

## ■ Cisco Learning Credits: Cisco Customers

### Program Overview

#### Description

Cisco® Learning Credits are a convenient and efficient way to purchase and manage Cisco authorized training. They enable customers to increase productivity and improve network optimization while safeguarding training budget and monitoring training expenditures.

#### Value and Timeframe

Each Cisco Learning Credit is valued at \$100 USD toward training and is valid for ONE YEAR.

Learning Credits are redeemable only AFTER they have been credited to the user account. This is usually after all equipment on order ships and is invoiced.

#### Management

The online Learning Credits Management Tool is a robust, easy-to-use tool that enables you to manage and track 24x7 your Cisco Learning Credits. Information includes how many credits were purchased, when and where they were redeemed, the current account balance and when credits expire. <http://www.cisco.com/go/lcmt>

#### Redemption

You can redeem Learning Credits through participating authorized Cisco Learning Solution Partners and their affiliated organizations. Courses must begin before credits expire. Learning Credits also must be redeemed in the currency in which they were purchased. In the USA, Learning Credits may also be redeemed for Cisco Virtual Live Online. [http://www.cisco.com/web/learning/le31/I59/learning\\_credits\\_purchase.html](http://www.cisco.com/web/learning/le31/I59/learning_credits_purchase.html)

#### Team Captains

A team captain is a customer's single point of contact designated to manage Learning Credits using the Learning Credits Management Tool. A team captain does NOT need to be assigned in order to redeem credits. There is one team captain per account. [http://www.cisco.com/web/learning/le31/I59/docs/userrole\\_tc\\_05282.pdf](http://www.cisco.com/web/learning/le31/I59/docs/userrole_tc_05282.pdf)

## Benefits

### Customer Benefits

- Secures Training Budget.
- Increases Productivity and Technical Competency.
- Ensures highest quality of training, through authorized Cisco Learning Solution Partners.
- Simplify PO Process. Administrative costs decreased by reducing need to open multiple POs.
- Increased Competitive Advantage.
- Learning Credits Management Tool, provides a single location to manage and track the Cisco Learning Credits.

### Why Use a Cisco Authorized Learning Partner?

- Latest Authorized Content.
- Cisco Authorized Instructors.
- Strict quality guarantee managed by a Cisco online evaluation system.
- Virtual practice labs using the latest Cisco equipment.
- Simulations created by Cisco to help prepare for Cisco Exams.
- Comprehensive learning needs and skills-gap analysis.
- Customized courses.
- Variety of training delivery methods: classroom, virtual classroom, E-Learning, and on-site delivery. [www.cisco.com/go/learningpartners](http://www.cisco.com/go/learningpartners)

## Additional Info

### Country-specific Availability

- Cisco Learning Credits are not available in all countries. For a list of valid countries, select the Countries of Operation document at [www.cisco.com/go/learningcredits](http://www.cisco.com/go/learningcredits)
- Learning Credits must be redeemed in the currency in which they were purchased.

### For More Information

- Contact your Cisco Account Team or your Authorized Cisco Channel Partner
- Team Captain Changes and inquiries: [lcmt\\_pm@cisco.com](mailto:lcmt_pm@cisco.com)

## Training

### How to Find Training and Estimate the number of Cisco Learning Credits Needed

#### Training Map - START HERE.

This includes course names, delivery method, and lists an estimate of total number of Learning Credits needed. [www.cisco.com/go/trainingmap](http://www.cisco.com/go/trainingmap)

#### Certification Training

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

#### Advanced Technology Training

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

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

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

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

Other courses are available.

#### Advanced Services Education

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

## Purchasing and Redeeming Cisco Learning Credits

### Part Number Combinations

When Ordering Learning Credits, you can order any combination of part number's. Minimum order is 10 credits.

### Part Numbers for Learning Credits

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

Pricing subject to change. For current pricing, please check with Distribution or the Cisco Global Price List.

### Redeeming - Cisco Learning Credits

Cisco Learning Credits are redeemed through participating Cisco Learning Solutions Partners and their affiliated organizations. In the USA, Learning Credits may also be redeemed for Cisco Virtual Live Online.

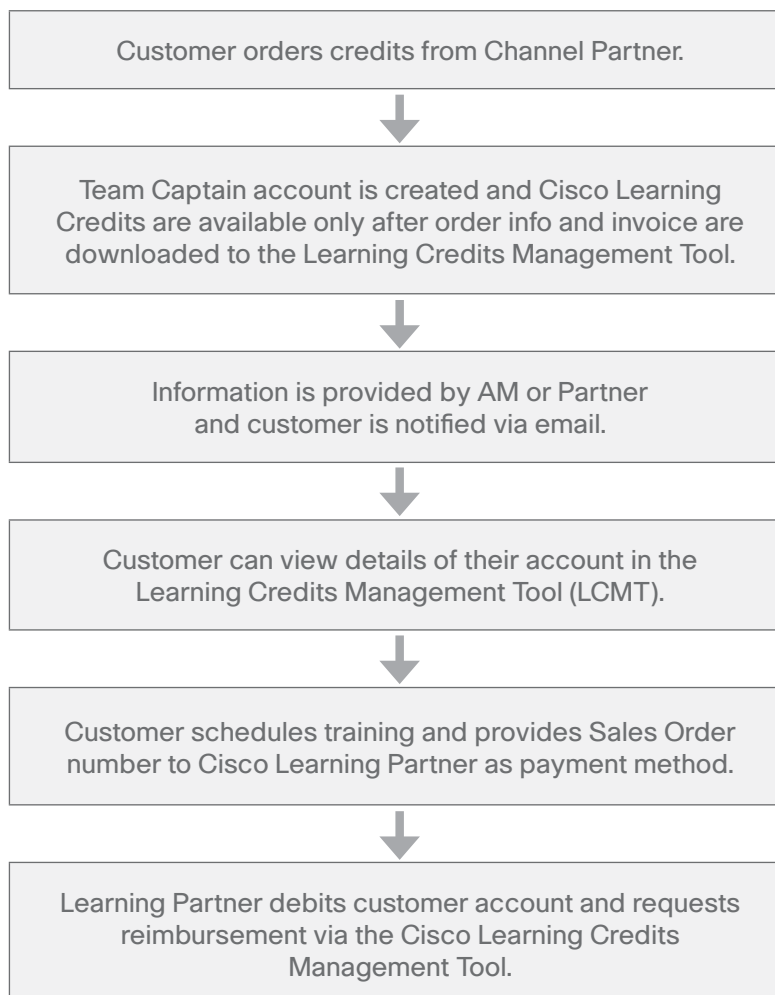
Use the Cisco Sales Order number associated with the existing Learning Credits to pay for the training.

Courses must begin before the Cisco Learning Credits expire. A Team Captain does not need to be assigned for the credits to be redeemed.

Cisco Learning Credits must be redeemed in the currency in which they were purchased.

[http://www.cisco.com/web/learning/le31/159/learning\\_credits\\_manage.html](http://www.cisco.com/web/learning/le31/159/learning_credits_manage.html)

### Cisco Learning Credits Process Flow



## Resources

### Key Links

#### Customer Brochure

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

#### Learning Credits Management Tool

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

#### Public Site - Cisco Learning Credits

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



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