



Terms & Conditions: Global Knowledge Expert Guarantee

§ 1 Registration

- Phone: +49 (0)800 295 26 33
- E-mail: info@globalknowledge.de
- Web: www.globalknowledge.de

§ 2 User ID

The participant will upon the registration receive a user ID. This ID should be used when booking C-Learning courses, certification exams and other services included in the Expert Guarantee process. The ID guarantees the right service and support when making any bookings related to the Expert Guarantee Package. It also ensures that the participant is not charged for any of the services.

§ 3 Support

The participants primary support contact is a Global Knowledge Customer Service Representative, which can be reached according to the contact details given in paragraph 1.

§ 4 Terms of Payment

An invoice will be issued when the participant registers for the Global Knowledge Expert Guarantee, with 30 days payment terms net. The fee will be charged VAT.

Expert Guarantee is a package that can be purchased in addition to the selected Cisco courses. For pricing please view our website. The programme cannot be combined with any other offer, discount or agreement.

§ 5 Process

The following paragraphs include the different steps in the process. For detailed information about the specific steps in each of the Expert Guarantee packages, please view www.globalknowledge.se/expert.

§ 5.1 Tests

Global Knowledge offers web based pre- and post assessments which includes a number of multiple-choice questions. Immediately, upon completion, you are presented with the results identifying potential "knowledge gaps". It is a simple way to ensure that you have met the required level of knowledge to attend a course (pre-assessments), or after taking training has acquired the desired level of knowledge (post assessments).

These tests are provided by Global Knowledge's Customer Service, via the web, together with the e-Learning course upon registration.

§ 5.2 Self-Paced e-Learning

e=Self-Paced e-Learning allows you to sit the course on-line at the comfort of your own computer at any time and any location you desire. These courses are extensive and include pre-and post assessments, graphics, audio lectures and the capability to only take the areas of training that you are lacking.

The participant will upon registration receive communication from a Global Knowledge Representative, by e-mail, confirming an account to the relevant e-Learning course. The participant's account is then valid from that date and twelve (12) months ahead.

§ 5.3 Books

Global Knowledge provides you online access to the full content of books, journals and reports within your preferred technology area. The library also allows you to instantly pinpoint specific answers to time-sensitive problems. This is an excellent study aid and reference tool before your course attendance and also provides critical support once you have completed your course and applying what you've learned within the workplace.



The participant will upon registration receive communication from a Global Knowledge Representative, by e-mail, confirming an account to the Cisco Online Reference Library. The participant's account is then valid from that date and twelve (12) months ahead.

§ 5.4 Classroom Learning

C=Classroom Learning refers to courses offered through our public schedule and delivered within a classroom environment. These courses can also be modified and customised to meet your specific IT training requirements.

The participant registers for the relevant C-Learning course available on our public course schedule on a date and location of the participants preference. Remember to quote the User ID when registering for the course. *Note that this ID does not automatically ensure the participant a seat on the actual course.*

§ 5.4.1 Course material

The costs for course material are included in the total fee. The course material will be handed out at the start of the course.

§ 5.4.2 Travel and Accommodation

The course participant should book and pay for the costs for hotel room and travel. At certain hotels you will get a discount when having booked a course at Global Knowledge.

§ 5.4.3 Cancellation of C-Learning course

Cancellation/re-scheduling is allowed up until 14 days before the course starts. If the participant wishes to cancel within 14 days of the course start date the participant will be charged 100% of the course fee.

§ 5.4.4 Course changes

Global Knowledge reserves the right to cancel a course at any time without notice or liability. Any fees paid in advance will be refunded or can be used for a course registration at a later date.

§ 5.4.5 Repeat of Classroom Learning

The participant is allowed to repeat the full Classroom Learning event within 12 months (1 year) from the date of booking the Expert Guarantee. Process follow point 5.4 above, however the participant will need to bring the course material acquired from the first Classroom Learning course event.

§ 5.5 e-Labs

eL=e-Labs refers to the same hands-on labs provided in the instructor led classroom environment, but delivered over the Internet. The e-Labs are offered for the CCNP curriculum, delivered in a "live" environment and offered through a remote connection to Global Knowledge's equipment, which allows you to learn by doing without risking your own, or clients network environment. Additionally we also offer *Lab simulations* for the CCVP curriculum.

Global Knowledge Customer Service will provide the participant with access to Global Knowledge e-Labs. A confirmation will be sent to the participant by email. E-Labs are available for the courses preparing for ICND, BSCI and BCMSN. Lab simulations are available for the CVOICE, QoS, CIPT1, and IPTT courses.

§ 5.6 Mentoring

Global Knowledge offers a mentoring service that allows the participants to contact an instructor. This gives you the opportunity to ask questions and receive answers from our knowledgeable experts.

This is provided to the participant by email to the following address:

§ 5.7 Tests: Post Assessment



Global Knowledge™

Before the participant enrolls for the certification exam the participant *needs* to pass the post assessment test from the e-Learning course. Our recommended post-assessment pass rate is 80%, which should be achieved before booking onto the certification test.

Please note that these tests are included in the e-Learning course provided upon registration.

§ 5.8 Certification

As an authorised test centre we are able to offer the majority of certification tests that are available within the IT marketplace, including all the certification tests covered in our Expert Guarantee program.

The participant registers for the relevant exam on a date and location of the participants preference. It is recommended that the participant take the test at the Global Knowledge training centre. Exceptions to this can be made. However the participant needs to book the exam to be taken elsewhere through Customer Service at Global Knowledge. Remember to use the User ID when contacting us to book an exam.

§ 5.8.1 Cancellation of Certification Test

Cancellation/re-scheduling is allowed up until 24 hours before the exam starts. The test will then be credited to be used later. If cancellation/re-scheduling occurs within the 24 hours prior to the exam starts, Global Knowledge will charge the student the list price of the exam.

§ 5.8.2 Repeat of Certification Test

As point 5.8 and 5.8.1 above, however before the participant enrolls for further exams the participant needs to contact Global Knowledge to ensure that they have met the knowledge level required to pass the exam.

If the participant fails the certification test they are not allowed to re-enroll in the same test within 14 days of taking the exam.

For general Cisco Certification Exam Policies, please view:

http://www.cisco.com/web/learning/le3/le11/learning_certification_exam_policies.html

§ 5.8.3 Duration

There is no limit in terms of how many exams the participant is allowed to take within the Global Knowledge Expert Guarantee. There is, however, an end of life for the process after 12 months (1 year) from the date of booking the Expert Guarantee.

§ 5.9 Customised Training

We can tailor and build a training solution around your requirements that can be delivered within your very own place of work, or at one of our designated training centres. We are able to do this through our course material, variable methods of delivery, tests, follow-ups, and feedback reports.

The process would be the same except that Classroom Learning (§ 5.4) would be replaced by Customised Training.

§ 6 General Terms & Conditions

Global Knowledge general terms & conditions apply to the Expert Guarantee participant.