

# Cisco Networking Academy Membership Guide

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## TABLE OF CONTENTS

### **PART ONE: OVERVIEW**

1.1 PURPOSE OF THIS DOCUMENT	3
1.2 BENEFITS OF MEMBERSHIP IN THE CISCO NETWORKING ACADEMY	3
1.3 OVERVIEW OF THE CISCO NETWORKING ACADEMY COMMUNITY	4
1.3.1 DESCRIPTION OF CISCO NETWORKING ACADEMY ROLES AND RESPONSIBILITIES	4
1.4 BECOMING A MEMBER OF THE CISCO NETWORKING ACADEMY	6

### **PART TWO: POLICIES**

2.1 OVERVIEW OF CISCO NETWORKING ACADEMY POLICIES	7
2.2 <a href="#">CISCO ACADEMY</a>	8
2.3 <a href="#">INSTRUCTOR TRAINING CENTER</a>	9
2.4 <a href="#">ACADEMY SUPPORT CENTER</a>	10
2.5 <a href="#">ACCREDITED CAREER COLLEGE INSTITUTIONS</a>	12
2.5.1 ACCREDITED CAREER COLLEGE CISCO ACADEMY	12
2.5.2 ACCREDITED CAREER COLLEGE INSTRUCTOR TRAINING CENTER	12
2.5.3 ACCREDITED CAREER COLLEGE ACADEMY SUPPORT CENTER	12
2.6 RELATED POLICIES	12
2.6.1 CISCO'S POLICY ON NON-SUPPORT OF TERRORISM	12
2.6.2 CISCO'S POLICY ON COPYRIGHT	13
2.6.3 CISCO'S POLICY ON MARKETING	13
2.6.4 CISCO'S POLICY ON PRIVACY	14

### **PART THREE: ADDITIONAL INFORMATION**

3.1 <a href="#">CONTINUOUS IMPROVEMENT OF EDUCATIONAL QUALITY</a>	15
3.1.1 QUALITY REPORTING	15
3.1.2 DECOMMISSIONING	16
3.1.3 INACTIVE STATUS	16
3.2 RECOGNITION	16
3.3 GUIDELINES FOR IMPROVING ACADEMY PERFORMANCE	16
3.4 INSTRUCTOR TRAINING POLICIES AND GUIDELINES	17
3.4.1 INSTRUCTOR QUALIFICATION GUIDELINES	17
3.4.2 INSTRUCTOR TRAINER QUALIFICATION GUIDELINES	20
3.5 <a href="#">TERMS AND DEFINITIONS</a>	22

# PART ONE: OVERVIEW

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## 1.1 Purpose of this Document

The purpose of this document is to help member institutions succeed as part of Cisco Networking Academy. This document identifies the framework and support mechanisms for participating in the Cisco Networking Academy community, including the various options institutions have for engaging in the community, the continuous improvement of educational quality, as well as the policies required of all members.

## 1.2 Benefits of Membership in the Cisco Networking Academy

Cisco has put in place an extensive array of support mechanisms for community members, which are made available to support technical and programmatic issues, and to promote high quality instruction as well as positive student outcomes. These benefits also include:

Academic Excellence—Cisco Networking Academy is made up of more than 10,000 academies, with over 20,000 educators instructing 1 million students in 165 countries that utilize Cisco certified course curricula.

The Cisco Networking Academy's academic excellence is largely a result of:

- Highly qualified instructors
- Technically accurate curriculum and online assessments
- Ongoing instructor professional development
- Robust selection of teaching and learning resources
- Global Community—Cisco Networking Academy community members benefit not only from support from Cisco, but from the collective knowledge of the entire community, which includes:
  - Collaborative technology platform, enabling collaborative learning and encouraging sharing best practices
  - Peer-to-Peer Support and Recognition
  - Direct feedback to Cisco
- Consistency—No matter where in the world a Cisco Academy is located, the delivery and quality of the curriculum is the same:
  - Single login
  - Easy to use technology
  - Global quality standards
  - Local and global support contacts and resources
- Transparency—Expectations of Cisco Networking Academy members are clear and easy to understand:
  - Clear quality metrics
  - Defined roles and responsibilities
  - Easy access to reports
  - Locator tool and community ratings
- [Recognition](#)

Cisco Networking Academy membership also has the following additional benefits, including:

- Access to all course curricula—available in several languages
- Access to Packet Tracer and instructional gaming
- Support from the Global Support Desk—24 hours a day, 365 days a year
- Integrated Learning Management System
- Equipment and certification discounts

- Ongoing Instructor Professional Development (IPD) materials and resources
- Academies enabled to monitor and manage their own success and sustainability with additional quality monitoring and management by Cisco

## 1.3 Overview of the Cisco Networking Academy Community

Cisco Academies are a part of a network of diverse educational institutions that are free to choose from a global ecosystem of Academy partners for their support, training, and value-added products and services. All members within this network are empowered to be Cisco Networking Academy leaders. Transparency and consistency bind the community together as does collaboration and engagement. The following section describes the roles and responsibilities of each Cisco Networking Academy institution, and outlines how the community works together to promote thriving institutions and student success.

Institutions can sign up to become a Cisco Networking Academy program member as one or more of the following institution types:

To go directly to the section about policies, please click on the appropriate institution type:

[Cisco Academy](#): Institutions that teach students

[Instructor Training Center](#): Institutions that train Cisco Academy Instructors

[Academy Support Center](#): Institutions that support a Cisco Academy throughout their lifecycle

All Cisco Academies are required to align with an Academy Support Center as part of their onboarding process. Academies are free to change Support Center alignment if they choose. Cisco Academies will select Instructor Training Centers as needed to provide training to their instructors.

For more information about the terms and definitions used in this document, please click [here](#).

### 1.3.1 Description of Cisco Networking Academy Institutions Roles and Responsibilities

This section describes the basic functions of each role within the Cisco Networking Academy community. Community members are encouraged to review the policies that apply to each membership type, as well as the guidelines which are meant to help improve an institutions' performance and enhance community participation.

#### Cisco Academies

- Teach students networking principals and skills using the Cisco Networking Academy curriculum and tools
- Adhere to all [Cisco Academy policies](#)

#### Instructor Training Centers

- Train and authorize new and existing NetAcad Instructors (those who teach students)
- Create ongoing instructor professional development (IPD) opportunities on a transactional and/or subscription basis
- Create and share instructor resources online
- Help NetAcad Instructors they train understand equipment lab needs for associated curriculum
- Assist NetAcad Instructors they train with setting up their labs
- Assist in answering instructors' technical curriculum or lab questions
- Adhere to all [Instructor Training Center policies](#)

#### Academy Support Centers

The role of an Academy Support Center is to promote sustainability and success of its aligned Cisco Academies. This is accomplished by:

- Assisting with the onboarding process for new Cisco Academies
- Localizing and disseminating all critical communications
- Building awareness and offering training to increase understanding and usage of available and updated resources and tools from Cisco and Academy partners
- Assisting academies that directly request support
- Contributing to the online community discussion boards to help connect members to available resources and the latest program information
- Encouraging Academies to share best practices and engage in student success, curriculum and operational discussions

To qualify as an Academy Support Center, institutions must commit to offering all of the following baseline services:

**1. Onboarding New Academies**

- a. Align with Academies to provide support
- b. Assist Academies with finding training and setting up their classroom, including ordering equipment
- c. Provide Administrator Orientation to the Academy Contact and the NetAcad Success Lead(s)
- d. Assist Academies with the use and navigation of tools key to the operation of the program, such as learning management systems and community spaces

**2. Ongoing Support for Academies**

- a. Assisting Academies find available information resources and tools
- b. Localize critical operational communication from Cisco. An example could be communication about changes to the voucher program.
- c. Help Academies understand and utilize new tools, such as the Academy Success Dashboard
- d. Assist Academies with the yearly Membership Agreement renewal process
- e. Encourage usage of the survey tools
- f. Showcase best practices with academies
- g. Encourage community usage within regional area

- Academy Support Centers may offer other services in addition to the baseline services listed above.
- Adhere to all [Academy Support Center policies](#)

**Cisco**

- Support Instructor Training Centers and Academy Support Centers and nurture the community
- Develop and maintain program, curriculum, assessments, and online delivery system
- Provide quality tools and support for Cisco Academies, Academy Support Centers, and Instructor Training Centers. (For more information see [Continuous Improvement of Educational Quality](#).)
- Provide other foundational resources to Cisco Academies:
 

• Ongoing Instructor Professional Development	• Technical Support	• Program Support
• Global Support Desk	• Data Sharing	• Equipment Discounts
	• Marketing Support	• Educational Channel for Instructors
	• Student Discount Certificates	

It is possible for an institution to fulfill multiple roles within Cisco Networking Academy if it is qualified. For example:

- An Instructor Training Center can also be a Cisco Academy (which means it would train instructors and teach students).
- An Academy Support Center can also be an Instructor Training Center (which means it would fulfill the role of Academy Support Center as well as train instructors).

The above list is not exhaustive. There are other possible role combinations. When an institution fulfills more than one role, it is necessary for that institution to abide by the policies for each role it fulfills (*i.e.*, if an

Academy Support Center is also an Instructor Training Center it must adhere to all of the Academy Support Center and Instructor Training Center policies listed in this document.) Additionally, when an institution fulfills multiple roles it will be asked to accept all the associated membership agreements. Whether an institution fulfills a single role or multiple roles, the institution must focus on the development of a sustainable business model.

## 1.4 Becoming a Member of the Cisco Networking Academy

To become a member of the Cisco Networking Academy community all institutions must go through the onboarding process, which includes a review of the application, signing the applicable membership agreement (or agreements if the institution is taking on multiple roles), and reviewing and agreeing to the policies applicable to their membership type listed in the [Policies](#) section.

### Cisco Academy

To become a Cisco Academy, an interested institution is either contacted by or contacts Cisco or an Academy Support Center. A determination is made by Cisco on the suitability of the interested institution to participate in Cisco Networking Academy based on the interested institution's ability to meet and remain in compliance with all applicable policies in this document. A representative of the candidate institution will fill out an online application, review the policies in this document, and sign the Cisco Academy Membership Agreement. A Cisco representative will be responsible for reviewing and approving the application.

### Instructor Training Center

An Instructor Training Center candidate is identified by Cisco as an institution that can provide high quality instructor training and technical support for instructors. If the candidate institution is in discussions with the Cisco Area Academy Manager and is able to meet and adhere to the policies contained in this document, the candidate institution will sign an Instructor Training Center Membership Agreement.

### Academy Support Center

An Academy Support Center candidate is identified by Cisco as an institution that can provide operational support to its aligned Cisco Academies. If the candidate institution is in discussions with the Cisco Area Academy Manager and is able to meet and adhere to the policies contained in this document, the candidate institution will sign an Academy Support Center Membership Agreement.

## PART TWO: POLICIES

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### 2.1 Overview of Cisco Networking Academy Policies

All instructional, quality, and administrative staff at Cisco Networking Academy institutions should be familiar with the policies applicable to their institution in this document.

The policies described below promote and ensure the high-quality and consistent delivery of Cisco Networking Academy offerings in more than 160 countries reaching nearly 1 million students annually.

The policies in this manual form part of the Cisco Academy Membership Agreement, the Instructor Training Center Membership Agreement, and the Academy Support Center Membership Agreement. **Joining Cisco Networking Academy and accepting the appropriate membership agreement indicates a binding commitment to adhere to the policies set forth in this document.**

#### Scope

The applicable policies listed in the next section must be adhered to by all Cisco Academies, Instructor Training Centers, and Academy Support Centers.

At this time there are no exceptions to these policies.

#### Compliance

The Cisco Networking Academy policies listed below are essential in ensuring the high quality delivery of Networking Academy offerings. Several support processes are in place to promote and ensure compliance.

**When an institution fulfills more than one role, it is necessary for that institution to abide by the policies and sign the appropriate membership agreement for each role it fulfills (*i.e.*, if an Academy Support Center is also an Instructor Training Center, it must adhere to the policies, meet the qualifications, and sign the appropriate documentation for each type of institution.)**

#### Non-Compliance

Compliance with applicable Cisco Networking Academy policies is required for member institutions. Non-compliant institutions are required to return to compliance within 90 days. Failure to regain compliant status may result in loss of membership privileges and access. For the avoidance of doubt, the foregoing does not limit Cisco's right to terminate the relevant membership agreement it has with an institution in a shorter time frame per the terms of that agreement.

## 2.2 Cisco Academy

A Cisco Academy is an institution that teaches students necessary networking principles and skills using the Cisco Networking Academy curriculum and tools, in an effort to improve their career and economic opportunities.

Cisco Academies that do not offer at least one class every 24 months will be deemed [inactive](#).

All Cisco Academies must adhere to all of the following policies in order to maintain membership in the Cisco Networking Academy community. By becoming a member of the Cisco Networking Academy program, member institutions are agreeing to participate in the recognition aspect of the program.

<b>Policy</b>	
<b>1.</b>	Institutions must be approved by Cisco to become a Cisco Academy.
<b>2.</b>	Cisco Academies must comply with Cisco's policy on Non-Support of Violence and Terrorism. (See <a href="#">Related Policies</a> .)
<b>3.</b>	Cisco Academies must accept the online (or other) Membership Agreement (a) upon joining the Networking Academy and (b) every 3 years thereafter.
<b>4.</b>	Cisco Academies must adhere to Cisco copyright, marketing, and privacy rules. (See <a href="#">Related Policies</a> .)
<b>5.</b>	Cisco Academies must ensure access (or remote access) to equipment in line with course guidelines—to support skills based learning and assessment.
<b>6.</b>	Cisco Academies must assign the roles of NetAcad Contact and NetAcad Success Lead to at least one individual. (Please see <a href="#">Continuous Improvement of Educational Quality</a> )
<b>7.</b>	Cisco Academies must ensure that the NetAcad Contact, NetAcad Success Lead, and a NetAcad Instructor complete Academy Orientation.
<b>8.</b>	Cisco Academies must ensure that their instructors successfully complete training and assessment in a Cisco Academy course prior to teaching that course. (Please see <a href="#">Instructor Training Guidelines</a> .)
<b>9.</b>	Cisco Academies must ensure that only registered students are permitted to have access to assessments (both online and skills based) to maintain the integrity of the Cisco Academy.
<b>10.</b>	Cisco Academies must ensure that student results are recorded in the online Grade Book including online final, skills assessment, course feedback, and graduation status.
<b>11.</b>	Cisco Academies must ensure that all courses meet the following criteria: <ol style="list-style-type: none"> <li>1) Instructor led</li> <li>2) Not less than 70 hours in duration</li> <li>3) Not less than 3 weeks in duration</li> </ol>
<b>12.</b>	All Cisco Academies must be aligned with an Academy Support Center to ensure the Cisco Academy's direct access to operational support.*
<b>13.</b>	Cisco Academies must review their own quality Academy Success Dashboard and take appropriate action as defined in the <a href="#">Continuous Improvement of Educational Quality</a> section.

<b>14.</b>	All individuals associated with a Cisco Academy must accept the Website Usage Agreement.

*Cisco Academies may engage in a fee for service contract with their Academy Support Center and/or their Instructor Training Center. Cisco suggests that the NetAcad Contact should review the remaining term of their Cisco Academy Membership Agreement when entering into such contracts.*

\* Please note, some information, including, but not limited to, NetAcad Contact and Success Lead name and email information may be shared with the Academy Support Centers in order to enable the Academy Support Center to contact the Cisco Academy to provide the academy with relevant Academy Support Center support. This information may include basic performance indicators in order to ensure that the Cisco Academy is supported effectively.

## 2.3 Instructor Training Center

An Instructor Training Center is an institution that provides training for and approves new and existing NetAcad Instructors. Instructor Training Centers are also responsible for creating ongoing instructor professional development opportunities on a transactional and/or subscription basis. Other responsibilities of Instructor Training Centers are: creating and sharing instructor resources online, helping Instructors they have trained understand equipment lab needs and assisting them in their lab setup, and answering NetAcad Instructors' technical curriculum or lab questions for the year following their instructor training course. After the first year, Academies are expected to work with their Academy Support Center and/or the Global Support Desk.

Instructor Training Centers that do not offer at least one class during a 12 month period will be deemed [inactive](#).

All Instructor Training Centers must adhere to all of the following policies in order to maintain membership in the Cisco Networking Academy community. By becoming a member of the Cisco Networking Academy program, member institutions are agreeing to participate in the [recognition](#) aspect of the program.

Policy	
1.	Institutions must be approved by Cisco to become an Instructor Training Center.
2.	Instructor Training Centers must comply with Cisco's policy on Non-Support of Violence and Terrorism. (See <a href="#">Related Policies</a> .)
3.	Instructor Training Centers must accept the online (or other) Membership Agreement: (a) upon joining the Networking Academy and (b) on a yearly basis thereafter.
4.	Instructor Training Centers must adhere to Cisco copyright, marketing, and privacy rules. (See <a href="#">Related Policies</a> .)
5.	Instructor Training Centers must assign the roles of Instructor Training Center Contact to an individual. (Please see <a href="#">Continuous Improvement of Educational Quality Process</a> .)
6.	Instructor Training Centers must post service offering schedules online on at least a quarterly basis.

7.	<p>Instructor Training Centers must ensure that instructor trainers meet the following qualifications. Instructor trainers must:</p> <ul style="list-style-type: none"> <li>• Have a valid industry certification aligned to curriculum (or equivalent where a Cisco certification does not exist)</li> <li>• Pass the Networking Academy qualification process (see <a href="#">Instructor Trainer Training Guidelines</a>)</li> <li>• Teach at least one instructor training course per year OR lead at least one professional development activity*</li> </ul>
8.	<p>Instructor Training Centers must maintain a minimum of two instructor trainers associated with the Instructor Training Center per chosen curriculum(a).</p>
9.	<p>Instructor Training Centers must have access to lab/equipment current with curriculum requirements and provide multiple environments available for instructor training (i.e., distance, blended distance learning (BDL), synchronous, asynchronous, or remote).</p>
10.	<p>Ensure each instructor and instructor trainer has a hands-on or equivalent equipment learning experience (e.g., Netlab access—not simulators), as defined in the <a href="#">Instructor Training Guidelines</a>.</p>
11.	<p>Instructor Training Centers must maintain or exceed a specified rating threshold for customer satisfaction annually. Cisco will be testing in this area and once the threshold for each country has been determined. Cisco will share this metric with each ITC.</p>
12.	<p>All individuals associated with an Instructor Training Center must accept the Website Usage Agreement.</p>

*\*Instructor Training Centers may engage the Cisco Academies they support in fee for service contracts. Cisco suggests entities should review the remaining term of their Instructor Training Center Membership Agreement when entering into such contracts.*

## 2.4 Academy Support Center

The role of an Academy Support Center is to promote sustainability and success of its aligned Cisco Academies. This is done by: the onboarding process for new Cisco Academies; localizing and disseminating all critical communications; building awareness and offering training around available and updated resources and tools from Cisco, Academy partners, and other members; and assisting academies that directly request support. Academy Support Centers also contribute proactively to the online community discussion boards to help connect members to available resources and the latest program information as well as encourage Academies to share best practices and engage in student success, curriculum, and operational discussions.

To qualify as an Academy Support Center, institutions must commit to offering all of the following baseline services:

### **Onboarding New Academies and Members**

- a. Align with Academies to provide support
- b. Assist Academies with finding training and setting up their classroom, including ordering equipment
- c. Provide Administrator Orientation to the NetAcad Contact and the NetAcad Success Lead(s)
- d. Assist Academies with navigating Academy Connection and the “New Home Experience”

### **Ongoing Support for Academies and Members**

- a. Be a resource expert, assisting Academies find available information resources and tools
- b. Localize and translate critical operational communications in English from Cisco.
- c. Help Academies understand and utilize new tools; such as the Academy Success Dashboard
- d. Assist Academies with the yearly Membership Agreement renewal process
- e. Encourage usage of the survey tools
- f. Showcase best practices with your academies
- g. Encourage community usage within your regional area
- h. Academy Support Centers may offer other services in addition to the baseline services listed above

Academy Support Centers that do not offer services or support for 12 months will be deemed inactive.

All Academy Support Centers must adhere to all of the following policies in order to maintain membership in the Cisco Networking Academy community. By becoming a member of the Cisco Networking Academy program, member institutions are agreeing to participate in the [recognition](#) aspect of the program.

Policy	
1.	Institutions must be approved by Cisco to become an Academy Support Center.
2.	Academy Support Centers must comply with Cisco's policy on Non-Support of Violence and Terrorism. (See <a href="#">Related Policies</a> .)
3.	Academy Support Centers must accept the online (or other) Membership Agreement: (a) upon joining the Networking Academy and (b) on a yearly basis thereafter.
4.	Academy Support Centers must adhere to Cisco copyright, marketing and privacy rules. (See <a href="#">Related Policies</a> .)
5.	Demonstrate an ability to offer required baseline services. (See <a href="#">baseline services</a> listed above.)
6.	Academy Support Centers must assign the role of Academy Support Advisor to at least two individuals (primary and back-up role—not necessarily full-time positions) and Academy Support Center Contact role to at least one individual.
7.	Academy Support Centers must share their financial model with Cisco as part of the qualification process (fee or for free).
8.	Academy Support Center Advisors must attend regularly scheduled Cisco Academy Support Webinars.
9.	Academy Support Centers must provide assistance to Cisco Academies that request support.
10.	Academy Advisors at Academy Support Centers must contribute proactively and help maintain community boards as evidenced by responses to direct queries and community traffic on Club NetAcad communities for the country(s) where they are located.
11.	Academy Support Centers must assist Cisco in implementing an annual customer satisfaction survey to their associated Cisco Academies.

12.	Academy Support Centers must maintain or exceed a specified rating threshold for customer satisfaction annually. Cisco will be testing in this area and once the threshold for each country has been determined, Cisco will share this metric with each Academy Support Center.
13.	Academy Support Centers must have no more than 3 escalated issues from Academies they support within any 12-month period.
14.	All individuals associated with an Academy Support Center must accept the Website Usage Agreement.

*Academy Support Centers may engage the Cisco Academies they support in fee for service contracts. Cisco suggests entities should review the remaining term of their Academy Support Center Membership Agreement when entering into such contracts.*

## 2.5 Accredited Career College Institutions

In order to qualify as an Accredited Career College, an entity must be a for-profit postsecondary educational institution located in the United States or Canada that is accredited by a regional or national accreditation agency. Accreditation status will be confirmed by Cisco as part of the application process through the U.S. government’s “Database of Accredited Postsecondary Institutions and Programs” located [here](#).

### 2.5.1 Accredited Career College Cisco Academy (ACC Cisco Academy)

ACC Cisco Academies are required to adhere to all policies listed in section 2.2. Additionally, they must:

- agree to payment of fees as outlined in the Cisco Networking Academy Accredited Career College Program Fee Schedule which will be made available by Cisco online
- maintain accreditation by a national or regional accreditation body

### 2.5.2 Accredited Career College Instructor Training Center (ACC ITC)

ACC ITCs are required to adhere to all policies listed in section 2.3. Additionally, they:

- are only authorized to provide services to ACC Cisco Academies
- must maintain accreditation by a national or regional accreditation body.

### 2.5.3 Accredited Career College Academy Support Center (ACC ASC)

ACC ASCs are required to adhere to all the policies listed in section 2.4. Additionally, they:

- are only authorized to provide services to ACC Cisco Academies within their own ACC campus system
- must maintain accreditation by a national or regional accreditation body.
- must remit payment as outlined in the Program Fee Schedule

## 2.6 Related Policies

### 2.6.1 Cisco’s Policy on Non-Support of Violence and Terrorism

Cisco does not knowingly support organizations that endorse, support, or promote violence, terrorist activity, or related training, whether through their own activities or indirectly through their support of, support by, or cooperation with other persons and organizations engaged in such activities. We require our institutions to confirm that they do not engage in or support such activities, and we vet our partners with

care. If an institution appears to be in violation of this policy, we will suspend activity immediately. If our investigation discloses violations of this policy we will classify the institution as ineligible for future participation in the program; and we will take such other steps as the law may require.

## 2.6.2 Cisco's Policy on Copyright

<http://www.cisco.com/web/about/ac50/ac47/downloads/logo/copyright.pdf>

### Introduction

Cisco Systems, Inc. and its affiliates ("Cisco") continually invest significant resources to create software, text, and other materials. The majority of these materials are protected under copyright laws of the United States and of other countries worldwide. To protect its investment, Cisco diligently guards against infringement of its copyrighted materials. This policy outlines certain conduct that violates Cisco copyrights. This policy is subject to change at any time and without notice.

### Copyright

Copyright protects original works of authorship fixed in a tangible medium of expression. Copyright infringement occurs when any one or more of the following rights is violated: (1) reproduction; (2) adaptation; (3) distribution to the public; (4) performance in public; or (5) display in public. Copyright infringement issues can also arise when a new work or a modification of an existing work, known as a derivative work, is created from a copyrighted work. A derivative work is based upon a preexisting work in which the preexisting work is changed, condensed, recast, transformed, adapted, or embellished. If the preexisting or underlying work is a protected work under copyright law, one who wishes to exploit the derivative work must obtain a license from the owner of the copyright in the underlying work or works. Thus, modification of Cisco copyrighted materials for commercial use without explicit permission constitutes infringement.

Without written permission from Cisco, you may not make any unauthorized reproduction or engage in distribution of Cisco copyrighted materials, which include, but are not limited to, materials such as books, publications, computer software (including object code and source code), online curricula, web content, diagrams, photos, testing materials, exams, text, images, and graphics published by Cisco in any format.

It is Cisco policy to enforce its copyrights against any third party infringer. To ensure that you do not infringe on any Cisco copyrighted materials, do not, without express permission from Cisco, engage in any of the following:

- Do not directly or indirectly copy, reproduce, or distribute any Cisco materials (including webpages) or any part of the text or graphics from those materials.
- Do not directly or indirectly modify or create derivative works of any Cisco materials.
- Do not copy, reproduce, or modify source code or object code of any Cisco product.
- Do not create an emulator or simulator of a Cisco product, such as a Cisco router, in a manner that is likely to confuse the public about the source of the emulator or simulator.
- Do not create materials that look as though they originated from or are endorsed by Cisco.
- Do not imitate the color or visual appearance of Cisco materials and/or products.
- Do not use Cisco icons as graphical design elements in your materials. These icons should be used only in network design diagrams.
- Do not distribute Cisco work by sale, rental, or other disposition.

### Copyright Permission Requests

To request permission to use Cisco copyrighted material, please use our online Request Tool at [www.cisco.com/web/about/ac50/ac47/request\\_tool.html](http://www.cisco.com/web/about/ac50/ac47/request_tool.html).

## 2.6.3 Cisco's Policy on Marketing

**2.6.3.1 Entity Status.** Subject to 2.6.3 ("Use of Marks"), a Cisco Academy, Instructor Training Center, or Academy Support Center ("each an "Entity"), may advertise, during the term of its membership agreement with Cisco, its Program status (e.g., Cisco Academy, Instructor Training Center, or Academy Support Center) provided it is in full compliance with the terms and conditions of their membership agreement.

**2.6.3.2 Use of Marks.** Solely while their membership agreement remains in effect, Entity is authorized to use the Program logo Cisco makes available for download from Academy Connection (hereinafter collectively referred to as the “Mark”) for use to indicate membership in the Program or otherwise to market the Program in a form and manner pre-approved in writing by Cisco. Any usage of the Mark must be in accordance with Cisco trademark policy: <http://www.cisco.com/go/logo> and any logo usage guidelines Cisco designates for the Mark. Except as set forth above, Entity is not authorized to use the Mark or any other logo, trademark, branding, or other indicia of Cisco without prior written consent from Cisco, in each case. Entity confirms Cisco’s sole and exclusive ownership and title to the Mark and that all goodwill arising from use of the Mark shall inure to the benefit of Cisco. Entity further acknowledges that it has no rights, title, or interest in the Mark. Other than as expressly provided in their membership agreement, Entity agrees that it will not use the Mark, and that it will not register or seek to register the Mark in any jurisdiction, and will not use, register, or seek to register any mark, name, or designation that is confusingly similar to the Mark. Entity also agrees that it will not challenge the validity of the Mark or take any other action, directly or indirectly, that is inconsistent with Cisco’s ownership of the Mark. Entity agrees that all use of the Mark will be of at least as high a quality as the services currently offered by Cisco. Entity further represents and warrants that its use of the Mark will not involve anything that is objectionable, unethical, unreliable, obscene, or infringing. Cisco reserves the right to review Entity’s use of the Mark at any time, and, upon Cisco’s request, Entity shall provide to Cisco, at no cost to Cisco, samples of Entity’s use of the Mark. If Cisco determines in its sole discretion that Entity’s use of the Mark does not meet the requirements of their membership agreement or Cisco’s quality standards, Entity shall immediately cease all use thereof.

**2.6.3.3** The obligations and limitations in this 2.6.4 survive the termination or expiration of the Entity’s membership agreement with Cisco.

## 2.6.4 Cisco’s Policy on Privacy

*REVISED AND POSTED AS OF JUNE 2, 2010.* Please note this version does not substantively change the way we treat personal information compared to the previous version of the privacy statement available [here](#).

Cisco Systems, Inc. and its subsidiaries (including Cisco Consumer Products LLC, Cisco WebEx LLC, and Pure Digital Technologies LLC) (collectively “Cisco”) are committed to protecting your privacy and ensuring you have a positive experience on our websites and in using our products and services.

<http://www.cisco.com/web/siteassets/legal/privacy.html>

## PART THREE: ADDITIONAL INFORMATION

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### 3.1 Continuous Improvement of Educational Quality

Quality of education is important to Cisco, educators, and the students they teach. To ensure the high quality and consistent delivery of the Cisco Networking Academy curriculum and maximize student success, Cisco continues to invest further in quality-focused resources, tools, and systems.

Upon joining Cisco Networking Academy, each Cisco Academy is provided with tools that enable the academy to monitor their own performance and sustainability. The performance of the academy is also monitored by Cisco NetAcad Quality Team. The continuous improvement approach in quality of education has the following components:

- Academies are encouraged to share best practices with the community using the opportunities and tools provided by Cisco.
- Academies are ensured to have the operational support they need through alignment with Academy Support Centers.
- Academies are enabled to monitor their own performance by monitoring their quality metrics with Academy Success Dashboard and other tools, thus providing a basis for informed decision making and fostering continuous improvement.
- The value to students of Cisco certificate of course completion is ensured by investigating cases of policy noncompliance.

Each Cisco Academy must assign the role of NetAcad Success Lead to an individual at the academy. The NetAcad Success Lead is the main point of contact for quality related issues at Cisco Academy and is responsible for reviewing the Cisco Academy's quality metrics (see below) regularly, which will be available via the NetAcad Success Lead's Manage homepage. The NetAcad Success Lead and instructors have the responsibility for contacting their Academy Support Center for any program or operational questions and/or their Instructor Training Center or Support Desk with any technical related questions.

#### 3.1.1 Quality Reporting

Academies are provided information about their performance using dedicated tools and reports. Some selected quality metrics that the Academy controls are compiled into the "Academy Success Dashboard" and is available for the NetAcad Contact and NetAcad Success Lead. These quality metrics are composed of results from completed course feedback forms and data entered into Academy Connection and the online grade book.

The Academy Success Dashboard presents quality metrics that measure and demonstrate academy performance related to the following:

1. Consistent delivery of the Cisco Networking Academy curriculum
2. Student outcomes
3. Instructional excellence and student satisfaction with course offerings

The performance of the Cisco Academy is monitored by the Cisco NetAcad Quality Team to encourage sharing best practices where appropriate, and to ensure support is received where needed. NetAcad Success Leads may be contacted when an academy has exceptionally high or low performance with respect to the selected metrics. In cases where low performance is an issue, remedial action may be suggested for a given period of time, after which the progress of the academy is reevaluated by Cisco. The academy may be advised to switch to a different curriculum or may be decommissioned if there are consistent problems related to low quality of education.

### 3.1.2 Decommissioning

If a Cisco Academy, Instructor Training Center, or Academy Support Center is not in compliance with the policies included in this guide, and a Cisco representative approves its decommissioning, the following steps will occur:

- No new classes or new service offerings may be added to the learning/academy management system, and all future classes without students will be disabled.
- The NetAcad Contact and NetAcad Success Lead (at a Cisco Academy), the Instructor Training Center Contact (at an Instructor Training Center), the Academy Support Center Contact (at an Academy Support Center), and at the Cisco Academy/Instructor Training Center/Academy Support Center being decommissioned will receive notice 30 days prior to decommissioning.
- Cisco Academy/Instructor Training Center/Academy Support Center will be removed from the Academy locator.
- Cisco Academy/Instructor Training Center/Academy Support Center resources/entity will not have presence or access to the Cisco Networking Academy community for a year, and additional students cannot be added to classes.

### 3.1.3 Inactive Status

If a Cisco Academy does not offer a class for 24 months, or if an Academy Support Center or Instructor Training Center do not offer services for 12 months they will be deemed inactive.

Inactive status means that the institution will no longer be visible on the Academy locator, and the institution will not be allowed to offer services without contacting the Global Support Desk to be reactivated.

Becoming inactive is not a punitive measure. It is a means to keep the Academy Locator up to date so that students and entities in need of services or support are easily able to find institutions that are offering services. In order to become active again, the institution should contact the Global Support Desk.

## 3.2 Recognition

Recognition is vitally important to the growth and well-being of the Cisco Networking Academy community, and an integral part of a program that relies on external partners to deliver high quality products and services. The objective of the Cisco Networking Academy recognition program is to provide a globally consistent way of recognizing the Cisco Networking Academy community. Cisco will provide a common set of guidelines, data, and tools to recognize important milestones and achievements of the Cisco Networking Academy community. This program will focus on the following areas:

- Meeting and exceeding quality policies
- Demonstrating high performance and special effort
- Instructor professional development
- Collaboration and Operational Excellence
- Years of service
- Collaboration
- Leadership

## 3.3 Guidelines for Improving Performance

The following guidelines are provided in order to improve learning, teaching, collaboration, and the sustainability of the Cisco Networking Academy community. These guidelines are not required, but all Cisco Academies (and when applicable, Instructor Training Centers and Academy Support Centers) are highly encouraged to adhere to them in order to ensure high-quality curriculum delivery and the continual

improvement of Cisco Networking Academy community, as well as to maximize their own sustainability and recognition within the community.

#### Guidelines for Cisco Academies:

1. Cisco Academies should gain any necessary local approval to deliver the Cisco Networking Academy curriculum and align with any existing Memorandum of Understanding (e.g., university, national government, school district).
2. Cisco Academies should have a dedicated classroom for student instruction while class is in session.
3. Cisco Academies should promote community engagement such as community service projects and links to local employment opportunities for students.
4. Cisco Academies should adopt new versions of the curriculum when available.
5. Cisco Academies should adhere to course guidance times for number of contact hours and lab time durations.
6. The value of career certifications should be explained to students (in a manner appropriate to student goals and needs).
7. Opportunities should be provided for students to practice real world skills (in a manner appropriate to student goals and needs).

#### Guidelines for Instructor Training Centers:

8. All NetAcad Instructors should have a professional development plan. It is strongly recommended that they obtain a relevant industry certification (or equivalent) within two years of completing initial training.
9. All NetAcad Instructors should review any curriculum concepts they are unfamiliar with, through self-study or formal training, as appropriate.

#### Guidelines for All Entities:

10. To ensure sustainability Cisco Academies and Instructor Training Centers should have a well-developed business plan (or a national agreement) and a communications plan that covers internal and external marketing.
11. To further ensure sustainability Instructor Training Centers should function on a fee-for-service, cost recovery basis, except when the institution has another means of support (for example, in some areas the government supports these institutions). All grant funds should be considered supplemental and not as a primary means of operational support.

## 3.4 Instructor Training Policies and Guidelines

### 3.4.1 Cisco Networking Academy Instructor\* Qualification Process

*\*Please note, in this document instructor refers to an individual who trains students. Instructor trainers teach NetAcad Instructors. (For more information about [instructor trainers](#), see below.)*

Institutions participating in Cisco Networking Academy determine which instructors are eligible to teach their students.

#### Academy Orientation

The Academy Orientation course is for instructors and administrators who are new to Cisco Networking Academy to become more familiar with the benefits of membership. Course materials cover the online

learning management system, best practices, and pedagogy. A NetAcad Instructor and Administrator must successfully complete the Academy Orientation course specific to their role in the program before creating student or instructor classes. The Orientation course can be completed either in a class environment or through self-paced instruction.

## Training Process

### *Prior to training:*

- Complete your registration.
- Download and review the course materials, Interactive Course Guide (ICG), and Instructor Resource Guide (IRG) two weeks before the training session.

### *During training:*

- Actively participate in all activities, including online and classroom learning, labs, online assessments, and skills-based assessments

## Length of Instructor Training Sessions

The recommended time requirements for instructor training are listed below.

Course	In-person, instructor-led training (ILT)	Blended in-person and remote ILT	Remote ILT
Academy Orientation	4 hours*	1 hour in person and 1 hour remote	4 hours (self-paced)
CCNA Discovery: Networking for Home and Small Businesses	5 days	2 days in person and 30 hours remote	Not available
CCNA Discovery: Working at a Small-to-Medium Business or ISP	5 days	2 days in person and 30 hours remote	Not available
CCNA Discovery: Introducing Routing and Switching in the Enterprise	5 days	2 days in person and 30 hours remote	40-48 hours
CCNA Discovery: Designing and Supporting Computer Networks	5 days	2 days in person and 30 hours remote	40-48 hours
CCNA Exploration: Network Fundamentals	5 days	2 days in person and 30 hours remote	Not available
CCNA Exploration: Routing Protocols and Concepts	5 days	2 days in person and 30 hours remote	Not available
CCNA Exploration: LAN Switching and Wireless	5 days	2 days in person and 30 hours remote	40-48 hours
CCNA Exploration: Accessing the WAN	5 days	2 days in person and 30 hours remote	40-48 hours
CCNP: Route: Implementing IP Routing	10 days	5 days in person and 40-48 hours remote	64-80 hours
CCNP: SWITCH: Implementing IP Switching	10 days	5 days in person and 40-48 hours remote	64-80 hours

CCNP: TSHOOT: Maintaining and Troubleshooting IP Networks	10 days	5 days in person and 40-48 hours remote	64-80 hours
Fundamentals of Network Security: CCNA Security	10 days	5 days in person and 40-48 hours remote	64-80 hours
IT Essentials: PC Hardware and Software	4-6 days	1 day and 24-32 hours remote	Not available

\*One day represents approximately eight hours

These guidelines are the minimum expectations to complete each course. Instructor Training Centers may determine time requirements need to be adjusted; however, the minimum expectations stated above should be used as the baseline and increased based on individual ITC circumstances.

### Class Size Recommendations

To provide an optimal learning experience, the maximum trainer-to-trainee ratio should be no more than 1 to 10 in instructor training classes. However, this number can be adjusted based on the amount of equipment available for instructors to use and the number of instructor trainers facilitating the instruction.

### Course Completion Standards

In addition to the training session, each trainee must complete an online final exam and pass any associated hands-on, skills-based assessments (SBAs), or final course projects.

If all elements of the training are successfully completed but the SBA is not passed after two attempts, the trainer may arrange for the trainee to attempt the SBA a third time. The trainee should make this final attempt only after some additional study.

If distance from the training center is an issue, the trainer may arrange to have the third attempt of the SBA proctored at a different location by a qualified instructor who has passed the SBA and is not from the same academy as the trainee.

### Instructor Fast Track Options

Instructor Fast Track (IFT) training is an opportunity to gain skills qualification with little or no instruction. This rigorous option is provided for instructors with requisite subject knowledge and skills who would not benefit from a full instructor training session.

Only candidates with prior subject matter knowledge can enroll in an IFT class. This prior knowledge is verified through one or more of the following methods:

- Specific and current industry certification
- Formal evidence of industry experience
- Formal evidence of teaching experience

All candidates who complete the IFT option must contact the Support Desk to waive in-class training requirements. The Support Desk will request proof of industry certification or evidence of industry experience or teaching experience. The Support Desk can be reached through the **Help** link on the learning management system or at [webmaster@cisco.netacad.net](mailto:webmaster@cisco.netacad.net).

New instructors must also complete the Academy Orientation course. Please note that the Academy Orientation course is separate from the IFT course.

The following industry certifications will satisfy the Fast Track subject matter knowledge verification

requirements:

IFT Curricula / Course	Industry Certification
CCNA Discovery Course 1&2	CCENT
CCNA Discovery, CCNA Exploration (all 4 courses)	CCNA
CCNP	CCNP
IT Essentials: PC Hardware and Software	CompTIA A+, EUCIP IT Administrator

### Course Completion Standards

Each qualified trainee must complete a skills-based assessment (SBA) and complete a Case Study.

### Continuing education guidelines

Cisco Academy instructors are expected and encouraged to pursue continuing education opportunities. Instructors are encouraged to complete a minimum of four hours of training annually.

## 3.4.2 Cisco Networking Academy Instructor Trainer Qualification Process

To maintain a high level of quality in instructor training, individuals who train instructors (Instructor Trainers) will have to complete the rigorous qualification criteria listed below.

### Qualification Criteria

#### Prerequisites

- Valid CCNA Certification to teach CCNA D/E instructor training, if not already attained, candidate must attain a valid CCNA Certification within six months of passing the instructor trainer evaluation.
- Must have good communication and management skills. (Instructor Trainers should be able to teach in English.)
- Minimum of one instructor/student class must be taught by Instructor Trainer candidates within the last 12 months
- Must be supported by an Instructor Training Center and attached to an Instructor Training Center after passing the instructor trainer evaluation
- A candidate must either be nominated to become an Instructor Trainer either by his/her Cisco Academy or by an Instructor Training Center before participation in the instructor trainer evaluation

#### Pretest

- Technical and Academy Connection skills

#### Evaluation

- Practical skills via Packet Tracer and hands-on equipment
- Configuration and troubleshooting capabilities
- Knowledgeable about CCNA topics
- Pedagogical, presentation, and technical skills via presentation evaluation and Q&A sessions.

### Renewal Process

Once qualified, to maintain their status, instructor trainers must renew their industry certification every three years. Additionally, on an annual basis instructor trainers must:

- Have conducted at least one NetAcad Instructor course (includes co-teaching)
- Have a valid CCNA certification or higher



## TEACHING A CLASS

To teach a course, candidate instructor trainers must **complete the Academy Orientation course** and also achieve the following prerequisites:

Course	Prerequisites
<b>All Curricula</b>	
Any course	Academy Orientation
<b>CCNA Discovery</b>	
Networking for Home and Small Businesses	CCNA Discovery: Networking for Home and Small Businesses or CCNA Exploration: Network Fundamentals
Working at a Small-to-Medium Business or ISP	CCNA Discover: Working at a Small-to-Medium Business or ISP or CCNA Exploration: Routing Protocols and Concepts and CCNA Exploration: LAN Switching and Wireless
Introducing Routing and Switching in the Enterprise	CCNA Discovery: Introducing Routing and Switching in the Enterprise or CCNA Exploration: Routing Protocols and Concepts and CCNA Exploration: LAN Switching and Wireless
Designing and Supporting Computer Networks	CCNA Discovery: Designing and Supporting Computer Networks or CCNA Exploration: Accessing the WAN or CCNA Instructor Fast Track
<b>CCNA Exploration</b>	
Network Fundamentals	CCNA Exploration: Network Fundamentals or CCNA Discovery: Working at a Small-to-Medium Business or ISP

Routing Protocols and Concepts	CCNA Exploration: Routing Protocols and Concepts or CCNA Discovery: Introducing Routing and Switching in the Enterprise
LAN Switching and Wireless	CCNA Exploration: LAN Switching and Wireless or CCNA Discovery: Introducing Routing and Switching in the Enterprise
Accessing the WAN	or CCNA Exploration: Accessing the WAN or CCNA Discovery: Designing and Supporting Computer Networks or CCNA Instructor Fast Track
<b>CCNP Cisco Certified Network Professional</b>	
Implementing IP Routing	ROUTE: Implementing IP Routing or CCNP Instructor Fast Track
Implementing IP Switching	SWITCH: Implementing IP Switching or CCNP Instructor Fast Track
Maintaining and Troubleshooting IP Networks	TSHOOT: Maintaining and Troubleshooting IP Networks or CCNP Instructor Fast Track
<b>Network Security</b>	
Fundamentals of Network Security	CCNA Security
<b>IT Essentials</b>	
IT Essentials: PC Hardware and Software	IT Essentials: PC Hardware and Software or IT Essentials: PC Hardware and Software Fast Track

### Waivers and appeals

The Cisco Technical Advocacy team will consider waivers and appeals to any procedures included in Part Four of this policy manual, Instructor Training Guidelines. All requests must be submitted in writing to [netacad-training@cisco.com](mailto:netacad-training@cisco.com).

## 3.5 Terms and Definitions

**Academy:** See Cisco Academy.

**Academy Connection:** Refers to the Cisco Networking Academy Management System (CNAMS); <http://www.cisco.com/web/learning/netacad/index.html>

**Academy Support Advisor:** Person who works at the Academy Support Center and is responsible for supporting associated Cisco Academies.

**Academy Support Center:** Provider of baseline support; partners with academies to promote a quality student experience, sustainability, and student success.

**Academy Support Center Contact:** Specific person at an Academy Support Center who is the main contact with Cisco regarding baseline operational support services, general communications, and feedback.

Responsibilities include:

- Identify correct institutional administrator to sign online Academy Support Center Membership Agreement
- Respond to community ratings and comments

**Area Academy Manager:** Cisco-affiliated person responsible for Cisco Networking Academy program in a specific geographical area.

**Cisco NetAcad Quality Team:** Point of contact for Cisco Academy quality.

**Cisco:** Refers to Cisco Systems, Inc®.

**Cisco Academy:** Organization that teaches students necessary networking principles and skills using the Cisco Networking Academy curriculum and tools, in an effort to improve their career and economic opportunities.

**Cisco NetAcad Technical Manager:** Cisco-affiliated person responsible for performing specific functions on behalf of Cisco.

**Course Material:** Refers to all educational material, including curriculum, lab exercises, teachers' guides, and similar material made available to Cisco Academy by Cisco for use in the Program.

**Curriculum:** Web-based courses of study provided by Cisco as part of the Program for the purpose of classroom instruction.

**Guideline:** Recommendation for institutions to improve performance.

**Instructor:** See NetAcad Instructor.

**Instructor Trainer:** Person affiliated with at least one Instructor Training Center who is approved to train instructors.

**Instructor Training Center:** Entity that provides training for (and approves) new instructors, and also provides them with technical support for one year after their initial training. May also provide ongoing instructor professional development (IPD).

**Instructor Training Center Contact:** Specific person at an Instructor Training Center who is the main contact with Cisco regarding quality, general communications, and feedback. Responsibilities include:

- Identify correct institutional administrator to sign online Instructor Training Center Membership Agreement
- Respond to community ratings and comments

**NetAcad Contact:** Specific person at a Cisco Academy who is the main contact for Cisco regarding quality, general communications, and feedback. Responsibilities include:

- Secure correct institution administrator to sign the online Cisco Network Academy membership agreement
- Respond to community ratings and comments from partners with Cisco to administer an annual customer satisfaction survey

**NetAcad Instructor:** Individual responsible for the instruction of a Cisco Networking Academy course at a

Cisco Academy. A NetAcad Instructor teaches students.

**NetAcad Success Lead:** Person within each Cisco Academy who works with Cisco on all quality and Academy sustainability matters. The Success Lead will:

- Be familiar with Cisco Academy required policy and procedures
- Review data annually and recommend improvements to their academy using Academy success dashboard and other related tools
- Partner with their Cisco Quality Manager to ensure recommended improvements from Cisco are implemented

**NetAcad Staff:** Person(s) at an academy who provide(s) administrative support and leadership.

**Policy:** Requirement for institutions detailed in the Cisco Networking Academy Membership Guide, that community members are required to adhere to as part of their Membership Agreement.