Cisco Networking Academy Membership Guide v3.0

Last Updated 8 May 2014

Your guide to success in the Cisco Networking Academy program

1. Overview

1.1. Purpose of This Document

The purpose of this document is to help member institutions succeed as part of the Cisco Networking Academy program. This document identifies the framework and support mechanisms for participating in the Networking Academy community, including the various options institutions have for engaging in the community and managing academy success, and the policies applicable to all members. It also identifies a number of program requirements and policies with which participants in the Cisco Networking Academy program must comply.

1.2. Benefits of Networking Academy Membership

Cisco provides an extensive array of resources for community members to address technical and programmatic issues, and to promote high quality instruction and positive student outcomes. The benefits available to academies include the following:

- **Learning Resources that Promote Academic Excellence**: All member academies have access to the following:
    - Cisco certified courses
    - Ongoing professional development opportunities for instructors
    - Up-to-date technical curricula
    - Online assessments that provide immediate feedback
    - Interactive teaching and learning tools such as the Cisco Packet Tracer network simulation program
- **Global Community**: NetAcad community members benefit from the collective knowledge of the entire community:
    - Cisco NetSpace learning environment enables collaborative learning and encourages the sharing of best practices through instructor communities.
    - The Cisco Networking Academy Facebook site has members sharing ideas and providing helpful advice.
    - Regional events provide opportunities for teachers to meet and collaborate with each other while learning about the latest developments in networking.
- **Consistent Quality**: No matter where in the world an academy is located, the curriculum adheres to the same global quality standards.
- **Transparency**: Expectations of Cisco Networking Academy members are clear and easy to understand:
    - Clear quality metrics for academies that can be tracked through the online Academy Success Dashboard
    - Defined roles and responsibilities
- **Recognition**: Cisco recognizes achievements and milestones of academies and instructors through the Academy Recognition Program.

Additional benefits include the following:

- Access to online curricula, videos, graphics, and supplemental learning materials, many of which are available in several languages
- Access to Packet Tracer and Cisco Aspire instructional game
- Access to services from an Academy Support Center
- Support from the Global Support Desk—24 hours a day, 7 days a week

- Access to the Cisco NetSpace integrated learning management system
- Equipment and Cisco certification exam discounts

Note: All benefits defined in the Networking Academy Membership Guide are applicable to all Academies (including Accredited Career Colleges and NetAcad Licensing Program academies) in good standing upon admission to the Cisco Networking Academy program unless otherwise stated. Benefits may be added, removed or modified over time in order to provide the best and most relevant resources to the community.

1.3. Overview of the Cisco Networking Academy Community

Academies are part of a network of diverse educational institutions that can choose from a global ecosystem of partners for support, training, and value-added products and services. The following section describes the roles and responsibilities of each type of Cisco Networking Academy institution, and outlines how the community works together to promote academy and student success.

Institutions can sign up to become one or more of the following types of academies. To learn about policies for each, please click on the institution type:

[Academy](#): An organization that teaches networking principles and skills to students using the Cisco Networking Academy curricula and tools, in an effort to improve career and economic opportunities

[Instructor Training Center](#): An institution that trains and accredits new instructors and provides technical support for one year after the initial training; may also provide ongoing instructor professional development (IPD) opportunities

[Academy Support Center](#): An institution that provides academies with operational support and services to promote quality and sustainability

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

Note: Entities are prohibited from operating as part of the Cisco Networking Academy program in embargoed destinations or countries designated as supporting terrorist activities, including Cuba, Iran, North Korea, Sudan, and Syria.

1.4. Roles and Responsibilities of Cisco Networking Academy Institutions

This section describes the basic functions of each NetAcad institutional role. Institutions in the Cisco Networking Academy program must review and comply with the policies that apply to their relevant membership type, as well as the guidelines, which are meant to help improve an institution's performance and enhance community participation.

Note: It is possible for an institution to fulfill multiple roles within the Cisco Networking Academy program. For example, an Instructor Training Center can also be an academy, and an Academy Support Center can also be an Instructor Training Center. When an institution fulfills more than one role, it is necessary for that institution to comply with the policies for each role it fulfills. Additionally, an institution must accept the relevant membership agreements associated with each role. Whether an institution fulfills a single role or multiple roles, the institution must focus on the development of a sustainable business model.

1.4.1. Academies

Academies are educational institutions that teach students networking principles and skills using the Cisco Networking Academy curricula and tools, in an effort to improve their career and economic opportunities. All

academies must comply with the terms of their membership agreement and this Membership Guide (including the referenced [Academy policies](#)).

1.4.2. Instructor Training Centers

Instructor Training Centers (ITCs) train and authorize new and current NetAcad instructors and offer the following services:

- Provide one year of technical support to NetAcad instructors who complete instructor training courses or the Instructor Fast Track (IFT) option (see 5.1.7.)
- Create ongoing instructor professional development (IPD) opportunities on a transactional or subscription basis
- Share online instructor resources
- Help NetAcad instructors understand lab equipment needs for the curricula associated with instructor training courses they complete
- Assist NetAcad instructors with lab setup
- Answer instructors' technical questions about NetAcad courses or labs

All Instructor Training Centers must comply with the terms of their membership agreement and this Membership Guide (including the relevant [Instructor Training Center policies](#)).

1.4.3. Academy Support Centers

The role of an Academy Support Center (ASC) is to promote the sustainability and success of academies. To qualify as an Academy Support Center, institutions must commit to offering services aligned to the following baseline expectations:

- Act as first point of contact for supported academies in need of operational assistance related to academy and course management
- Assist supported new academies with the onboarding process
- Assist supported academies with finding instructor training and setting up their classrooms and labs, including ordering equipment
- Build awareness and offer training to increase understanding and usage of new and helpful resources and tools from Cisco and NetAcad partners
- Provide a program orientation to administrators and instructors from supported academies
- Localize and disseminate critical communications from Cisco
- Assist supported academies with alignment of Networking Academy courses to current offerings
- Collaborate with supported academies to improve the quality of academy operations and instruction in Networking Academy courses
- Provide marketing support for supported academies to attract students

Academy Support Centers are also expected to work in cooperation with Area Academy Managers (or CSR Managers) to support initiatives and projects based on regional goals and objectives. The Area Academy Manager (or CSR Manager) is a Cisco representative responsible for managing the Networking Academy program within a specific geographical territory.

Academy Support Centers are encouraged to offer other services in addition to the ones aligned with the baseline expectations listed above, and must comply with the terms of their membership agreement and this Membership Guide (including the relevant [Academy Support Center policies](#)).

1.4.4. Cisco

In addition to providing the instructional and support resources listed in section 1.2 ([Benefits of Cisco Networking Academy Membership](#)), Cisco is responsible for the following:

- Develop and maintain program, Cisco developed curricula and assessments, and online course delivery system
- Provide quality tools and support for Academies, Instructor Training Centers, and Academy Support Centers (for more information see [Continuous Improvement of Educational Quality](#))
- Provide foundational resources to academies:

Instructor Professional Development	Technical Support	Program Support
Global Support Desk	Cisco NetSpace	Equipment Discounts
Certification Exam Discounts	Marketing Support	

1.5. Becoming a Member of Cisco Networking Academy

To join the Cisco Networking Academy community, all institutions must go through the onboarding process, which includes signing the applicable membership agreement(s), and reviewing and agreeing to the policies applicable to their membership type(s) listed in the [Policies](#) section.

1.5.1. Becoming an Academy

To become an academy, an interested institution applies online through the [Become an Academy](#) form. Cisco determines the suitability of each applicant to participate in the program based on the ability to comply with all applicable policies. As part of its enrolment requirements, the new academy will need to accept an Academy Membership Agreement. After the agreement has been accepted, the new academy will be able to access the Cisco NetSpace learning environment and offer all of the NetAcad courses for which they have trained instructors.

1.5.2. Becoming an Instructor Training Center or Academy Support Center

Academies can apply to become Instructor Training Centers or Academy Support Centers by submitting the [Apply to become an ASC or ITC](#) form. If a candidate institution is not an academy, they can contact the Global Support Desk at academysupport@netacad.net to learn more about the application process.

If it is determined that a candidate institution is able to meet and adhere to the policies contained in this document, they will be asked to accept an Instructor Training Center Membership Agreement or Academy Support Center Membership Agreement as part of its enrolment requirements.

2. Policies

2.1. Overview of Cisco Networking Academy Policies

The policies in this manual form part of the membership agreement for all types of NetAcad institutions. All instructional and administrative staff at NetAcad institutions should be familiar with the policies applicable to their institution. These policies help ensure the high-quality delivery of Cisco Networking Academy offerings.

> **Note:** Joining Cisco Networking Academy and accepting the appropriate membership agreement indicates a binding commitment to adhere to the policies set forth in this document.

2.1.1. Scope

The applicable policies listed in the next section must be adhered to by all academies, Instructor Training Centers, and Academy Support Centers. At this time there are no exceptions to these policies.

2.1.2. Compliance

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

Note: 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.

2.1.3. Non-Compliance

Compliance with applicable Cisco Networking Academy policies is required for member institutions. Failure to comply with these policies may result in the termination of a membership agreement and loss of membership privileges and access.

2.2. Academy Policies

All academies must adhere to all of the following policies to maintain membership in the Cisco Networking Academy community:

1. Institution must be approved by Cisco to become an Academy.

2. Academies must comply with [Cisco's policy on non-support of violence and terrorism](#).

3. Academies must accept the online (or other) membership agreement upon joining the Networking Academy program and every three years thereafter.

4. Academies must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related to Embargoed Countries) (see [Related Policies](#).)

5. Academies must ensure hands-on or remote access to equipment in line with course guidelines to support skills-based learning and assessment.

6. Academies must assign the roles of NetAcad Contact and NetAcad Success Lead to at least one individual. (Please see [Continuous Improvement of Educational Quality](#).) The NetAcad Contact is the main contact for Cisco regarding operational tasks, general communications, and feedback. The NetAcad Success Lead is responsible for collaborating with Cisco and an Academy Support Center when applicable on matters related to quality and overall academy success.

7. Academies must ensure that the NetAcad Contact(s), NetAcad Success Lead(s), and NetAcad instructor(s) complete the Academy Orientation course.

8. Academies must ensure that their instructors successfully complete training and assessment in a Cisco Networking Academy course prior to teaching that course. (Please see [Instructor Training Policies and Guidelines](#).) Cisco believes that instructors obtaining certification in the course they are teaching will greatly enhance their understanding of the topics, and thus enhance the student's experience. Obtaining certification for instructors however is NOT mandatory or a prerequisite for teaching a course.

9. Academies must ensure that only Cisco Networking Academy registered students are permitted to access NetAcad online and skills-based assessments to maintain the integrity of the Cisco Networking Academy program.

10. Academies must ensure that all students taking the class are enrolled in NetSpace and that results are recorded in the online grade book including online final exam scores, skills assessment scores, course feedback, and course completion status.

11. Academies must ensure that all classes of Cisco developed certification aligned courses, i.e. ITE, CCNA, CCNA Security and CCNP, meet the following criteria:

    - Instructor led

- A minimum of three weeks in duration
- Approximately 70 hours of student engagement with course material

12. All academies must be aligned with an Academy Support Center to ensure their direct access to operational support.*

13. Academies must manage their own educational quality by reviewing the Academy Success Dashboard and taking appropriate action as defined in the [Continuous Improvement of Educational Quality](#) section.

14. All individuals associated with an academy must accept and comply with the Website Usage Agreement and the NetAcad Copyright Permissions.

Note: Academies may engage in a fee-for-service contract with their Academy Support Center or Instructor Training Center. NetAcad Contacts should consider the remaining term of their Academy Membership Agreements when entering into such contracts.

Note: Some information, including, but not limited to, the name and email address of NetAcad Contacts and Success Leads and basic performance indicators may be shared with Academy Support Centers to enable the Academy Support Centers to contact academies and provide support as needed. Academies may also work in collaboration with an Academy Support Center to manage educational quality by assigning the ASC Academy Specialist role to a user from the Academy Support Center. The ASC Academy Specialist is a representative of an Academy Support Center who has been designated by the NetAcad Contact to provide direct operational and quality support to an academy. Any personal data provided to Cisco will be treated in accordance with Cisco's Privacy Statement (including the Networking Academy Supplement), located [here](#).

2.3. Instructor Training Center Policies

Instructor Training Centers are expected to offer quarterly professional development opportunities to instructors they have trained, either using material provided by the Cisco Technical Marketing team or developing new or localized material. Instructor Training Centers may engage the academies they support in fee-for-service contracts.

Instructor Training Centers must adhere to all of the following policies to maintain membership in the Cisco Networking Academy community:

1. Institution 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](#).

3. Instructor Training Centers must accept the online (or other) membership agreement upon joining the Networking Academy program and on a yearly basis thereafter.

4. Instructor Training Centers must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related to Embargoed Countries) (see [Related Policies](#).)

5. Instructor Training Centers must assign the role of Instructor Training Center Contact to an individual. (See [Continuous Improvement of Educational Quality](#).) The Instructor Training Center Contact is the main contact for Cisco regarding operational tasks, general communications, and feedback.

6. Instructor Training Centers must ensure that Instructor Trainers, persons who are qualified to teach NetAcad instructors on behalf of an Instructor Training Center, meet the following qualifications:

- Have a valid IT career certification aligned to the courses they teach.

- Successfully complete the Networking Academy Instructor Trainer Qualification process (See [Instructor Trainer Qualification Guidelines](#)).

- Teach at least one instructor training course with at least three instructor candidates per year or contribute equivalent instructor professional development activities. (See Instructor Trainer Qualification Guidelines).

7. During the first year of participation, Instructor Training Centers must have at least one Instructor Trainer in any curriculum.

8. After the first year, Instructor Training Centers must maintain a minimum of two qualified Instructor Trainers associated with the Instructor Training Center.

9. Instructor Training Centers must have access to lab equipment that meets current curriculum requirements and provide multiple options for instructor training.

10. Instructor Training Centers must ensure each instructor has a hands-on or equivalent equipment learning experience.

11. All individuals associated with an Instructor Training Center must accept and comply with the Website Usage Agreement and the NetAcad Copyright Permissions.

   Note: Instructor Training Centers may engage the academies they support in fee-for-services contracts. NetAcad Contacts should consider the remaining term of their Academy Membership Agreements when entering into such contracts.

2.4. Academy Support Center Policies

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

1. Act as first point of contact for supported academies in need of operational assistance related to academy and course management

2. Assist new supported academies with the onboarding process

3. Assist supported academies with finding instructor training and setting up their classrooms and labs, including ordering equipment

4. Build awareness and offer training to increase understanding and usage of new and helpful resources and tools from Cisco and NetAcad partners

5. Provide a program orientation to administrators and instructors from supported academies

6. Localize and disseminate critical communications from Cisco

7. Assist supported academies with alignment of Networking Academy courses to current offerings

8. Collaborate with supported academies to improve the quality of academy operations and instruction within Networking Academy courses

9. Provide marketing support for supported academies to attract students

Academy Support Centers must adhere to all of the following policies to maintain membership in the Cisco Networking Academy community:

1. Institution 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.

3. Academy Support Centers must accept the online (or other) Membership Agreement upon joining the Networking Academy program and on a yearly basis thereafter.

4. Academy Support Centers must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related to Embargoed Countries) (see Related Policies.)

5. Academy Support Centers must assign the role of Academy Support Advisor to at least two individuals (primary and backup) and the role of Academy Support Center Contact to at least one individual. The Academy Support Contact is the primary contact for Cisco regarding operational tasks, general communications and feedback. The Academy Support Advisor is the primary contact for Academy administrators and instructors with support needs.

6. All Academy Support Advisors at an Academy Support Center must complete the accreditation process to offer the Academy Orientation course.

7. Academy Support Centers must have no more than three valid complaints from academies they support within a 12-month period.

8. All individuals associated with an Academy Support Center must accept and comply with the Website Usage Agreement and the NetAcad Copyright Permissions.

2.5. Accredited Career College Institution Policies

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.

2.5.1. Accredited Career College Academy Policies

Accredited Career College (ACC) Academies are required to adhere to all Academy 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.
- Maintain accreditation by a national or regional accreditation body

2.5.2. Accredited Career College Instructor Training Center Policies

ACC ITCs are required to adhere to all Instructor Training Center policies listed in section 2.3. Additionally, they must maintain accreditation by a national or regional accreditation body.

2.5.3. Accredited Career College Academy Support Center Policies

ACC ASCs are required to adhere to all Academy Support Center policies listed in section 2.4. Additionally, they must:

- Maintain accreditation by a national or regional accreditation body
- Remit payment as outlined in the Cisco Networking Academy Accredited Career College Program Fee Schedule

2.6. NetAcad Licensing Program

To qualify under the NetAcad Licensing Program (NLP), an entity must be a for-profit institution located outside of the United States or Canada. The "For-Profit" designation of an institution will be determined by the regional or local Cisco representative.

2.6.1. NetAcad Licensing Program Academy Policies

Academies participating in the NetAcad Licensing Program (NLP) are required to adhere to all academy policies listed in section 2.2. Additionally, they must agree to payment of fees as outlined in the Cisco Networking Academy Licensing Program Fee Schedule.

3. Related Policies

3.1. Cisco Networking Academy Policy on "Not-For-Profit" Designation

The Cisco Networking Academy is focused on creating social benefit and positive outcomes for its students and member institutions. In order to be eligible to apply to participate in the Cisco Networking Academy as either an Academy, Instructor Training Center, or Academy Support Center, entities must be either (a) a "not-for-profit"; or (b) a Cisco approved organization, as determined by Cisco.

"Not-for-profit" is an organization that:

- is defined as such by local law (for example, in the US, a public charity that is non-profit and tax exempt under the U.S. Internal Revenue Code Section 501 (c)(3)); or
- if no such definition exists in local law, provides evidence to Cisco's satisfaction that is otherwise "not for profit" (for example that it will offer Cisco Networking Academy courses on a cost recovery basis for the social benefit of its students and community).

Assuming that the entity otherwise meets the quality and legal requirements for participation, these organizations may be eligible to participate in Cisco Networking Academy.

"Cisco approved organizations" are other entities that Cisco determines, in its absolute discretion, are eligible to participate in the Networking Academy Program. These may be "for-profit" organizations, Universities, Accredited Career Colleges; Government departments or agencies and must otherwise meet the quality and legal requirements for participation. In some instances these organizations may be required to pay a fee to participate.

Cisco's intent with Networking Academy remains strongly aligned with the tenets of Corporate Social Responsibility. Its aim is to benefit students and communities around the world. "Cisco approved organizations" should benefit the students and communities they impact.

In either case (a) or (b), the relevant entity may be required to provide Cisco with such evidence (including information and documentation) of its status that Cisco, in its absolute discretion, requires.

3.2. 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 any entity that participates in the Networking Academy to confirm that they do not engage in or support such activities, and we vet our partners with care. If an entity 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.

3.3. Cisco's Policy on Copyright

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. Cisco's copyright policy outlines certain conduct that violates Cisco copyrights. This policy is subject to change at any time and without notice.

3.3.1. 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, no one may 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. Except as provided in the Limited Authorization in 3.2.2 of this Membership Guide, to help ensure that no entities or individuals participating in the Cisco Networking Academy program infringe on any Cisco copyrighted materials, they should not, without express permission from Cisco, engage in any of the following:

- Directly or indirectly copy, reproduce, or distribute any Cisco materials (including webpages) or any part of the text or graphics from those materials.
- Directly or indirectly modify or create derivative works of any Cisco materials.
- Copy, reproduce, or modify source code or object code of any Cisco product.
- 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.
- Create materials that look as though they originated from or are endorsed by Cisco.
- Imitate the color or visual appearance of Cisco materials and/or products.
- Use Cisco icons as graphical design elements in your materials. These icons should be used only in network design diagrams.
- Distribute Cisco work by sale, rental, or other disposition.

3.3.2. License to Program Materials

Cisco grants entities participating in the Cisco Networking Academy program under an appropriate written agreement a nonexclusive, nontransferable license to use the materials provided to it as part of the Cisco Networking Academy program including courses, videos, graphics, support materials and tools ("Networking Academy Offerings") solely for the purpose of fulfilling its role in the Cisco Networking Academy program. The license only lasts for as long as that entity continues to be a member of the Cisco Networking Academy program and will end when the relevant agreement between that entity and Cisco ends or, if earlier, when Cisco otherwise notifies the recipient that the license is terminated. Cisco retains all right, title, ownership and interest in Networking Academy Offerings and any modifications or improvements, including but not limited to translations and localized versions of Networking Academy Offerings. All licenses not expressly given by Cisco herein are reserved. Recipients must not remove, conceal, or alter any product identification or proprietary notices appearing on the Program Material or any products made available in connection with the Program. Except as set forth in

any separate agreement involving the relevant products, rights and obligations with respect to any software provided in connection with the Cisco Networking Academy program shall at all times be subject to the terms found here: www.cisco.com/web/about/doing_business/legal/terms_conditions.html

To the maximum extent permitted by law, Cisco provides all materials (including any Networking Academy Offerings), services, websites or other deliverables provided as part of the Cisco Networking Academy program "as is", without warranty of any kind, express or implied, including, without limitation, any implied warranties or conditions of merchantability, fitness for a particular purpose, satisfactory quality or non-infringement. To the maximum extent permitted by law, all such warranties are hereby excluded.

Without limiting the foregoing, Cisco authorizes active instructors at authorized and active Academies, Instructor Training Centers and/or Academy Support Centers to reproduce portions of Cisco Networking Academy Offerings, to use for the sole purpose of furthering the instruction of active students who are participating in the Cisco Networking Academy.   This limited authorization is automatically terminates if instructor ceases working as active and authorized instructor for the Cisco Networking Academy program. Upon revocation, a former instructor must immediately cease all use of Network Academy Offerings Materials, and return to Cisco all existing copies of any such Network Academy Offerings.

3.3.3. Copyright Permission Requests
To request permission to use Cisco copyrighted material, please use the online request tool.

3.4. Cisco's Policy on Marketing

3.4.1. Entity Status
Subject to 3.3.2. ("Use of Marks") and the logo usage guidelines outlined in section 3.3.2, an Academy, Instructor Training Center, Academy Support Center (each an "Entity"), may advertise, during the term of its membership agreement with Cisco, its status as an Academy, Instructor Training Center, or Academy Support Center, provided it is in full compliance with the terms and conditions of their membership agreement.

3.4.2. 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 Cisco NetSpace (hereinafter collectively referred to as the "Mark") for use to indicate NetAcad membership 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 the Cisco trademark policy and: 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.

The obligations and limitations in this 3.3.2 survive the termination or expiration of the Entity's membership agreement with Cisco.

3.5. Cisco's Policy on Privacy

Cisco respects and is committed to protecting your personal information. Our privacy policies reflect current global principles and standards on handling personal information – notice and choice of data use, data access and integrity, security, onward transfer and enforcement/oversight. To learn more, review the Cisco Online Privacy Statement.

3.6. Compliance with Laws, and Embargoed Countries

All entities and individuals participating in the Cisco Networking Academy program are reminded of their obligations to comply with all applicable international, federal, state, and local laws and regulations in connection with their participation in the Cisco Networking Academy, including obligations with respect to export controls and embargo restrictions under the laws and regulations of the United States ("US.") and the European Union, including without limitation, export controls administered by the U.S. Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control, and other U.S. agencies. Without limiting the foregoing, please note that entities are prohibited from operating as part of the Cisco Networking Academy in embargoed destinations or countries designated as supporting terrorist activities, including Cuba, Iran, North Korea, Sudan, and Syria. For further information relating to export and contract compliance, please visit the following website: www.cisco.com/web/about/doing_business/legal/global_export_trade/general_export/contract_compliance.html

4. Additional Information

4.1. Continuous Improvement of Educational Quality

To help ensure the high quality and consistent delivery of the Cisco Networking Academy curricula and maximize student success, Cisco continues to invest in academy resources, tools, and systems.

Upon joining Cisco Networking Academy, each academy gains access to tools that enable the academy to monitor their performance and sustainability. This approach to the continuous improvement of educational quality has the following components:

- Academies are able to monitor their performance and track quality metrics through the Academy Success Dashboard, which provides a basis for informed decision making and continuous improvement.
- Academies are encouraged to share best practices in the Academy Excellence Center community in Cisco NetSpace.
- Academies receive operational support through their alignment with Academy Support Centers.
- Cases of policy noncompliance are investigated to help ensure the integrity and value of Cisco certificates of course completion.

Each 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 the academy and is responsible for reviewing the Academy Success Dashboard metrics regularly. The NetAcad Success Lead and instructors are responsible for contacting their Academy Support Center with any program or operational questions, their Instructor Training Center for training inquiries, and the Support Desk with any technical questions.

4.2. Academy Success Dashboard

Academies can track their performance using online tools and reports. Some quality metrics are compiled in the Academy Success Dashboard, which can be viewed by NetAcad Contacts, NetAcad Success Leads, and ASC Academy Specialists. These quality metrics include results from course feedback forms and data entered into Cisco NetSpace and the online grade book.

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

- Consistent delivery of the Cisco Networking Academy curriculum
- Student outcomes
- Instructional excellence and student satisfaction with course offerings

NetAcad Success Leads may be contacted when an academy demonstrates exceptionally high or low performance. If low performance is an issue, remedial action may be suggested for a period of time, after which the academy may be reevaluated. An 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.

4.3. Recognition

The Cisco Networking Academy recognition program utilizes a set of guidelines, data, and tools to recognize important milestones and achievements among members of the Cisco Networking Academy community. This program focuses on the following areas:

- Demonstrating academic excellence through student enrollments and learning outcomes
- Instructor professional development
- Collaboration and instructional excellence
- Years of service milestones

Note: By joining Cisco Networking Academy, member institutions are agreeing to participate in the recognition aspect of the program.

4.4. Networking Academy Maintenance

The Networking Academy Maintenance service was developed to help academies maintain the software on their Networking Academy lab equipment and reduce the total costs required to deliver the critical hands-on aspects of the online courses.

The Networking Academy Maintenance service provides the following benefits to academies:

- Ability to download supported versions of Cisco software needed for Networking Academy labs
- Ability to enable technology packages and advanced feature sets required for specific labs
- Registered access to Cisco.com
- Technical and program support through the Cisco Networking Academy Support Desk

Academies are responsible for nominating instructors or administrators as representatives who will serve as the points of contact for receiving the NetAcad Maintenance service.

Note: The Networking Academy Maintenance service does not provide hardware replacement services. If an academy requires hardware replacement services for their Networking Academy lab equipment, we recommend purchasing the Cisco SMARTnet service, which is available at discounted rates for academies.

For more information about the NetAcad Maintenance Service, including information about how to sign up for Networking Academy Maintenance see the Networking Academy Maintenance Datasheet available in the NetAcad Maintenance resources folder.

4.5. Guidelines for Improving Performance

The following guidelines are provided to improve learning, teaching, collaboration, and the sustainability of the Cisco Networking Academy community. These guidelines are not required (unless otherwise noted), but all academies (and when applicable, Instructor Training Centers and Academy Support Centers) are encouraged to adhere to them to help ensure high-quality course delivery and enhance their sustainability.

4.5.1. Guidelines for Academies

1. Academies should obtain any necessary local approval to deliver the Cisco Networking Academy courses and align with any applicable Memoranda of Understanding.

2. Academies should have a dedicated classroom for student instruction while NetAcad courses are in session.

3. Academies should promote community engagement such as community service projects and links to local employment opportunities for students.

4. Academies should adopt new versions of the curricula when available.

5. Academies should adhere to guidelines for number of hours of classroom instruction 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 applying their skills in a manner appropriate to student goals and needs.

8. NetAcad instructors should have a professional development plan. It is strongly recommended that instructors obtain relevant industry certifications (or equivalent) within two years of completing their initial training.

9. NetAcad instructors should review any course concepts they are unfamiliar with, through self-study or formal training, as appropriate.

4.5.2. Guidelines for Instructor Training Centers

1. All NetAcad Instructors Trainers should have a professional development plan.

2. NetAcad Instructor Trainers are required to maintain relevant industry certifications (or equivalent) for the courses they teach.

3. NetAcad Instructor Trainers should review any course concepts they are unfamiliar with, through self-study or formal training, as appropriate.

4.5.3. Guidelines for All Entities

1. To ensure sustainability, academies, Academy Support Centers, and Instructor Training Centers should have a well-developed business plan and a communications plan that covers internal and external marketing.

2. Academy Support Centers and Instructor Training Centers should function on a fee-for-service, cost recovery basis, except when the institution has another means of support (such as government support). All grant funds should be considered supplemental and not a primary means of operational support.

5. Instructor Training Policies and Guidelines

5.1. Cisco Networking Academy Instructor Qualification Process

Note: In this document, instructor refers to an individual who trains students. Instructor Trainer refers to an individual who teaches NetAcad instructors. For more information about Instructor Trainers, see Section 5.2.

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

5.1.1. Teaching a Class
The process to be qualified or accredited to teach a NetAcad course is as follows:

- Complete the Academy Orientation course.
- Satisfy the instructor requirements for the curriculum. These requirements are described in the FAQs per curriculum and posted on Cisco NetSpace.

5.1.2. Academy Orientation
The Academy Orientation course is for all NetAcad Contacts, NetAcad Success Leads, and NetAcad instructors to understand and become familiar with the Networking Academy program features and benefits. The orientation course provides an overview of the Networking Academy program, the Cisco NetSpace online learning management system, and best practices. The course can be completed online by contacting an Academy Support Center.

5.1.3. Training Process
Prior to training, instructors should:

- Complete the instructor class registration
- Download and review the course materials two weeks before the training session

During training, instructors should:

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

5.1.4. Remote Instructor-Led Training (ILT) of Instructor Classes
Instructor Training Centers must obtain approval from Cisco to conduct remote Instructor-Led Training (ILT) classes. The ITC Contact and Instructor Trainers must submit a plan to be approved by their Cisco Regional Technical Manager.

The requirements for the proposal include:

- The plan must be approved by the Cisco Regional Technical Manager prior to advertising and delivering the course.
- The course must be delivered as Instructor-Led Training (ILT) and cannot be self-paced, independent study.

The proposal should include the following information:

- Describe the Instructor Trainer's previous experience in delivering entirely remote Instructor-Led Training to any audience
- Describe the instructional delivery planned in terms of time and sessions (synchronous or asynchronous)

- Describe the tools and technology that will be used, especially for the hands-on skills development and assessment
- Describe the measures and technologies in place to ensure integrity and security of assessments (delivery and proctoring)

Note: Final assessments must be delivered in-person unless you have an approved plan for delivering instructor training 100-percent remotely.

5.1.5. Class Size Recommendations

To provide an optimal learning experience, the maximum Instructor Trainer-to-instructor candidate 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.

5.1.6. Course Completion Standards

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

5.1.7. Instructor Fast Track (IFT) Option

Instructor Fast Track (IFT) is an opportunity for instructor candidates to demonstrate the skills and knowledge needed to teach a course with little or no instruction. This option is provided for candidates who would not benefit from full instructor training.

Only candidates with prior subject matter knowledge can enroll in an IFT class.

5.1.8. Instructor Fast Track Completion Standards

A candidate proves proficiency by successfully completing the skills-based assessment (SBA) associated with an IFT course. The Packet Tracer SBA is not to be used for the IFT.

A candidate who does not pass the SBA is not passed from the IFT class and must enter a full instructor training class.

The prospective instructor needs to successfully complete the IFT class and successfully complete the Academy Orientation course before they will be qualified to create a student class and deliver instruction.

5.1.9. Continuing Education Guidelines

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

5.2. Cisco Networking Academy Instructor Trainer Qualification Process

The Instructor Trainer Qualification (ITQ) process is a rigorous evaluation designed to qualify Instructor Trainers to train instructors within the NetAcad community. To maintain a high level of quality in instructor training, Instructor Trainers must meet the following qualification criteria:

5.2.1. CCNA Qualification Process
Prerequisites

- Hold a Cisco CCNA® certification to teach CCNA instructor training. If certification is not already attained, candidate must attain a valid CCNA certification within six months of becoming qualified.
- Have good communication and management skills, and should be able to teach in English.

- Have taught at least one CCNA instructor or student class within the last 12 months.

- Be supported by an Instructor Training Center and attached to an Instructor Training Center after passing the Instructor Trainer evaluation.

- Be nominated to become an Instructor Trainer either by an academy or by an Instructor Training Center before participation in the Instructor Trainer Qualification.

Pretest

- Demonstrate technical and Cisco NetSpace knowledge and skills.

Proctored Evaluation

- Practical skills demonstrated through Packet Tracer and hands-on equipment

- Configuration and troubleshooting capabilities

- Knowledgeable about CCNA topics

- Pedagogical, presentation, and technical skills demonstrated through presentations and Q&A sessions

5.2.2. IT Essentials Qualification
Prerequisites

- Have good communication and management skills, and should be able to teach in English.

- Have taught at least one IT Essentials instructor or student class within the last 12 months.

- Be supported by an Instructor Training Center and attached to an Instructor Training Center after passing the Instructor Trainer evaluation.

- Be nominated to become an Instructor Trainer either by an academy or by an Instructor Training Center before participation in the Instructor Trainer Qualification.

Pretest

- Demonstrate technical and Cisco NetSpace knowledge and skills

Proctored Evaluation

- Practical skills demonstrated through Virtual Laptop and hands-on equipment

- Configuration and troubleshooting capabilities

- Knowledgeable about IT Essentials topics

- Pedagogical, presentation, and technical skills demonstrated through presentations and Q&A sessions

5.2.3. Renewal Process
After becoming qualified, to maintain their status on an annual basis, Instructor Trainers must:

- Conduct at least one NetAcad Instructor Training course with at least three instructor candidates (includes co-teaching) OR contribute equivalent instructor professional development activities.

- Maintain or increase their IT career certification level. **Note**: Credit for teaching an instructor training class applies to a maximum of two Instructor Trainers.

Some example of Equivalent Instructor Professional Development (IPD) activities are:

- 5 - 10 learning opportunities approved by the Cisco Technical Marketing team and hosted by Cisco that cover approximately two hours of content.

- Speaking for two sessions at any Cisco Networking Academy conference; session approval required by Technical Marketing team. Typical sessions range from 45 to 90 minutes each.

- Speaking for two 1-hour webinars hosted by Cisco; session approval required by Technical Marketing team

Leader of a team project with an elapsed time of 2 months minimum and with a minimum of 4 meetings; Project objective, members' roles, timeline, outcomes and deliverables should be approved by Technical Marketing team member in advance. The outcomes/deliverables need to be shared with instructor community. Members of the team may include Instructor Trainers, Instructors or even students with a maximum of 2 Instructor Trainers participating for the qualification renewal.

All the material produced should be original and:

- Instructor Trainers must use Cisco PPT and DOC templates and establish copyright ownership by Cisco.

- Instructor Trainers will keep the rights to continue to use the materials that they create.

- The name of the Instructor Trainer remains listed as the IPD author, but the IPD may be used by Cisco at any time.