Cisco Networking Academy Membership Guide v3.5

Last Updated May 2018

Your guide to success in the Cisco Networking Academy program

1. Overview

1.1. Purpose of This Document

Welcome to the Cisco Networking Academy program. Your organization plays a critical role in the success of Networking Academy globally. You help ensure that every academy delivers high quality instruction and achieves positive student outcomes. This document provides a detailed description of the program requirements, policies, and resources available to you.

1.2. Benefits of Cisco Networking Academy Membership

As a member of Cisco Networking Academy, your institution has access to a comprehensive technology skills and career building program with a global reputation for preparing people for success in a connected world. Benefits of Cisco Networking Academy include:

Learning Resources that Promote Academic Excellence

- Online access to up-to-date technical curricula for Cisco certified courses
- Access to the Cisco netacad.com learning platform for administrators, instructors, and students
- Access to videos, graphics, and supplemental learning materials in several languages
- Online assessments that provide immediate feedback
- Interactive Tools such as Cisco Packet Tracer, a network configuration simulation tool, which may only be used in a non-commercial, non-production training environment. Packet Tracer may only be used to train students enrolled in Cisco Networking Academy courses.

Support for Success

- Global and local marketing of Cisco Networking Academy to students and employers
- Support services from an Academy Support Center (ASC)
- Ongoing professional development from an Instructor Training Center (ITC) or ASC
- Support from the Cisco Global Support Desk—16 hours a day, 5 days a week via chat and email
- Online reporting of quality metrics based on global standards
- Discounted equipment and Cisco certification exam vouchers
- Networking Academy Maintenance includes:

    o   Download of supported versions of Cisco software for Networking Academy labs

    o   Access to technology packages and advanced feature sets required for specific labs

    o   Registered access to Cisco.com

    Note: Networking Academy Maintenance does not provide hardware replacement. Cisco SMARTnet Total Care service is available at discounted rates for academies.

A Global Community of Educators Dedicated to Collaborative Learning

- An active Facebook and Linked In community
- Virtual and live regional events to network with others and learn about the latest technology

Recognition from Cisco, a Leading Technology Corporation

◦ Achievements and milestones are acknowledged through the Cisco Networking Academy Recognition Program.

Note: All benefits defined in the Networking Academy Membership Guide are applicable to all academies in good standing upon admission to the Cisco Networking Academy program unless otherwise stated. Benefits may be added, removed or modified to better serve the community.

1.3. Types of Academies

An academy is an organization that teaches technology skills and career building to **students** using the Cisco Networking Academy curriculum and tools, in order to improve career and economic opportunities.

An Instructor Training Center (ITC) is an institution that trains and accredits new and existing **instructors** to teach the Networking Academy curriculum. An ITC also provides technical support and professional development opportunities to instructors for up to one year.

An Academy Support Center (ASC) is an institution that provides **academies** with operational support and services. An ASC is the first line of support for academies when an issue arises.

1.4. Roles and Responsibilities

When your institution becomes an academy, you join a global network of diverse educational institutions dedicated to the values and mission of Cisco Networking Academy. Each type of academy has a distinct role to play in the success of the program. A single institution may take on one or multiple roles described in the following sections.

1.4.1. Academies

Academies teach technical skills and career building to **students** using the Cisco Networking Academy curriculum and tools. Academies are responsible for recruiting students, hiring instructors, providing facilities for instruction, and maintaining student records in the learning platform. Depending on the courses they offer, they may be required to purchase lab equipment for hands-on activities and align to an Academy Support Center. All academies must comply with the terms of their membership agreement and the policies outlined in this Membership Guide.

1.4.2. Instructor Training Centers

ITCs prepare and authorize new and current Networking Academy instructors to teach foundational and career ready courses. An ITC may charge by activity or subscription for all services they provide and may engage the academies they support in fee-for-service contracts.

They are responsible for providing:

- Access to online instructor resources for training.
- One year of technical support for participating instructors completing training at the ITC.
- Professional development opportunities.
- Details about lab equipment needed to teach courses.
- Assistance with lab setup.
- Quarterly professional development opportunities to instructors they have trained, either using material provided by Cisco or developing new or localized material.

All ITCs must comply with the terms of their membership agreement and the policies outlined in this Membership Guide.

1.4.3. Academy Support Centers

ASCs play a critical role in the development and sustainability of the Networking Academy. They recruit academies and instructors, helping them meet quality requirements for the delivery of Networking Academy curricula. ASCs are responsible for:

- Supporting academies and instructors.
- Mentoring academy contacts and instructors.
- Driving growth in academies and student numbers.

An ASC may charge by activity or subscription for all services they provide. ASCs **must** provide, at a minimum, the following services to the academies they support:

- Act as the primary point of contact for academies in need of support.
- Assist new academies with the onboarding process.
- Assist academies with finding instructor training, setting up classrooms and labs, and ordering equipment.
- Assist and support academies with "run the business" activities.
- Assist and support academies with program and platform updates and changes.
- Drive growth in academy and student numbers.
- Provide mentoring services to academies including helping to navigate local education system.
- Assist and mentor academies with integration of Networking Academy courses into Institution's curriculum.
- Assist and mentor academies to increase academy quality.
- Build awareness and offer training to increase use of resources and tools from Cisco and partners.
- Provide access to a program orientation for new administrators and instructors.
- Localize and disseminate critical communications from Cisco.
- Assist academies with alignment of Networking Academy courses to current offerings.
- Collaborate with academies to improve the quality of operations and instruction.
- Provide marketing support for academies to attract new students.

ASCs **must** provide all services listed above, but are encouraged to offer additional services to those described above. ASCs also work with regional Cisco Corporate Social Responsibility (CSR) Managers who are responsible for managing the Networking Academy program in support of initiatives and projects based on regional goals and objectives. Cisco CSR Managers will provide input to Cisco regarding the performance of ASCs and ASCs' continued participation in the Networking Academy. All ASCs are also eligible to participate in the ASC Rewards Program (see ASC-ITC Community) which recognizes ASCs that achieve outcomes aligned to Networking Academy goals.

All ASCs must comply with the terms of their membership agreement and the policies outlined in this Membership Guide. ASCs must provide all services listed above by December 31, 2018 (and each year thereafter) or Cisco can invoke the option to terminate the ASC's membership agreement. ASCs should work with their Cisco CSR Manager to understand service details and responsibilities.

1.4.4. Cisco

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

- Develop and maintain curricula and assessments for Cisco certified courses
- Develop and maintain the online course delivery system
- Provide supplemental learning materials, interactive tools, and other resources
- Support a partner system of ASCs and ITCs to provide instructor professional development, technical, mentoring, and program support to academies
- Provide equipment discounts and certification exam vouchers
- Maintain the Academy and Instructor Recognition Programs

Note: Benefits may be added, removed or modified over time in order to provide the best and most relevant resources to the community.

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 the membership type(s) listed in the [policy](#) section.

Note: Entities are prohibited from operating as part of the Cisco Networking Academy program in a U.S. sanctioned country or embargoed destinations, including, but not exclusively, Cuba, Iran, the Crimea Region, North Korea, Sudan, and Syria. In rare circumstances, the US Government may approve a license for limited training in an embargoed country. However, the assumption of denial applies.

1.5.1. Becoming an Academy

A contact that is authorized to make decisions for an institution completes the online form: [Become an Academy](#). Additional information may be required depending on regional requirements and processes. The application is reviewed by Cisco Networking Academy staff who have the sole discretion to deny acceptance of an institution, without any liability, for any reason or for no reason. Applicants are notified by email whether their institution has been accepted to participate in the program. If the application is accepted, the contact will receive an email to log in to the learning platform and sign the membership agreement to set up an account.

After acceptance, either Cisco or an institution may terminate the membership agreement without any liability to the other party for any reason or for no reason by providing at least thirty (30) days' written notice to the other.

NOTE: If the institution is located in Russia, additional regional requirements and guidelines can be found in this [resource](#).

1.5.2. Becoming an Instructor Training Center or Academy Support Center

Institutions may become an ITC or ASC by applying online using the [Become an ASC or ITC](#) link in the Cisco netacad.com learning platform. The application is reviewed by Cisco Networking Academy staff who have the sole discretion to deny acceptance of an ITC or ASC, without any liability, for any reason or for no reason. If approved, the institution will be invited to accept an Instructor Training Center Membership Agreement or Academy Support Center Membership Agreement. If a candidate institution is not an academy, they can contact the Cisco Global Support Desk at netacadsupport@netacad.com to initiate the process.

After acceptance, either Cisco or an ITC or ASC, as applicable, may terminate the applicable membership agreement without any liability to the other party, for any reason or for no reason, by providing at least sixty (60) days' written notice to the other.

2. Policies

2.1. Overview of Cisco Networking Academy Policies

Cisco Networking Academy policies were created to help ensure the high-quality delivery of Cisco Networking Academy offerings. All instructional and administrative staff that are part of the Networking Academy program should be familiar with the applicable policies. 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, ITCs, and ASCs. At this time there are no exceptions to these policies.

2.1.2. Compliance

Compliance with applicable Cisco Networking Academy policies is required for member institutions. 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

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. The membership agreement will be automatically renewed for the duration of the academy's participation in Networking Academy.
4. Academies must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related to sanctioned and 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. The Contact is the main contact for Cisco regarding operational tasks, general communications, and feedback.

The Success Lead is responsible for collaborating with Cisco and/or an ASC on matters related to quality and overall academy success. (See Continuous Improvement of Educational Quality.)

7. Academies must ensure that instructors successfully complete any required training and assessments in a Cisco Networking Academy course prior to teaching that course. Instructor certification is recommended, but NOT mandatory or a prerequisite for teaching a course. (Please see Instructor Training Policies and Guidelines.)

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

9. Academies must ensure that all students taking the class are enrolled in the Cisco netacad.com learning platform and use the Networking Academy materials including assessments.

10. Academies must ensure that all instruction for any courses developed by Cisco to prepare for certification (IT Essentials, Networking Essentials, CCNA R&S, CCNA Security, CCNA Cyber Ops, and CCNP R&S) meet the following criteria:

    - Instructor led

    - A minimum of four weeks in duration

    - Approximately 70 hours of student engagement with course material

11. Academies may choose to deliver Networking Academy courses to students in person or remotely. In either learning environment, however, students are required to complete labs using real equipment.

12. All academies that intend to offer IT Essentials, Networking Essentials, CCNA R&S, CCNA Security CCNA Cyber Ops, and CCNP R&S are required to align to an ASC for support. All other academies are encouraged to align with an ASC also.

13. Academies must manage their own educational quality. (See Continuous Improvement of Educational Quality.)

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

Note: Some information, including, but not limited to, the name and email addresses of Contacts and Success Leads and basic performance indicators may be shared with your ASC so they can provide support as needed. Any personal data provided to Cisco will be treated in accordance with Cisco's Privacy Statement (including the Networking Academy Supplement).

2.3. Instructor Training Center Policies

Cisco partners with institutions to train Networking Academy instructors to effectively deliver the Networking Academy curriculum to students, they are called ITCs. ITCs 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. ITCs must comply with Cisco's policy on non-support of violence and terrorism.

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

4. ITCs must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related to U.S. sanctioned and embargoed countries). (see Related Policies.)

5. ITCs must assign the role of ITC Contact to at least one individual. The ITC Contact is the main contact for Cisco regarding operational tasks, general communications, and feedback. (See Continuous Improvement of Educational Quality.)

6. ITCs must ensure that Instructor Trainers have a valid IT career certification aligned to the courses they teach, successfully complete the qualification process, and renew qualifications as described in the Instructor Trainer Qualification Guidelines.

7. ITCs must have at least one qualified Instructor Trainer in any curriculum to offer instructor courses.

8. ITCs must have access to lab equipment that meets current curriculum requirements and provide multiple options for instructor training.

9. All individuals associated with an ITC must accept and comply with the Website Usage Agreement and the Networking Academy Copyright Permissions.

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

2.4. Academy Support Center Policies

Cisco partners with institutions as ASCs to support academies and Networking Academy instructors. ASCs 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. ASCs must comply with Cisco's policy on non-support of violence and terrorism.

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

4. ASCs must comply with Cisco copyright, marketing, and privacy policies as well as complying with all applicable laws (including those related U.S. sanctioned and embargoed countries). (See Related Policies.)

5. ASCs must assign the role of Academy Support Advisor to at least one individual and the role of ASC Contact to 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 individuals associated with an ASC must accept and comply with the Website Usage Agreement and the Networking Academy Copyright Permissions.

Note: ASCs may engage the academies they support in fee-for-service contracts.

3. Related Policies

3.1. Cisco Networking Academy Policy on Eligibility

The Cisco Networking Academy is focused on creating social benefit and positive outcomes for its students and member institutions. To participate in the Cisco Networking Academy as either an academy, ITC, or ASC, entities must be either (a) a "not-for-profit"; or (b) a Cisco approved organization, as determined by Cisco. In either case (a) or (b), the entity may be required to provide Cisco with such evidence (including information and documentation) of its status that Cisco, in its absolute discretion, requires.

3.1.1. Not-for-profit Designation

 "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.

3.1.2. Cisco Approved Organizations

"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.

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") 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 3.3.2 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, ITCs and/or ASCs 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 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 Networking Academy Offerings Materials, and return to Cisco all existing copies of any such Networking 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 3.4.2. ("Use of Marks") and the logo usage guidelines outlined in section 3.4.2, an academy, ITC, ASC (each an "Entity"), may advertise, during the term of its membership agreement with Cisco, its status as an academy, ITC, or ASC, 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 the Cisco netacad.com learning platform (hereinafter collectively referred to as the "Mark") for use to indicate Networking Academy 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 3.4.2 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.

3.5.1. Eligibility and Parent/Guardian Consent

Each Cisco Networking Academy must obtain appropriate parent or guardian consents for students who are considered minors (under the law of your Networking Academy's jurisdiction) regarding Cisco's processing of the minors' personal data in connection with Cisco Networking Academy, including consent for the Networking Academy and Cisco to collect, use, store and otherwise process the minor participants' personal information in connection with the administration and management of Cisco Networking Academy, and the transfer of such information to Cisco affiliates worldwide, in each case in accordance with the requirements for such consents under applicable law in the jurisdiction where the Networking Academy operates, and before permitting any student to register for or participate in any course. Each Networking Academy must maintain copies or other appropriate written proof of such consents, and promptly provide them to Cisco upon Cisco's reasonable request. The collection and use of personal information by Cisco will be in accordance with Cisco's Privacy Statement referenced in section 3.5 above.

3.6. Compliance with Laws, and Embargoed Countries

Note: 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, the Crimea Region, North Korea, Sudan, and Syria. In rare circumstances, the US Government may approve a license for limited training in an embargoed country. However, the assumption of denial applies. 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 curriculum and maximize student success, Cisco has developed tools and resources to help academy to monitor engage in continuous improvement, including:

- **Academy Success Dashboard** reports on key metrics over time, by curriculum, and compared to country averages. Metrics include pass rate, student feedback surveys, and student performance (gradebook score and final exam score). Networking Academy Contacts, Success Leads, and ASC Academy

Specialists have access to the dashboard. To learn more, review the [Academy Reports Page](#) on the Cisco netacad.com learning platform.

- **Academy Success Lead** regularly reviews the Academy Success Dashboard to identify opportunities for improvement. They work with their ASC Academy Specialist, Cisco representatives or an ITC to maintain quality and academy success.

4.2. Recognition

Cisco celebrates the success of our academies through the Cisco Networking Academy recognition program. Recognized milestones and achievements include:

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

We encourage you to explore the Cisco Networking Academy recognition program and find out more about how you can meet the specific eligibility requirements and award criteria. Please visit the [Recognition Program](#) on the Cisco netacad.com learning platform.

By joining Cisco Networking Academy, member institutions agree to participate in the recognition program. All Academies and Instructors are automatically opted-in to receive NetAcad notifications and public recognition on the Cisco Networking Academy netacad.com recognition pages, in the event that they should achieve recognition. However, while Academies and Instructors that meet the criteria will always receive recognition, **if you would prefer to not be recognized publically for your achievement, please indicate your desire to opt-out of public recognition by selecting the opt-out option for Recognition in your Cisco netacad.com profile page.**

4.3. Guidelines for Program Sustainability

Cisco encourages institutions to consider the following guidelines to increase the sustainability of their program. Though not required, these best practices can contribute to the quality and sustainability of programs worldwide.

4.3.1. Guidelines for All Entities

1. Contacts, success leads, and instructors should complete the Academy Orientation course.
2. Create a business and communications plan that covers internal and external marketing.

4.3.2. Guidelines for Academies

1. Academies should adopt new versions of curricula when available.
2. Academies should promote community engagement such as community service projects and link to local employment opportunities for students.
3. Academies should adhere to guidelines for number of hours of classroom instruction and lab time durations.
4. The value of career certifications should be explained to students in a manner appropriate to student goals and needs.
5. Opportunities should be provided for students to apply their skills in a manner appropriate to student goals and needs.

6. Networking Academy 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.

7. Networking Academy instructors should review any course concepts they are unfamiliar with, through self-study or formal training.

4.3.3. Guidelines for ITCs

1. All Networking Academy Instructor Trainers should have a professional development plan.

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

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

4. ITCs should maintain a minimum of two qualified Instructor Trainers.

5. ITCs should operate on a fee-for-service, cost recovery basis, except when the institution has another means of support (such as government support).

4.3.4. Guidelines for ASCs

1. ASCs should have at least one Academy Support Advisor on staff.

2. Academy Support Advisors should complete the Academy Orientation course in order to offer the course to instructors and administrators.

5. Instructor Training Policies and Guidelines

5.1. Cisco Networking Academy Instructor Qualification Process

Qualified instructors can create a student class and deliver instruction in the Cisco netacad.com learning platform. The following policies and guidelines outline the process for providers of instructor training to qualify instructors.

> **Note:** "Instructor" is an individual who trains students. "Instructor Trainer" is an individual who teaches Networking Academy instructors. See section 5.2, Instructor Trainers.

5.1.1. Qualification

Specific instructor requirements for each curriculum are described on the Course Resources page. In general, instructors must:

- Be associated with an academy.
- Complete the Academy Orientation course.
- Participate in instructor training in person or remotely or prove their skills through the instructor fast track option.
- Complete an online final exam and course feedback form and pass hands-on, skills-based assessments.

5.1.2. Instructor Fast Track Option

Candidates who have prior subject matter knowledge may be qualified by demonstrating the skills and knowledge needed to teach a course. They must successfully complete any hands-on, skills-based assessments associated

with the course, and complete the Academy Orientation course. An instructor candidate who does not pass the assessments must enter a full instructor training class.

5.1.3. Offering Remote Training Classes

To offer remote instructor-led training classes, an ITC must receive approval from a regional Cisco Technical Manager. The course cannot be self-paced or independent study, and must be approved prior to advertising and delivering the course. The proposal should describe:

- The Instructor Trainer's previous experience in delivering remote instructor-led training to any audience

- The instructional delivery plan, in terms of time and sessions (synchronous or asynchronous)

- The tools and technology that will be used for instruction, hands-on skills development and assessment

- The measures and technologies to ensure integrity and security of assessments (delivery and proctoring)

Final assessments must be delivered in-person unless you have an approved plan for remote assessments.

5.1.4. Continuing Education Guidelines

Instructors are encouraged to complete a minimum of four hours of training annually and to pursue certification in the course they are teaching. ITCs should develop and promote professional learning activities to the instructors they train.

5.2. Cisco Networking Academy Instructor Trainer Qualification Process

The Instructor Trainer Qualification process is a rigorous evaluation designed to maintain a high level of quality in instructor training.

5.2.1. Qualification Process

Following is the process for qualifying an instructor trainer to train instructors to teach IT Essentials, Networking Essentials, CCNA R&S, CCNA Security, CCNA Cyber Ops, or CCNP R&S courses.

Eligibility

- Have good communication and management skills.

- Have taught at least one student class within the last 12 months in the relevant course.

- Supported by an ITC and attached to an ITC after passing the Instructor Trainer Qualification process.

- Nominated to become an Instructor Trainer by a Cisco CSR Manager and by an ITC Contact.

- Additional requirement for IT Essentials: accredited as an IT Essentials instructor. (See below for Pretest information.)

- Additional requirement for Networking Essentials: hold a Cisco CCENT® Certification and accredited as a Networking Essentials instructor.

- Additional requirement for CCNA R&S: hold a Cisco CCNA R&S® Certification and accredited as a CCNA R&S instructor.

- Additional requirement for CCNA Cyber Ops: hold a Cisco CCNA Cyber Ops® Certification and accredited as a CCNA Cyber Ops instructor.

- Additional requirement for CCNA Security: hold a CCNA Security® Certification and accredited as a CCNA Security instructor.

- Additional requirement for CCNP R&S: hold a CCNP R&S® Certification and accredited as a CCNP R&S instructor.

Pretest

- IT Essentials instructor trainer candidates must successfully complete a pretest.

- Networking Essentials, CCNA R&S, CCNA Cyber Ops, CCNA Security and CCNP R&S instructor trainer candidates may be given the option to take a pretest in place of holding a current Cisco certification.

Proctored Evaluation

- Practical skills demonstrated through interactive tools and hands-on equipment

- Configuration and troubleshooting capabilities

- Knowledge of course topics

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

5.2.2. Annual Renewal Process

To maintain qualification, Instructor Trainers must:

- Maintain or increase their IT career certification level.

- Teach at least one instructor class every three (3) years with a minimum of three students or complete equivalent instructor professional development activities. Contact your regional Cisco Technical Manager for more details.

- Maintain an association with an Instructor Training Center (ITC).