



Cisco Learning Credits

QUICK REFERENCE



For Cisco Customers

PROGRAM OVERVIEW

Description

Cisco Learning Credits (CLCs) are a convenient and efficient way to purchase and manage Cisco authorized training. They enable customers to increase productivity and improve network optimization while safeguarding training budget & monitoring training expenditures.

Value & Timeframe

Each Cisco Learning Credit is **valued at USD\$100** toward training & is valid for **ONE YEAR**.

CLCs are redeemable only **AFTER** they have been credited to the user account. This is usually after all equipment on order ships and is invoiced.

Management

The online Learning Credit Management Tool is a robust, easy-to-use tool that enables you to manage and track 24x7 your Cisco Learning Credits. Information includes how many CLCs were purchased, when and where they were redeemed, the current account balance and when CLCs expire. www.cisco.com/go/lcmt

Redemption

You can redeem CLCs through participating Cisco Learning Solution Partners, Cisco Advanced Services Education, and Advanced Services Technical Knowledge Library. Courses must begin before CLCs expire. In the USA, CLCs may also be redeemed for Networkers Online and Networkers USA registration. http://www.cisco.com/web/learning/le31/159/learning_credits_purchase.html

Team Captains

A team captain is a customer's single point of contact designated to manage CLCs using the learning credit mgmt tool. A team captain does NOT need to be assigned in order to redeem CLCs. There is one team captain per account.

[Http://www.Cisco.Com/web/learning/le31/159/docs/userrole_tc_05282.Pdf](http://www.Cisco.Com/web/learning/le31/159/docs/userrole_tc_05282.Pdf)

BENEFITS

Customer Benefits

- Secures Training Budget.
- Increases Productivity & Technical Competency.
- Ensures highest quality of training, through authorized Cisco Learning Solution Partners.
- Simplify PO Process. Administrative costs decreased by reducing need to open multiple POs.
- Increased Competitive Advantage.
- Learning Credit Management Tool, provides a single location to manage & track the Cisco Learning Credits.

Why Use a Cisco Learning Partner?

- Latest Authorized Content.
- Cisco Authorized Instructors.
- Strict quality guarantee managed by a Cisco online evaluation system.
- Virtual practice labs using the latest Cisco equipment.
- Simulations created by Cisco to help prepare for Cisco Exams.
- Comprehensive learning needs & skills-gap analysis.
- Customized courses.
- Variety of training delivery methods: classroom, virtual classroom, E-Learning, and on-site delivery.

www.cisco.com/go/learningpartners



ADDITIONAL INFORMATION

Country-specific Availability

Cisco Learning Credits are not available in all Countries. For a list of valid Countries, go to the following URL and select the Countries of Operation document.

www.cisco.com/go/learningcredits



FOR MORE INFORMATION

- Contact your Cisco Account Team or your Authorized Cisco Channel Partner
- Team Captain Changes & inquiries: lcmt_pm@cisco.com



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TRAINING

How to Find Training & Estimate # of CLCs Needed

Training Map –START HERE.

This includes course names, delivery method, and lists an estimate of total # of CLCs needed.

www.cisco.com/go/trainingmap

Advanced Technology Training

www.cisco.com/go/iptelephonytraining
www.cisco.com/go/routeswitchtraining
www.cisco.com/go/securitytraining
www.cisco.com/go/storageetaining
www.cisco.com/go/wirelesstraining

Other courses are available.

Certification Training

www.cisco.com/go/certifications

Advanced Services Education

www.cisco.com/go/ndm

Advanced Services/ Technical Knowledge Library

www.cisco.com/go/ase

PURCHASING & REDEEMING CISCO LEARNING CREDITS

Part # Combinations

When ordering CLCs, you can order any combination of part numbers. Minimum order is 10 CLCs. (Pricing subject to change. For current pricing, please check with your Cisco Channel Partner.)

Part # CLCs		
Part #	# Credits	List Price \$USD
TRN-CLC-000	10	\$1,000
TRN-CLC-001	100	\$10,000
TRN-CLC-002	500	\$50,000
TRN-CLC-003	1,500	\$150,000

Sample Learning Credit Management Tool Account Statement As Viewed By A Team Captain

Cisco Learning Credits
Customer CLC Account Statement

Company: Cooper Mountain Cable Company
Date Range: 01/Jan/2004 - 31/Dec/2004
Report Date: 21/Jan/2004

Purchase Summary						
SO Expiration Date	SO Number	Purchased	Redeemed	Available	Expired	Expiration Date
30Apr2004	123456789	110	0	0	0	30Apr2005
18Jun2004	44013345	190	0	190	0	18Jun2005
	Total	210	0	190	0	

Transaction Detail									
Usage Date	SO Number	Credits Used	Expiration Date	Cisco Learning Partner	Partner	Course	Class Start Date	Instructor	Initiated By
21/Jan/2004	123456789	0	30Apr2005	CLP Information Status	Andrew Stand	Cisco Networking 101	01/Jan/2004	John Smith, Mary Jones	John Smith
	Total	0							

Redeeming – Cisco Learning Credits

CLCs are redeeming through participating Cisco Learning Partners, Cisco Advanced Services Education & Advanced Services Technical Knowledge Library. In the USA, CLCs may also be redeemed for Networkers Online and Networkers USA registration.

Use the Cisco Sales Order # associated with the existing CLCs to pay for the service.

Courses must begin before CLCs expire. A Team Captain does not need to be assigned for CLCs to be redeemed.

http://www.cisco.com/web/learning/le31/l59/learning_credits_manage.html

RESOURCES

Key Links

Customer Brochure

<http://www.cisco.com/web/learning/le31/l59/docs/Cisco-Learning-Credits-Brochure.pdf>

Learning Credit Management Tool

www.cisco.com/go/lcmt

Public Site – Cisco Learning Credits

www.cisco.com/go/learningcredits

CLC Process Flow

