

Learning Services

Worldwide Learning Partner Organization



Learning Partner must provide certain Learning Services as, for example, evaluations, active website, and online registration.

Depending on the Learning Partner level (Learning Partner or Specialized), some Learning Services will be mandatory and others will be elective.

Learning Partners may create any service under the terms of the agreement or as a result of a cooperative agreement with another partner or a third party. Any other partner or third party must meet the requirements that Cisco specifies, in its sole discretion, for delivering learning services.

The Learning Partner Specialized must offer a minimum of 10 Learning Services. The table below lists the mandatory services:

Requirements	Learning Partner Specialized Qualifications
Mandatory Services	4
Post Class Evaluation	✓
Online Registration	✓
Active Website	✓
Training Needs Analysis	✓
Elective Services (10 to choose from)	Minimum 6
Total Services	10

The Learning Partner Specialized must offer a minimum of 6 **elective** Learning Services. A description of each elective Learning Service can be found below.

Elective Services

E-Commerce Capability	Online Mentoring
Training Need Analysis	Virtual Classrooms
VUE testing	Personal Curriculum Tracking
Pre- and Post-Class Assessment	E-learning Consulting
Lab: Remote, On-site, Virtual or Simulated	Curriculum Development

Standard Learning Services Overview

Post Course Evaluations

Learning Partners must:

- Submit student evaluations of all training courses using the [Metrics that Matter \(MTM\)](#) evaluation system within 10 working days after the course completion.
- Have a quarterly participation response rate for student evaluations in MTM of fifty-percent (50%) or better.

Online Registration

Customers must be able to register for a training offering via the Learning Partner's website using web-based forms or e-mail. Ideally, a learning management system will handle this registration.

Active Website

Customers must be able to view the full range of services that the Learning Partner offers through its website. This site should:

- Include up-to-date scheduling, information about how to achieve Cisco Career Certifications, and descriptions of all the training courses that the Learning Partner offers
- Be well designed and interactive

VUE Testing

Learning Partners must obtain authorization from at least one of Cisco's approved testing vendors (currently Pearson VUE, and possibly other vendors in the future).

E-commerce Capability

Learning Partner must provide customers the ability to pay for training online, using any of the payment methods that the partner accepts. This system should have online transaction confirmation capability.

Training Needs Analysis

Learning Partners must demonstrate a proven, repeatable, documented process for analyzing customer training needs and have evidence of its use available to Cisco upon request.

Pre- and Post-Class Assessments

Learning Partners must present a series of assessment questions to customers either before the class to determine the exact learning requirements or after the class to determine customer knowledge gained from the training.

Remote Physical labs/ On-Site labs/ Virtual or Simulated Labs

Based on the need to assign lab exercises to students, Learning Partners may choose to provide either onsite physical lab equipment, remote lab equipment, or virtual /simulated tools. Remote labs must be at least equal to the functionality of onsite physical labs. Virtual or simulated tools must mirror the capabilities of physical lab equipment without actually accessing the real hardware or software.

Online Mentoring

Learning Partners must provide customers access to either of the following:

- Subject matter experts on the technical content of the course
- Instructors for educational support before, during, or after the training course
- This access should occur via the Internet, using a recognized instant messaging, e-mail, or learning management system support tool. Access should also include a response time of 24 hours or less, and/or, ideally, a live chat feature.

Virtual or Simulated Classrooms

Learning Partners delivering instructor-led offerings* online use a simulated or virtual classroom environment for students to attend the sessions. CCSIs deliver the content and a team of subject matter experts coach or support students during the delivery. With this method, the class size can exceed that of a typical physical classroom.

Personal Curriculum Tracking

Learning Partners provide personalized curriculum maps to students. On the Learning Partner's website, students can:

- View their own personal training history
- Track training completed, in progress, or planned

E-learning Consulting Services

In addition to offering a range of courses and delivery modalities, Learning Partners should provide consultancy services such as:

- E-learning infrastructure hardware and software
- Learning management systems
- Customized content
- Learning maps
- Collaborative tools
- Design
- Implementation

Curriculum Development and Enhancement

Learning Partners must:

- Maintain a formal, documented course development process based on instructional systems development models
- Provide three examples of finished works completed in the last 12 months using development process maintained
- Maintain records for the quality assurance process, including:
 - Alpha and beta design and technical reviews
 - Editing
 - Proofreading
 - Integration
 - Employ development staff with formal instructional design training and experience
 - Have at least one subject matter expert dedicated to writing and review for each course development project who has a relevant Cisco Career Certification, Cisco Qualified Specialist, or CCSI designation

* Offerings are the collective Authorized Training Courses made available for sale by a Learning Partner under the Learning Partner Program.

