

# Cisco Learning Credits Program

## General Program Q&A

### **1. What are the benefits of Learning Credits?**

Cisco Learning Credits make it easy to add training to your purchase. Now, procuring the required training for your organization need not be an afterthought to your technology purchase. You will be able to define your networking and training needs concurrently, and prepay for high quality training from authorized Cisco Learning Partners. Learning Credits can also be ordered as a standalone item, as posted on the Cisco Price List.

### **2. What are credits?**

Credits are currency and an approved payment for training. You plan and prepay for training in bulk and upfront. Credits are similar to an on-line bank account. You buy credits and then as you use them, the credits are debited from your account.

### **3. What do credits buy?**

Each Learning Credit pays for US\$100 of training from a participating Cisco Learning Partner.

### **4. Who are Cisco Learning Partners?**

Cisco Learning Partners (CLPs) are the only authorized providers of Cisco curriculum. CLPs must meet stringent guidelines for authorization and their instructors must pass rigorous exams to become certified Cisco instructors.

### **5. What do Cisco Learning Partners offer?**

Cisco Learning Partners offer a variety of training services including a Training Needs Assessment, e-learning solutions, customized Cisco training, access to Cisco learning technologies, real-time simulations, quick-start and in-depth packages, hands-on and remote access labs with the latest equipment, as well as preparation for Cisco Career certifications exams.

### **6. How do I locate a Cisco Learning Partner?**

For a list of CLPs participating in the Cisco Learning Credit Program, please visit <http://www.cisco.com/go/WorldwideLearningPartners> To learn about Cisco training or to search for specific Learning Partners offerings, please visit [www.cisco.com/go/training](http://www.cisco.com/go/training).

### **7. Why should I prepay for this service?**

By prepaying for Cisco Learning Credits, you may anticipate increased productivity, simplified administration and cost savings. By paying for training in advance, you eliminate the need to purchase training on an ongoing basis and may reduce the costs of administering separate budgets, purchase orders and expense reimbursements. By integrating training from the start, you strengthen the linkage of training as an integral and indispensable piece of the networking solution purchase.

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### **8. Will I still receive the same discount from the CLP if I pay with Credits?**

Cisco does not establish or publish suggested resale prices for training. You must contact a participating Learning Partner directly to determine the cost of a training product or service being offered. Learning Credits are the same as cash.

### **9. Why do the credits expire?**

The expiration date for Learning Credits is set at one year from the date of the booked Cisco Sales Order. This requirement was instituted in order to encourage the timely use of training by the customer, and to facilitate suitable revenue recognition time lines for Cisco and its Learning Partners.

### **10. Who can help me determine how many Learning Credits to buy?**

Participating Cisco Learning Partners offer a service called Training Needs Assessment. This consultative, complimentary service can help you identify your network training needs and develop a training plan. In addition, a Training Map correlates available training with Cisco products and technology/solutions areas. This tool is available from participating Cisco Learning Partners or directly to customers when they purchase Learning Credits.

### **11. Do I need to know what courses I'm going to take before I buy the Credit Packs?**

No, you do not have to know the courses beforehand; however it is highly recommended that you work with the participating Learning Partner who has the tools and knowledge to help you assess and create a training plan.

### **12. What kinds of training can I use with these credits?**

Cisco has a variety of options to help network professionals keep up with the latest technologies. You may redeem Cisco Learning Credits for standalone training courses as well as for training that leads to Cisco Career Certification and to specialization. For further training information, please go to

[http://www.cisco.com/en/US/learning/le31/learning\\_learning\\_resources\\_home.html](http://www.cisco.com/en/US/learning/le31/learning_learning_resources_home.html).

### **13. Can Learning Credits be used to earn Certification such as CCNA?**

Learning Credits are used for currency as payment for training that prepares candidates to take the proctored certification exam. The cost of the exam is a separate expense.

### **14. Can I take an e-learning class with credits?**

Yes, all Cisco courses (ILT, e-learning, and custom courses offered through participating Cisco Learning Partners and Learning Solutions Partners) are eligible for use with Learning Credits.

### **15. How can I buy Learning Credits?**

Learning Credits are purchased the same way as you order hardware, software and other services today. If you do not have a relationship with Cisco or a Cisco reseller, you must complete a customer profile at <http://www.cisco.com/go/ordering>

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This profile, once approved and processed, will assign a Cisco Customer Online ID and advise you as to the various ordering tools available.

### 16. Can I use my Credits with any Cisco Learning Partner?

Credits can be redeemed only through participating authorized Cisco Learning Partners. For a complete listing of participating Learning Partners please visit <http://www.cisco.com/go/WorldwideLearningPartners>

### 17. What happens if I don't use my credits before they expire?

Learning Credits not used by the expiration date are no longer valid. An on line account, accessible through the Learning Credit Management Tool, along with monthly statements, are available to help you keep abreast of the status of your credits and will help you to manage your prepaid training dollars effectively.

### 18. What are the part numbers and prices for the Learning Credit packs?

Learning Credits are valued at US \$100 each and sold in packs of 100, 500, and 1500. Training is not discounted; it is a form of payment.

The Learning Credit part numbers and pricing are outlined in the following chart:

#### Learning Credit Part Numbers

Part Numbers	Credits	List Price
TRN-CLC-000	10	\$1,000
TRN-CLC-001	100	\$10,000
TRN-CLC-002	500	\$50,000
TRN-CLC-003	1500	\$150,000

### Cisco Learning Credit Program

[www.cisco.com/go/learningcredits](http://www.cisco.com/go/learningcredits)

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