

Cisco Learning Partner Program

SO Program Requirements

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Sponsored Organization

SO (Sponsored Organization) is the first-level Learning Partner. A SO will partner with a Cisco Learning Solution Partner (CLSP), the highest level Learning Partner. The SO Agreement is with a CLSP and not with Cisco. By having a direct relationship with a Cisco Learning Solutions Partner, a SO is authorized to deliver Cisco training using Cisco-certified instructors.

A SO Agreement between the SO and the CLSP is valid for 12 months. SOs must remain in compliance with all program requirements throughout the year. Partner compliance will be validated yearly with a mid-year review and an on-site audit.

Cisco is currently working on an online application process. Once in place, new SOs will be required to use the online process to apply to the Program. Existing SOs will be asked to submit an annual online application as part of the renewal process.

Cisco will periodically update the Program Requirements to reflect program changes and enhancements. Changes to the Program Requirements will be communicated to all SOs.

Terms used but not defined in these SO Program Requirements can be found in the SO Agreement.

SO Program Requirements

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SO Requirements Summary

- Adhere to all Program Requirements, obligations, and restrictions including staff, metrics, certified instructors (CCSI), number of students taught (excluding internal employees of the SO), and number of course offerings.
- For Cisco content-based classes, a SO must only offer Cisco authorized training and cease all non-authorized Cisco training.
- Maintain the Learning Partner Management System (LPMS) with company profile, required staff, and CCSI information
- Teach Cisco authorized courses using only Cisco Systems Certified Instructors and authorized materials
- Properly report and pay royalties on all derivative works
- Adhere to marketing guidelines specific for Sponsored Organizations
- Align with a CLSP for purchasing course kits

Curriculum

All SOs must deliver the required number of courses for their SO level.

Sponsored Organizations in emerging countries have slightly different curriculum requirements than Sponsored Organizations in developed countries. Requirements for an SO in an emerging country are outlined in the “SO Category B” column. Requirements for an SO in a developed country are outlined in the “SO Category A” column.

In addition to delivering the required courses (see Option 1 and Option 2), a SO must teach the required number of students (80 for an SO in Category B, 120 for an SO in Category A). **The required number of students taught must be external to the SO.**

SOs can deliver any of the Technical, Technical Sales, or Specialization courses where there is a course kit available. See the Learning Store (<http://www.cisco.com/cm/learningstorelogin.html>) for complete list.

Capability - Value Skills Certification Curriculum	SO Category B Emerging Countries – participation and exceptions subject to approval	SO Category A	CLP	CLSP
<p>Deliver courseware curriculum offerings from:</p> <p>Foundation Certification Tracks*</p> <ul style="list-style-type: none"> • CCNA (2 courses) • CCDA (1 course) <p>Professional Certification Tracks*</p> <ul style="list-style-type: none"> • CCNP (4 courses) • CCSP (5 courses) • CCVP (5 courses) • CCDP (5 courses) • CCIP (7 courses) <p>Expert Certification Tracks</p> <ul style="list-style-type: none"> • CCIE Routing and Switching • CCIE Security • CCIE Service Provider • CCIE Storage Networking • CCIE Voice <p>Specialist Certification Tracks</p> <ul style="list-style-type: none"> • Adv Routing and Switching (3) • Foundation-Channel Partners (3) • Unified (IP) Communications (8) • Security Certifications (9) • Wireless LAN (3) • Data Center Certifications (6) 	<p>➤ 80 students taught within the 12 month program period.</p> <p>➤ Plus, one of the following options:</p> <ul style="list-style-type: none"> ▪ Option 1: Core curriculum tracks* comprised as defined on this site - www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html <ul style="list-style-type: none"> – CCNA ▪ Option 2: Specialist Career track aligned to Specializations as defined here: www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html 	<p>➤ 120 students taught within the 12 month program period.</p> <p>➤ Plus, one of the following options:</p> <ul style="list-style-type: none"> ▪ Option 1: Core curriculum tracks* comprised as defined on this site - www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html <ul style="list-style-type: none"> – CCNA and 2 of four courses required for CCNP ▪ Option 2: Specialist Career track aligned to Specializations as defined here: www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html 	<p>SO Category A requirement plus following:</p> <p>Ten distinct advanced courses supported by corresponding certification and delivery capabilities from any combination in the tracks listed below:</p> <ul style="list-style-type: none"> – Professional Certification curriculum track – Expert Certification curriculum track – Specialist Career Track aligned to Specializations as defined on this site (link to URL - /www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html) – Channel Partner Specialization – entire current program track – see www.cisco.com/go/specialization 	<p>SO Category A requirement plus following:</p> <p>Twenty distinct advanced courses supported by corresponding certification and delivery capabilities from any combination in the tracks listed below:</p> <ul style="list-style-type: none"> – Professional Certification curriculum track – Expert Certification curriculum track – Specialist Career Track aligned to Specializations as defined on this site (link to URL - /www.cisco.com/web/learning/le3/learning_career_certifications_and_learning_paths_home.html) – Channel Partner Specialization – entire current program track – see www.cisco.com/go/specialization

CLPs and CLSPs must deliver the required number of distinct courses (not classes) for their respective partner level as outlined in the table above. CLP and CLSP requirements are for 10 and 20 distinct advanced courses in addition to either Option 1 or Option 2 of SO requirements.

Proof of capability to deliver the required number of courses will be determined by the following:

- Dedicated certified instructor for specified course for the program year. If contractor is used, a dedicated contract with Learning Partner covering the program year is required.
- Proven access to lab equipment either from ownership, or documented access to Cisco or Remote Lab Learning Partner. Ownership or access must be established and maintained for the program year.
- Demonstrated delivery of required courses within 12 months of program year with passing MTM score for instructor and customer satisfaction.
- Completed Course Qualification Form listing qualified staff and equipment that will be used to delivery each course selected to meet the curriculum requirement.

Personnel

SO is required to have full-time staff and contractors that are exclusive to the SO and must reside in the theater where SO's executed Agreement is valid. Proof of contract for the program year is required for all full-time contractors.

All SO personnel information including required certified staff and Certified Cisco System Instructors (CCSI) must be kept up to date in the Learning Partner Management System (LPMS). CLSPs must work with their SOs to insure LPMS is up to date.

SO must fulfill the required staffing roles as shown below using full-time staff and full-time contractors exclusive to SO. **All staff must reside in the theater where the partner agreement is executed.**

Capability Requirements Staffing Skills – Training (all certs must be current)	Training Track			
	SO Category B Emerging Countries – participation and exceptions subject to approval	SO Category A	CLP	CLSP
Staffing – one person can fill two roles, however not in the same job role category.				
▪ CCSI – employee or dedicated contracted employee	2	2	4	7
▪ CCIE	-	-	1	2
▪ CCNP or CCVP or CCSP	-	1	1	2
▪ CCNA	1	1	1	1
▪ CCDP	-	-	1	1
▪ CCDA	-	-	1	1
▪ Customer Service Representative	-	-	2	2
▪ ICP Proctor	-	-	-	1
▪ Cisco Sales Expert (CSE) Certification	1	1	1	1
Total Staffing Skills Required by Level =	4 (2)	5 (3)	12 (6)	18 (9)

Sponsored Organizations in emerging countries have slightly different requirements than Sponsored Organizations in developed countries. Requirements for an SO in an emerging country are outlined in the "SO Category B" column. Contact your Cisco Theater Development Manager (TDM) for a list of emerging countries in your theater.

Note that role sharing is allowed. With role sharing, one person can fill no more than two roles, however not in the same job role category. For example, one person can fulfill the CCNA and CCSI role. All staff certifications will be verified by Cisco.

The total number of staff required for each level is displayed in the last row of the table. The minimum number of staff needed with role sharing is the number in parenthesis. For example, a SO (Category A) requires 5 roles to be filled. With role sharing the SO would need a minimum of 3 people to meet staffing requirements.

Some career certifications "over-ride" others in order to assist individuals in meeting the job role requirement. The following hierarchy details which designations may replace others:

This Certification Qualification	Can Be Superseded By
CCIE	Any CCIE (unless a specific CCIE is required, i.e. CCIE Voice, as in the case of some Cisco specializations)
CCIP =	CCIE-R&S or CCIE-Service Provider or CCIP
CCDP =	CCDP
CCVP =	CCIE-Voice or CCVP
CCNP =	CCIE or CCNP
CCSP =	CCIE-Security and CCSP
CCDA =	CCIE or CCDP or CCDA
CCNA =	CCIE or CCIP or CCDP or CCNP or CCSP or CCVP or CCNA

Instructor Rating and Customer Satisfaction

Instructor ratings and Customer Satisfaction (which includes feedback on the course and training facility) from student evaluations are recorded in Metrics That Matters (<http://www.metricsthatmatter.com/mtm/>). All Learning Partners must have an MTM account and must direct students to complete evaluations at the completion of each class.

Average minimum ratings achieved by Learning Partners for Instructor and Overall Customer Satisfaction are listed in the table below and are different for each region of the world. Each Learning Partner must have a quarterly participation response rate for student evaluations in MTM of 50% or better. The first quarter that will be measured in the FY08 program year will begin November 1, 2007 and end on January 31, 2008. Thereafter Customer Satisfaction will be measured quarterly.

Certification Requirements	CLSP	CLP	SO
Instructor	4.33	4.33	4.33
Overall Customer Satisfaction (aligned to overall Theatre requirement)			
APAC	4.26	4.26	4.26
Emerging Markets	4.25	4.25	4.25
Europe	4.30	4.30	4.30
Japan	4.00	4.00	4.00
US / Canada	4.33 / 4.28	4.33 / 4.28	4.33 / 4.28

Lab Equipment

In order to deliver a high-quality training experience to all students the Learning Partner must have proven access to lab equipment either from ownership or access to remote lab equipment from Cisco or a Remote Lab offered by another Learning Partner. Lab equipment access must be documented proving it is established and maintained for the 12 month program year.

Each course contains a Product Information Checklist (PIC) containing a list of required equipment and software. Learning Partners must review the PIC for each course offered and have available either in-class lab or remote lab equipment for students to complete all labs designed for the course.

SOs must contact their CLSP for assistance with lab equipment.

Learning Partner Management System (LPMS)

The Learning Partner Management System is used by Learning Partners to manage their respective organization's site information and current instructor base. Learning Partners must keep LPMS updated with current staff and company profile information. CLSPs must ensure information for all SOs they manage is kept up to date in LPMS.

Certified Instructors

All authorized Cisco courses delivered by the Learning Partner must be delivered using a Cisco Systems Certified Instructor (CCSI) certified to teach the specific course.

Each CCSI is required to sign a Certified Cisco Systems Instructor Agreement which outlines all CCSI requirements.

Information about the CCSI program and the CCSI Instructor Agreement is located on the Cisco Instructor Connection site (www.cisco.com/go/instructor).

CCSI/CCIE Protection Policy

All Learning Partners must adhere to the following CCSI/CCIE protection policy regarding loss of a CCIE/CCSI and hiring a CCIE/CCSI from another Cisco Learning Partner

Losing Partner:

If the loss of a CCIE/CCSI takes a Learning Partner below the number of CCIEs/CCSI required for meeting the Learning Partner Program requirements, Learning Partner is to notify Cisco of its non-compliance within 30 days. Upon receipt of such notice, Learning Partner may qualify for an extension of six months to replace the CCIE/CCSI in order to avoid removal from the Learning Partner Program. A Learning Partner who voluntarily terminates the employment of a CCIE/CCSI may not qualify for the time extension. During the extension period, the Learning Partner will retain its Learning Partner status as long as all other requirements are met.

If a Learning Partner does not notify Cisco of its non-compliance with the CCIE/CCSI requirements within 30 days and Cisco identifies the deficiency, the Learning Partner may be given an extension of 60 days to replace the CCIE/CCSI in order to avoid being removed from the Learning Partner Program. This extension period will begin upon Cisco's notification to the Learning Partner of non-compliance.

Gaining Partner:

If the Learning partner hires a CCIE/CCSI away from another Learning Partner, Cisco will not count this individual toward the Learning Partner Program requirements for the hiring partner for a period of 12 months from the date of hire. This rule does not apply if a Learning Partner terminated the CCIE/CCSI. In this case, Cisco will require documentation from the Learning Partner that terminated the CCIE/CCSI.

Business Location/Site

Learning Partner must have a physical location designated by the Customer and agreed to by Cisco. Where the services are to be performed. Learning Partner must have a physical office where customer facing meetings will be conducted, which is where they handle the day to day operations of their business.

Student Certificates

Learning Partner is required to purchase official Cisco Course Completion Certificates from their CLSP and distribute one certificate for each student for each class. Only official Cisco branded Course Completion certificates can be distributed to a student taking an authorized Cisco course.

Course Cancellations

There are no requirements for course cancellation rates. However, Learning Partner is required to post only classes they fully intend on running and have the capability to deliver Cisco will monitor the Learning Partner Locator for abuse.

Marketing Guidelines

Learning Partner must adhere to all marketing guidelines specific for Sponsored Organizations. Marketing guidelines can be obtained from your CLSP.

Self Print of Course Kits

Self print of Cisco course kits is not permitted. Learning Partner must order course kits from their CLSP.

Audit

Each Learning Partner shall maintain complete and accurate books and records of each Training Course provided to any third party, sufficient to confirm Learning Partner's compliance with the payment and reporting obligations under this Agreement. Learning Partner shall permit Cisco or an independent representative to, upon ten (10) business days prior written notice and during Learning Partner's regular business hours, audit and examine Learning Partner's books, records and inventories of Cisco Content, as may be reasonably necessary to verify compliance with Learning Partner's obligations under the SO Agreement.

Becoming A Sponsored Organization

Before Sponsored Organization status is granted, your CLSP will conduct an on-site audit in order to ensure that your company has met all program requirements.