



# Operations Handbook

## Instructor Training Centers

Version 1.5

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## INTRODUCTION

Welcome to the Cisco Networking Academy® program. Thank you for participating as a major contributor to the success of teachers and learners in the world's largest classroom. Cisco's approach to Professional Development for Instructors is structured to support Instructors from a global perspective and to achieve Instructor Excellence throughout our program.

In an effort to support Instructor Excellence, Cisco® provides a rigorous evaluation to qualify Instructor Trainers to train our Instructor communities.

To continue fostering this approach, Cisco partners with Instructor Training Centers (ITCs) to drive professional development.

In this partnership, ITCs can expect Cisco to support them in specializing their training opportunities for specific customer needs.

Because of this unique partnership, only activities through Cisco and ITCs will be formally recognized as Professional Development. In addition, as Cisco develops and launches new and updated curriculum, training of instructors will be the responsibility of Cisco and our ITC partners.

This important work includes developing existing qualified Instructor Trainers, and creating an effective learning environment for all instructors. With Cisco's future technology platform enablement, Instructor Training Centers will be able to deliver training through a common set of tools and enhance the user experience while tracking participation and effectiveness.

This document is written based on recent process and system improvements that are part of Academy Evolution. We have also inserted references to other existing processes to give you a complete end-to-end view of your overall role and responsibilities.

## TRAINING CENTER ROLES & ACTIVITIES



### Instructor Training Center Contact

*A single person at your Training Center, who is the main contact for Cisco regarding quality and general communication, is responsible for the following:*

- Completion of the Membership Agreement process every twelve months
  - Securing appropriate institution administrator to sign the online Instructor Training Center Membership Agreement
- Updating your ITC profile on a yearly basis
- Ensuring compliance with Cisco Networking Academy policies and minimum standards as outlined in the Membership Guide:
  - Ensures compliance with Cisco Networking Academy Instructor Training Guidelines.
  - Develops Annual ITC Course Schedule
  - Creates an annual ITC Business Plan
  - Actively participates with Cisco Technical Managers (TMs) and Cisco Area Academy Managers (AAMs) on a quarterly basis in alignment with the annual business plan objectives
  - Responds to inquiries and feedback about training offerings and adjusts offerings accordingly

### Qualified Instructor Trainer

*A person, who is approved to train instructors and is affiliated with at least one ITC, is responsible for the following:*

#### Enables Academy Instructor Excellence

- Reviews Instructor class surveys and metrics; adjusts business plan accordingly to ensure value of your offerings
- Addresses online community feedback as appropriate; understands and investigates any complaints; provides feedback to the contact responsible for business plan to ensure the value of your offerings
- Provides excellent customer service

### Develops Effective Instructor Trainers

- Design and delivery of relevant and highly effective learning experiences for instructors
- Actively ensures relevant Instructor training offerings are posted and advertised in the system
- Responds to inquiries about training offerings and adjusts offerings accordingly
- Actively participates in online communities and encourages instructor trainers to do the same

### Instructor Training Center Staff

*This is a support role that may be held by many of your staff as needed to assist with managing your ITC, but is neither an ITC Contact nor an Instructor Trainer.*

### Cisco Technical Manager

*Cisco role that facilitates instructor development and support; will work with ITCs in order to:*

- Establish requirements and policies for the qualification of Instructor Trainers
- Qualify all potential Instructor Trainer candidates
- Provide online/virtual instructor professional development opportunities for the community
- Sponsor online curriculum communities
- Assist in quarterly ITC planning process, partner with AAM to achieve the ITC's goals

## Manage Institution Contract and Membership Agreement

The Instructor Training Contact will follow these steps to complete the **Click to Accept** process:

1. Secure an **Intent to Participate** form from your AAM
2. Fill out the **Intent to Participate** form and return it to your AAM
3. Meet with your AAM to review your qualifications to fulfill the desired institution role
4. Once approved, your AAM will send the Membership Guide to you so that you may discuss the document with your legal signatory, if appropriate. Let your legal signatory know the following:
  - They will receive a **Click to Accept** system email, with a secured link to view all relevant Cisco Membership Agreements for each institution role they will play in the program

- In order to review and accept the online agreement(s), the signatory at your institution will need to obtain a CCO (Cisco.com) user account and password. The CCO account process information will be sent to the signatory in advance.

5. Your AAM will let you know when your signatory has accepted the agreement

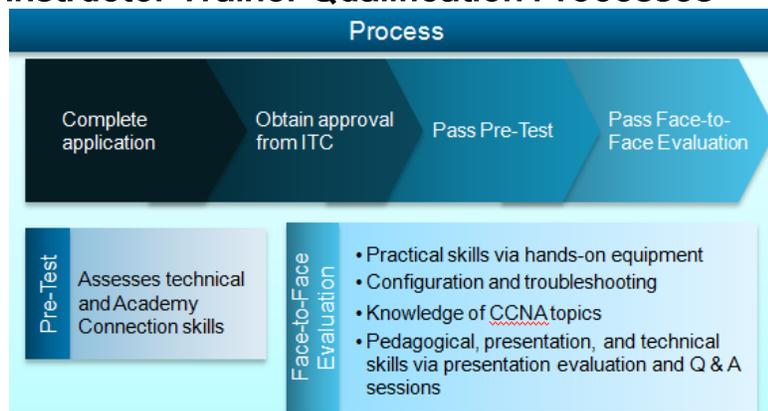
6. If you haven't heard from your AAM, please check in with your legal signatory on status

7. You will be responsible for managing the approval of the Membership Guide and agreements annually.

## Instructor Training Center Renewal Process

Once qualified, the ITC Contact will be required to sign a renewal agreement yearly. In order to be provided a renewal agreement, your ITC must comply with the policies documented in the Membership Guide. If your institution is out of compliance, the ITC Contact is responsible for creating a plan to address out of compliance areas. All out of compliance areas must be corrected before the yearly renewal process is completed.

## Instructor Trainer Qualification Processes



The role of Instructor Trainer is the top teaching and technical role in Cisco Networking Academy. This role is responsible for promoting academic and instructional excellence for Academy Instructors. Designation as an Instructor Trainer requires a rigorous qualification process that includes:

- Being nominated by a Cisco-authorized ITC
- Achieving and maintaining industry certification associated with the Networking Academy curriculum
- Completing Instructor Trainer application

- Taking and passing pretest
- Passing a full day face-to-face evaluation, scheduled and delivered by a member of the Cisco Technical Advocacy team

If candidates pass the face-to-face evaluation, they will receive an official Cisco Networking Academy Instructor Trainer Certificate. In order for qualified Instructor Trainers to teach Cisco Academy instructors, they must be affiliated with a Cisco-authorized ITC. For future release, the role of Instructor Trainer will be visible to all on the learning management system and the Instructor Trainer will be able to create and post Cisco Academy Instructor classes in the system.

If Instructors do not successfully complete the evaluation, they are able to reapply after a six-month period.

## Renewal Process

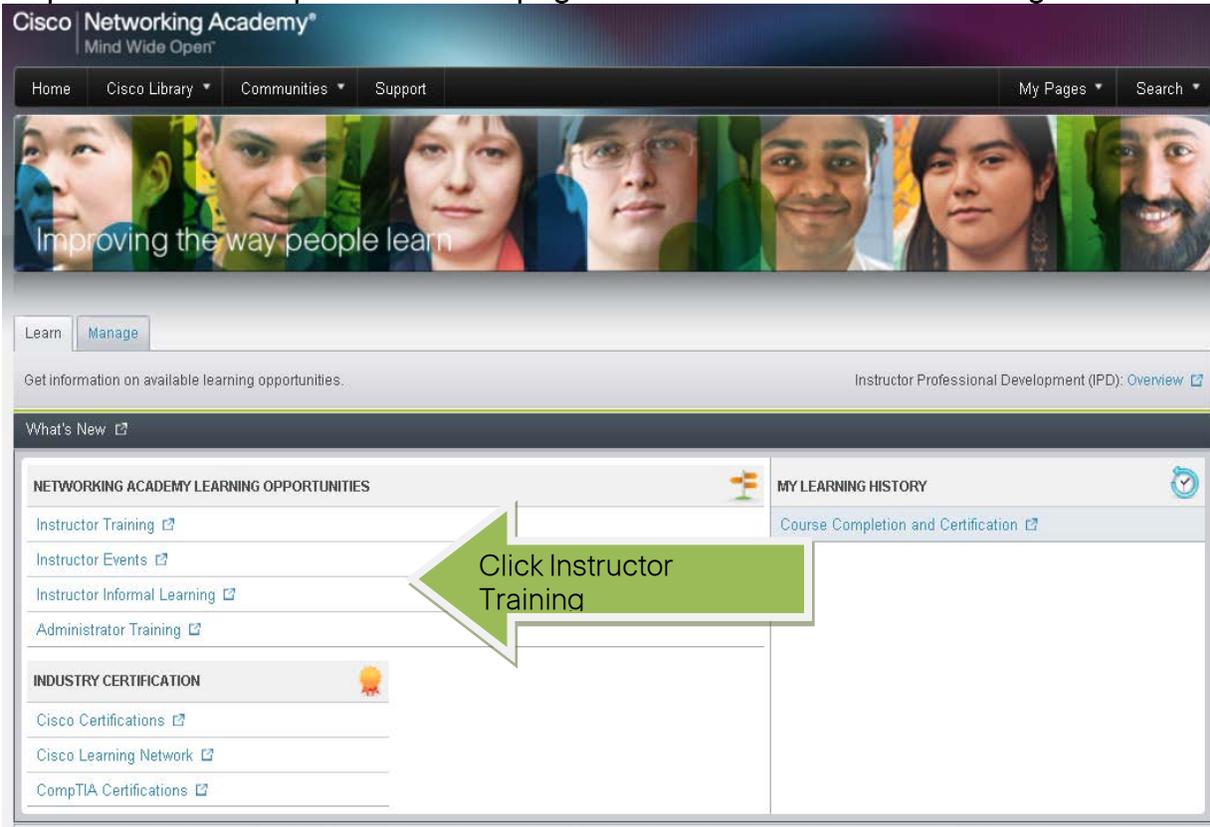
Once qualified, in order to maintain Instructor Trainer status, the following is required:

- Requalify every three years concurrent with industry recertification. Instructor Trainer status will expire on the industry certification renewal date unless it is kept current and is reported through the correct processes.
- Teach at least one instructor class every 12 months (co-teaching would also qualify).
- Associate with at least one ITC.

## How Instructors Will Find Instructor Training

In order for instructors at Cisco Academies to find training opportunities from Cisco or Instructor Training Centers, they will access the New Experience page and follow the steps below:

### Step 1: Go to New Experience home page > Learn tab > Instructor Training



## Step 2: Register for Training

ACADEMY CONNECTION

ADMINISTRATOR HOME

INSTRUCTOR HOME

### Register for Training

Select the available Curriculum, and Course in the dropdowns below. Your status displayed will indicate if you are eligible to enroll in the selected course. If you are unsure about your eligibility or status please click on the "View Your Current Course Completion and Certification Status" link provided below.

*\* Indicates required fields*

---

#### Register for Training

Curriculum Name\*

Course Name\*

Current Status for Course:

[View Your Current Course Completion and Certification Status](#)

Search

- :: Membership Directory
- :: Academy & Class Locator

CCNP

New Experience

Forums

Choose Curriculum & Course

Interactive Course Guides [View Now](#)

Cisco Packet Tracer [Download](#)

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## Professional Development: Cisco's Approach

The Cisco Networking Academy strives to provide professional development opportunities to all of its instructors.

Instructor Professional Development (IPD), by Cisco design, are resources, activities, and interactions created for the purpose of helping instructors prepare or improve their ability to positively impact student success.

## How to Access Cisco Networking Academy Sponsored IPD

Step 1: Go to New Experience home page > Learn tab > Instructor Informal Learning

The screenshot shows the Cisco Networking Academy website interface. At the top, there is a navigation bar with links for Home, Cisco Library, Communities, Support, My Pages, and Search. Below this is a banner with the text "Improving the way people learn" and a collage of diverse people's faces. Underneath the banner are two tabs: "Learn" and "Manage". A sub-header reads "Get information on available learning opportunities." with a link for "Instructor Professional Development (IPD): Overview". Below this is a "What's New" section. The main content area is divided into two columns. The left column is titled "NETWORKING ACADEMY LEARNING OPPORTUNITIES" and lists several options: "Instructor Training", "Instructor Events", "Instructor Informal Learning", and "Administrator Training". A green arrow points to "Instructor Informal Learning". Below this list is a section for "INDUSTRY CERTIFICATION" with links for "Cisco Certifications", "Cisco Learning Network", and "CompTIA Certifications". The right column is titled "MY LEARNING HISTORY" and contains a link for "Course Completion and Certification".

## Step 2: Select the Learning Opportunity

### Welcome to the Cisco Networking Academy Professional Development Site

This site is restricted to Cisco Networking Academy Instructors and Administrator Professionals global access into Cisco Networking Academy's Professional Development Community.

To Read More about the Purpose of this site: [Click Here](#)

Turn editing on

Select Language ▾

Please click the "Sign In" link in the upper right corner of this page to login.

### Learning Opportunities

**Networking Academy Program Support**  
NetAcad Community Orientation

**Instructor Offerings**

- IT Essentials**
- CCNA**  
IPv6 Introduction for CCNA Instructors  
DHCP Best Practices  
NAT Best Practices
- CCNA Security**  
CCNA Security Certification Exam Prep  
Working with IPS Signature Files  
Site-to-Site IPSec VPNs
- CCNP**
- Packet Tracer**

**Technical Advocacy Team**  
Webinars en Espanol  
Global Instructor Webinars 2011

Search offerings:

**CALENDAR**

September 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

**LATEST NEWS**

[Add a new topic...](#)

(No news has been posted yet)

**MY OFFERINGS**

- CCNA Security Certification Exam Prep
- DHCP Best Practices
- Emerging Markets Evaluation
- IPv6 Introduction for CCNA Instructors

Select Learning Opportunities

## How to Post your ITC's Ongoing IPD Opportunities

With Cisco's future technology platform enablement, training centers will be able to deliver training through a common set of tools. In the meantime, please work directly with your Cisco Technical Manager for assistance.

### Ongoing IPD Events

Events focused on IPD such as virtual conferences, webinars, or in-person events now can be posted and registered for through the New Experience home page.

#### Step 1: Go to Learn tab > Instructor Events



A new window opens and looks like a link to a WebEx site that has upcoming Instructor Events and a listing of past events.

## Step 2: Select a session and register

Solutions	Products & Services	Ordering	Support	Training & Events	Partner Central
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**Cisco | Networking Academy®**  
Mind Wide Open™

**Instructor Events**

Thank you for visiting the **NetAcad Instructor Webinars** page. We have enjoyed record numbers of views and have received your feedback about topics you want us to cover. Our new schedule has been especially designed to help you understand, teach and troubleshoot our curricula. We are also offering sessions that describe and explain advanced technologies across a range of topics.

From this page, you are able to register for upcoming webinar events and to view recordings of previous events. Note the time zone listed for the upcoming sessions is displayed in Greenwich Mean Time only. You will need to make the [conversion](#) to your time zone to determine your availability to join the live session.

**Select a session title below to for more detailed information. Read the session description, check the time of the live session in your own time zone, and register to join the session.**

Monday, April 18, 2011.....12:00, GMT+8.....	<a href="#">Netacad courses in preparation to real job</a>
Tuesday, May 10, 2011.....11:00, GMT+1.....	<a href="#">An insight into CCNA Security</a>
Tuesday, May 17, 2011.....12:00, GMT+8.....	<a href="#">Real business solutions part 1</a>
Monday, May 23, 2011.....15:00, GMT+1.....	<a href="#">Fast and Easy Subnetting</a>

You will want to check this page regularly to register for upcoming sessions and to view recordings of previously held sessions.

## How to Post Your ITC's Training Events

With Cisco's future technology platform enablement, training centers will be able to deliver training through a common set of tools. In the meantime, please work directly with your Cisco Technical Manager for assistance.

## Adding New Curriculum to Your ITC

This process will remain the same as currently documented in Academy Connection.

- Follow the current process to Add new courses in Academy Connection
- Go to **New Experience home page > Primary Navigation Menu Bar > Support > Program > Offer New Course**

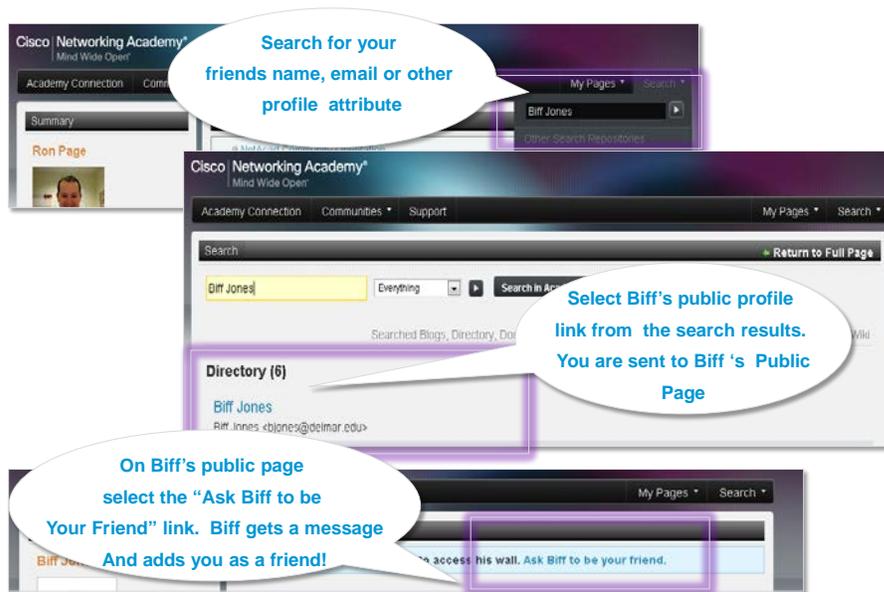
## Method for Contacting the Instructor You Train

The "send message" tool in Academy Connection will no longer be available to you. Using the New Experience functionality there are two ways for an ITC to communicate with the instructors that they train and support: adding users as "friends" and posting a message on Club NetAcad.

To add Users as "Friends":

1. Navigate to the users' Public page.
  - o This could be accomplished by clicking their name as referenced in a forum post, file resource, or blog post.
2. From the left-hand menu, select Add as Friend.
  - o Once confirmed by the individual, they will be available on the "Friends List" located in the left-hand menu of your My Private Page.

Once another user has been added as a friend it is possible to send messages to that individual.



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## Support & Resources

### Instructor Curriculum Support

In addition to providing initial curriculum as well as lab and assessment training for Cisco Academy Instructors, ITCs are required to offer 12 months of support for that same curriculum to Instructors whom they have trained. .

The following support should be provided to the Academy Instructor:

- o Help Instructors understand lab equipment requirements
- o Assist in answering instructors' curriculum, assessment, or lab exercise questions

- o Assist Network Academies with setting up their labs based on associated curriculum

## Annual Instructor Training Center Planning

The development of an annual ITC Plan is not only required but is also crucial to helping you sustain a healthy operation. This development provides the opportunity to focus on planning your training calendar while collaborating with other local, national, or global ITCs.

Academies are encouraged to consider all of their costs and create a comprehensive business plan in order to ensure that they will be able to sustain their Academy into the future. The Cisco Networking Academy has two tools to help academies with sustainability planning:

- Guidelines for Academy Sustainability
- Sustainability Calculator

These resources can be downloaded from [Club NetAcad](#).

## Community Leadership from Instructor Leaders

The Cisco Networking Academy has approximately 40,000 non-student users globally. As an Instructor Training Center, you represent some of the strongest instructional leadership in the program.

As part of your responsibility for promoting academic and instructional excellence, Instructor Trainers and ITC Contacts are expected to participate in communities as appropriate to areas of expertise.

As an Instructor Leader you can connect with and help thousands of instructors from all over the world with your online contributions. Product-based communities that are currently available include:

- Cisco CCNA®
- Cisco IT Essentials
- Cisco CCNAsSecurity
- Cisco CCNP®
- Cisco Passport21 to Entrepreneurship

## Club NetAcad

New Experience home page > Primary Navigation Menu Bar > Communities > Club NetAcad

Club NetAcad is an online community for members of the Networking Academy to share information. Club NetAcad consists of three areas: forums, files, and blogs.

The three primary forums are:

- Academy Evolution—about the changes taking place within the community
- Raising the Bar on Quality
- Networking Academy Membership Benefits

There will also be blogs and places for files including the Sustainability Planning Guide and the Sustainability Calculator.

We look forward to collaborating with you online and seeing your contributions in the communities.

## Glossary of Terms and Acronyms

**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 ASC 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 ASC who is the main contact with Cisco regarding quality, 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 Networking Academy Program in a specific geographical area.

**Cisco Quality Manager:** Point of contact for Cisco Academy Success Lead on quality.

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

**Cisco Global Quality Manager:** Lead in charge of the Cisco Quality Managers.

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

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

**Course Material:** 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 an institution in order to improve its performance.

**Instructor:** See NetAcad Instructor.

**Instructor Trainer:** Person who is affiliated with at least one ITC and 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 12 months after their initial training. May also provide ongoing instructor professional development (IPD).

**Instructor Training Center Contact:** Specific person at an ITC 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:

- Identify correct institution administrator to sign the online Cisco Network Academy membership agreement
- Respond to community ratings and comments
- Partner 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 Resource Partner:** Entity that offers one or more services within the Cisco Networking Academy ecosystem. Services include, but are not limited to: career development, marketing, grant writing, equipment discounts/donations, or any other capability that is important to academy sustainability or of value to the student outcome.

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

- Identify correct institutional administrator to sign online NetAcad Resource Partner Membership Agreement
- Respond to community ratings and comments
- Partner with Cisco to administer annual customer satisfaction survey

**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
- 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 that is detailed in the Networking Academy Membership Guide, which community members are required to adhere to as part of their Membership Agreement.

**Technical Advocacy team:** Team that facilitates instructor development and support, leveraging the community at each stage of the lifecycle, via training, exposure, collaboration, and engagement opportunities.

**Quality Metric:** A composite of Cisco Academy data points, which are automatically captured to reflect academy quality at a particular point in time.