same.
  - If a student wishes to transfer their seat to another student, the customer must notify the Learning Partner. The Learning Partner will update the student information in the Credit Tool.
  - Students cannot transfer into a class that starts after the expiration date of the designated credits.
- If a customer defaults on paying the invoice, or the account is on credit hold (determined by Cisco), the Learning Credits account will be deactivated and the remaining credits will no longer be available for redemption.
  - When the customer's credit hold is removed, the Learning Credits account will be reactivated and the credits will be available for redemption.
  - The original credit expiration date remains in place.

## **8. Managing Learning Credits**

- Credits are registered in the Learning Credit Management Tool (Credit Tool).
- A CCO username and password is required to use the Credit Tool.
  - It is the customer's responsibility to maintain access to the Cisco Connection Online (CCO).
- The customer's Cisco Account Manager designates a Team Captain in that company. The Team Captain is the person authorized to manage credits for his/her company.
- The Team Captain administers the Credit Tool and receives monthly statements as well as notifications whenever a transaction occurs.
- The Team Captain assigns Team Players, additional users authorized to administer the Credit Tool. The Team Captain determines if the Team Players will receive the monthly statement and/or notifications.
- Cisco uses the contact information to send transaction notifications as well as the monthly statement. It is the customer's responsibility to maintain accurate contact information.

- Cisco Learning Partners have access to the Credit Tool for debiting credits.
  - Learning Partners do not see the credit balance for customers.
  - Learning Partners only have access to the customers redeeming credits with them.

## 9. Customer Support

- If you have questions about purchasing Learning Credits, contact a Cisco sales representative or channel partner.
- If you have questions about the Learning Credit Management Tool, access the online help function and, if necessary, contact the Cisco Technical Assistance Center (TAC) at <http://www.cisco.com/kobayashi/support/tac/home.shtml>.
- If you need help locating a Cisco Learning Provider, refer to the Learning Locator at [www.cisco.com/go/training](http://www.cisco.com/go/training).
- To find information specific to e-learning courses, visit <http://www.cisco.com/go/ciscolearningcourses>.
- If you have questions about credit balances, contact the Cisco Learning Credits Program manager, Eleanor Broadbent at [lcmt\\_pm@cisco.com](mailto:lcmt_pm@cisco.com).
- If you have general questions regarding training, certification, or Cisco Learning Partners, visit [www.cisco.com/go/training](http://www.cisco.com/go/training).
- If you have general questions specific to Learning Credits, visit [www.cisco.com/go/learningcredits](http://www.cisco.com/go/learningcredits).

## 10. Cisco Agrees to:

- Administer the Cisco Learning Credit Program.
- Maintain the Learning Credit Management Tool.
- Manage the Cisco Learning Partner program.
- Train and support the Cisco sales force in selling Learning Credits.
- Assist customers in identifying appropriate training for their needs.

Cisco Systems reserves the right to amend these Guidelines periodically. Cisco Systems agrees to use reasonable commercial endeavors to provide advance notice of any changes to the guidelines.

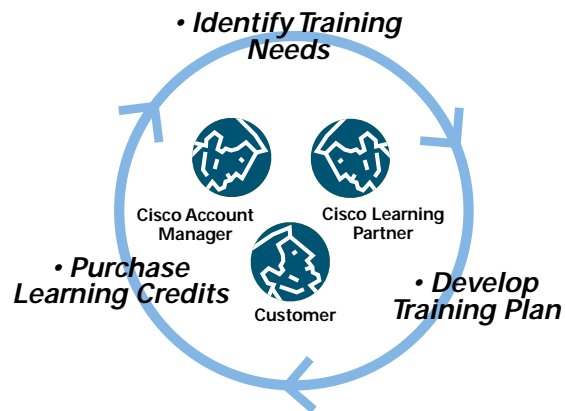
Cisco Systems shall be entitled to have a third party administer all or part of the Cisco Learning Credit Program on its behalf. By participating in the Cisco Learning Credit Program, the participant grants Cisco Systems the right to supply third parties with such participant information as is required for performance of the program.

It is the responsibility of participants to remain informed of current program guidelines on an on-going basis.

## Summary

### Step 1 Select a Cisco Learning Partner or Learning Solutions Partner

- Ask your Cisco Account Manager or use the Learning Locator at [www.cisco.com/go/class\\_locator](http://www.cisco.com/go/class_locator) to select a participating partner.
- Using a Training Needs Assessment, the Learning Partner can assist you in identifying your training needs and develop a plan.
- Use the Training Mapping Tool to help you estimate the number of credits to purchase.



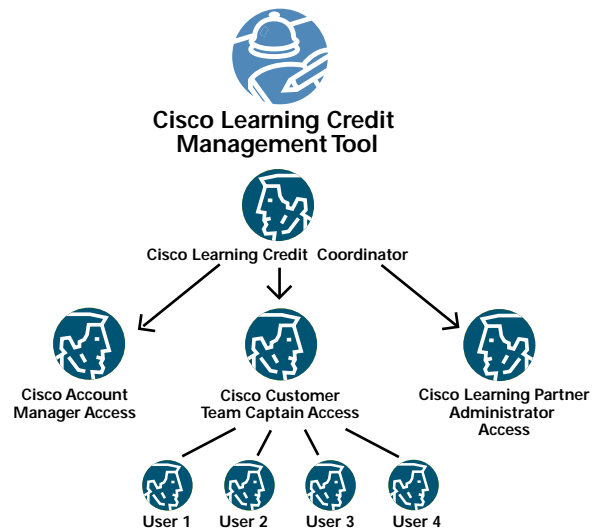
### Step 2 Order Cisco Learning Credits

- Use Cisco ordering tools.
- Determine pack size and quantity.
- Each credit is worth \$100US of training.
- Credits are valid for one year.
- A Cisco sales order number is generated with each purchase.

SKU	CREDITS	LIST PRICE
TRN-CLC-001	100 Pack	\$10,000
TRN-CLC-002	500 Pack	\$50,000
TRN-CLC-003	1500 Pack	\$150,000

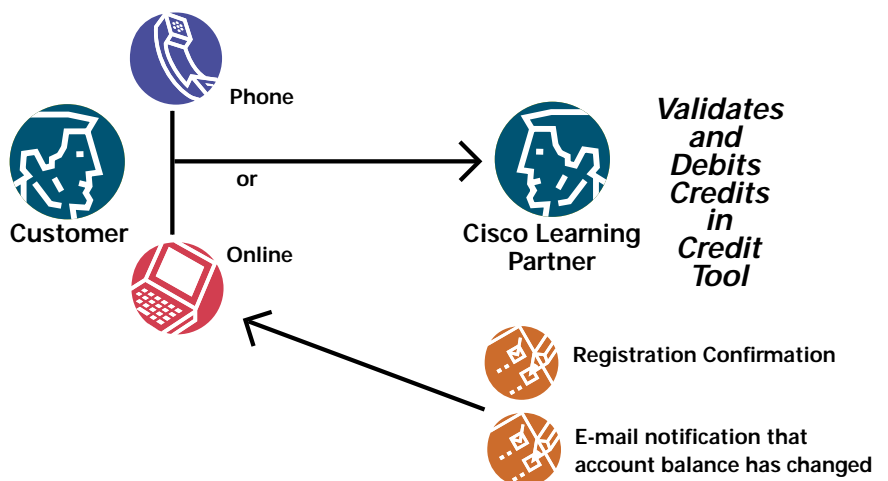
### Step 3 Assign Customer Team Captain

- Cisco Account Manager identifies an administrator for the Learning Credit Management Tool, called a Team Captain.
- Team Captain receives a welcome letter and access to the Credit Tool.
- Team Captain authorizes others, termed Team Players, to use the Credit Tool.



### Step 4 Redeem Credits/Take Training

- Customer contacts Cisco Learning Partner; selects training offering.
- Customer gives Learning Partner Cisco sales order number as payment for offering.
- Learning Partner validates credits are available for redemption, if Credit Tool accepts, completes registration and debits customer account accordingly.
- Customer receives registration confirmation from the Cisco Learning Partner and notification from the Credit Tool, that the credit balance has changed.



### **Step 5 Reporting**

- Team Captain, Cisco Account Manager and Team Players if opted in, receive monthly statement.
- Credits expiring within 90 days are highlighted.
- Transactions from previous month are listed.
- Customer can generate custom reports.

### **Web Areas**

- Specifics on the Cisco Learning Credit Program are located at [www.cisco.com/go/learningcredits](http://www.cisco.com/go/learningcredits).
- Credit tool is accessed at [www.cisco.com/go/lcmt](http://www.cisco.com/go/lcmt).
- General information on Cisco Career Certifications, training, and Cisco Learning Partners are located at [www.cisco.com/go/training](http://www.cisco.com/go/training).

# Cisco Learning Partner Addendum

## 1. Learning Credit Agreement Participation

- a. To participate in the program, Cisco Learning Partners and Cisco Learning Solution Partners must complete and submit the Cisco Learning Credit Agreement available on the Cisco Learning Partner Connection.
- b. Read and adhere to program guidelines posted on the Learning Partner Connection and in the Credit Tool.
- c. Upon submission of the Cisco Learning Credit Agreement, the CLP/CLSP will receive a welcome letter describing the program and provide access to the Credit Tool.

## 2. Learning Credit Management Tool Access

- a. CLP/CLSP have access only to debit and refund accounts from customers who register for training offerings with them using credits.
- b. CLP/CLSP can generate reports on transactions related to these customers.
- c. Cisco will provide an online users guide and Cisco representatives are available to help train CLP/CLSP staff.

## 3. Learning Credits as Payment Option

- a. A numeric field, of up to ten digits, should be created on all registration forms for Learning Credits.
- b. When customers register for training, they will provide a Cisco sales order number indicating the credit pack they are using as payment.
  - i. This is similar to asking for a credit card number and expiration date.
- c. If customer's credit balance is insufficient to cover the cost of the training, the CLP/CLSP may request a second payment (credit card, purchase order, check or cash) to pay the remaining amount.
  - i. If the CLP/CLSP wishes to waive payment of the additional amount needed, it is up to the CLP/CLSP to inform the customer. The negotiation of split payment is the sole responsibility of the CLP/CLSP.
- d. If the customer is purely requesting a quote with Learning Credits and is not ready to purchase the training, the Cisco Learning Partner should not ask for the Cisco sales order number.
- e. CLP/CLSP will determine their own company specific parameters for accepting Learning Credits as payment for Cisco training offerings.
- f. Because CLP/CLSP determines the pricing for training offerings, CLP/CLSP must therefore determine the number of credits to accept as payment for desired training.

## 4. Redemption Process

- a. Customer purchases Learning Credits from Cisco or a Cisco reseller.
- b. Customer receives a welcome letter describing the program with a URL to access the Credit Tool.
- c. Customer contacts the CLP/CLSP to register for offering that permits payment with Learning Credits.
  - i. CLP/CLSP and customer agree on number of credits needed for payment, Customer locates Cisco sales order number in Credit Tool and provides to CLP/CLSP as payment.

- ii. CLP/CLSP uses the Credit Tool to verify the Cisco sales order number and if there are a sufficient number of credits available.
- d. The customer's credit balance is confidential; the CLP/CLSP is informed only if there are enough credits for the requested amount. The tool indicates either accept or deny.
- e. If the credits are denied, the tool generates a note to the CLP/CLSP to inform the customer that there is an insufficient amount of credits available to this transaction, and advises the customer to contact the Cisco sales representative for assistance.
  - i. The customer may choose to provide another Cisco sales order number or pay for the training in the traditional manner.
  - ii. Multiple sales order numbers may be used.
- f. If the tool indicates accept and all entries are valid, the CLP/CLSP enters class registration information, including course name, date, and student name(s).
- g. CLP/CLSP selects the Post Debit button and the customer's account is reduced accordingly. A unique transaction ID is assigned.
  - i. The tool indicates a confirmation page regarding the transaction. The CLP/CLSP may return to the home page or perform another transaction.
  - ii. Normal CLP/CLSP registration confirmation takes place.
  - iii. The tool generates a notification to the customer of the debit. A copy of the transaction is sent to the customer team players and Cisco Account Manager, if the individuals opted-in for this communication.
- h. The tool provides the capability of refunding credits, only by the CLP/CLSP, if necessary.

## 5. Cancellations, Student Transfers

- a. If a class is cancelled by the CLP/CLSP, the credits debited will be refunded. Refunds for student cancellations are subject to the refund policy of the specific CLP/CLSP involved. The credit expiration date remains the same.
- b. If a student wishes to transfer his/her seat to another student, the customer must notify the CLP/CLSP. The CLP/CLSP will update the student information in the Credit Tool.
- c. Students cannot transfer into a class that starts after the expiration date of the designated credits.

## 6. Reimbursement (Invoicing Process)

- a. CLP/CLSP invoices Cisco for 90 percent of the customer price. The remaining 10 percent is an administrative fee to help cover the cost of channel discounts Cisco must provide, management and maintenance of the Credit Tool, administrative fees for reimbursement, ongoing expense for customer support, communication and promotion of the program and general program management costs.
- b. The invoice is generated when the training commences, not before. CLP/CLSPs must email or fax invoices to the Cisco Learning Credit Coordinator at [lcmt\\_pm@cisco.com](mailto:lcmt_pm@cisco.com); fax number 978-936-5321.
  - i. An invoice template is posted on the Cisco Learning Partner Connection as a sample of the information required for payment.
  - ii. CLPs/CLSPs may use their own invoice template, however it must contain the required fields shown on the sample invoice.

- iii. Invoices are due every Friday, or if CLP/CLSP chooses to invoice monthly, invoices are due the first Friday of every month.
- c. Cisco reconciles the invoice with the Credit Tool transaction records.
- d. Payment is made to the CLP/CLSP within 30 days of the invoice date.
  - i. Payment will be made on behalf of Cisco by Gilmore.
  - ii. Payment will be in \$US and paid by check. If the invoice amount is greater than \$5,000US, payment will be made by wire transfer.
  - iii. The administrative fee for the wire transfer will be paid by Cisco.
  - iv. The CLP/CLSP will incur the cost of receiving a wire transfer.
- e. If an offering is a blend of various vendor training, such as: Microsoft, Oracle and Cisco, the Cisco portion must be 85 percent or greater to accept credits as payment.
- f. Since the invoice is not issued until the class commences, credits or refunds to the CLP/CLSP will not be approved.

## 7. Customer Satisfaction

- a. CLPs/CLSPs will maintain a customer satisfaction minimum of 4.25 measured on the 5.0 scale.



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