Cisco Networking Academy Membership Guide for Cisco Academies

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PART ONE: OVERVIEW

1.1 Purpose of this Document

The purpose of this document is to help member institutions succeed as part of Cisco Networking Academy. This document identifies the framework and support mechanisms for participating in the Cisco Networking Academy community.

1.2 Benefits of Membership in the Cisco Networking Academy

Cisco has put in place an extensive array of support mechanisms for community members, which are made available to support technical and programmatic issues, and to promote high quality instruction as well as positive student outcomes. These benefits also include:

Academic Excellence—Cisco Networking Academy is made up of more than 10,000 academies, with over 20,000 educators instructing 1 million students in 165 countries that utilize Cisco certified course curricula.

The Cisco Networking Academy's academic excellence is largely a result of:

- Highly qualified instructors
- Technically accurate curriculum and online assessments
- Ongoing instructor professional development
- Robust selection of teaching and learning resources
- Global Community—Cisco Networking Academy community members benefit not only from support from Cisco, but from the collective knowledge of the entire community, which includes:
  - Collaborative technology platform, enabling collaborative learning and encouraging sharing best practices
  - Peer-to-Peer Support and Recognition
  - Direct feedback to Cisco
- Consistency—No matter where in the world a Cisco Academy is located, the delivery and quality of the curriculum is the same:
  - Single login
  - Easy to use technology
  - Global quality standards
  - Local and global support contacts and resources
- Transparency—Expectations of Cisco Networking Academy members are clear and easy to understand:
  - Clear quality metrics
  - Defined roles and responsibilities
  - Easy access to reports
  - Locator tool and community ratings
- [Recognition](#)

Cisco Networking Academy membership also has the following additional benefits, including:
- Access to all course curricula—available in several languages
- Access to Packet Tracer and instructional gaming
- Support from the Global Support Desk—24 hours a day, 365 days a year
- Integrated Learning Management System
- Equipment and certification discounts
- Ongoing Instructor Professional Development (IPD) materials and resources
- Academies enabled to monitor and manage their own success and sustainability with additional quality monitoring and management by Cisco

1.3 Overview of the Cisco Networking Academy Community

Cisco Academies are a part of a network of diverse educational institutions that are free to choose from a global ecosystem of Academy partners for their support, training, and value-added products and services. All members within this network are empowered to be Cisco Networking Academy leaders. Transparency and consistency bind the community together as does collaboration and engagement. The following section describes the roles and responsibilities of each Cisco Networking Academy institution, and outlines how the community works together to promote thriving institutions and student success.

Cisco Academies
- Teach students networking principals and skills using the Cisco Networking Academy curriculum and tools
- Adhere to all [Cisco Academy policies](#)

Instructor Training Centers

- Train and authorize new and existing NetAcad Instructors (those who teach students)
- Create ongoing instructor professional development (IPD) opportunities on a transactional and/or subscription basis
- Create and share instructor resources online
- Help NetAcad Instructors they train understand equipment lab needs for associated curriculum
- Assist NetAcad Instructors they train with setting up their labs
- Assist in answering instructors' technical curriculum or lab questions

Academy Support Centers

The role of an Academy Support Center is to promote sustainability and success of its aligned Cisco Academies. This is accomplished by:
- Assisting with the onboarding process for new Cisco Academies
- Localizing and disseminating all critical communications
- Building awareness and offering training to increase understanding and usage of available and updated resources and tools from Cisco and Academy partners
- Assisting academies that directly request support
- Contributing to the online community discussion boards to help connect members to available resources and the latest program information
- Encouraging Academies to share best practices and engage in student success, curriculum and operational discussions

Cisco
- Support Instructor Training Centers and Academy Support Centers and nurture the community
- Develop and maintain program, curriculum, assessments, and online delivery system
- Provide quality tools and support for Cisco Academies, Academy Support Centers, and Instructor Training Centers. (For more information see [Continuous Improvement of Educational Quality](#).)
- Provide other foundational resources to Cisco Academies:
  - Ongoing Instructor Professional Development
  - Global Support Desk
  - Technical Support
  - Data Sharing
  - Marketing Support
  - Student Discount Certificates
  - Program Support
  - Equipment Discounts
  - Educational Channel for Instructors

It is possible for an institution to fulfill multiple roles within Cisco Networking Academy if it is qualified. For example:
- An Instructor Training Center can also be a Cisco Academy (which means it would train instructors and teach students).

The above list is not exhaustive. There are other possible role combinations. When an institution fulfills more

than one role, it is necessary for that institution to abide by the policies for each role it fulfills (*i.e.,* if an Academy Support Center is also an Instructor Training Center it must adhere to all of the Academy Support Center and Instructor Training Center policies listed in this document.) Additionally, when an institution fulfills multiple roles it will be asked to accept all the associated membership agreements. Whether an institution fulfills a single role or multiple roles, the institution must focus on the development of a sustainable business model.

1.4 Becoming a Member of the Cisco Networking Academy

To become a Cisco Academy, an interested institution is either contacted by or contacts Cisco or an Academy Support Center. A determination is made by Cisco on the suitability of the interested institution to participate in Cisco Networking Academy based on the interested institution's ability to meet and remain in compliance with all applicable policies in this document. A representative of the candidate institution will fill out an online application, review the policies in this document, and sign the Cisco Academy Membership Agreement. A Cisco representative will be responsible for reviewing and approving the application.

PART TWO: POLICIES

2.1 Overview of Cisco Networking Academy Policies

All instructional, quality, and administrative staff at Cisco Academies should be familiar with the policies in this document.

The policies in this manual form part of the Cisco Academy Membership Agreement. **Joining Cisco Networking Academy and accepting the Cisco Academy Membership Agreement indicates a binding commitment to adhere to the policies set forth in this document.**

If Cisco reasonably believes you are in violation of the policies listed in this document, and these violations are not remediable via the support process detailed here,   If Cisco reasonably believes your Academy is in violation of the NAMGCA Cisco may expel you from participating as a Cisco Academy.

Scope
The applicable policies listed in the next section must be adhered to by all Cisco Academies.

At this time there are no exceptions to these policies.

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

Non-Compliance
Compliance with applicable Cisco Networking Academy policies is required for member institutions. Non-compliant institutions are required to return to compliance within 90 days. Failure to regain compliant status may result in loss of membership privileges and access. For the avoidance of doubt, the foregoing does not limit Cisco's right to terminate the relevant membership agreement it has with an institution in a shorter time frame per the terms of that agreement.

Program Materials Licenses

Cisco grants you a nonexclusive, nontransferable license to use the relevant Program material it provides to you solely for the purpose of teaching students during the term of this Agreement and otherwise in accordance with the terms and conditions set forth in this Agreement. You shall not make any copies, duplicates, or derivative works of that material without prior written consent from Cisco. Cisco retains all right, title, ownership and interest in that material and any modifications or improvements, including but not limited to translations and localized versions of Program material. All licenses not expressly given by Cisco herein are reserved. You shall 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, your rights and obligations with respect to any software provided in connection with the Program shall at all times be subject to the terms found here.

To the maximum extent permitted by law, Cisco provides all course materials, services, websites or other deliverables hereunder "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 noninfringement. To the maximum extent permitted by law, all such warranties are hereby excluded.

2.2 Policies

Cisco Academies that do not offer at least one class every 24 months will be deemed inactive.

All Cisco Academies must adhere to all of the following policies in order to maintain membership in the Cisco Networking Academy community. By becoming a member of the Cisco Networking Academy program, member institutions are agreeing to participate in the recognition aspect of the program.

	Policy
1.	Institutions must be approved by Cisco to become a Cisco Academy.
2.	Cisco Academies must comply with Cisco's policy on Non-Support of Violence and Terrorism. (See Related Policies.)
3.	Cisco Academies must accept the online (or other) Membership Agreement (a) upon joining the Networking Academy and (b) every 3 years thereafter.
4.	Cisco Academies must adhere to Cisco copyright, marketing, and privacy rules. (See Related Policies.)
5.	Cisco Academies must ensure access (or remote access) to equipment in line with course guidelines—to support skills based learning and assessment.
6.	Cisco Academies must assign the roles of NetAcad Contact and NetAcad Success Lead to at least one individual. (Please see Continuous Improvement of Educational Quality)
7.	Cisco Academies must ensure that the NetAcad Contact, NetAcad Success Lead, and a NetAcad Instructor complete Academy Orientation.
8.	Cisco Academies must ensure that their instructors successfully complete training and assessment in a Cisco Academy course prior to teaching that course. (Please see Instructor Training Guidelines.)
9.	Cisco Academies must ensure that only registered students are permitted to have access to assessments (both online and skills based) to maintain the integrity of the Cisco Academy.
10.	Cisco Academies must ensure that student results are recorded in the online Grade Book including online final, skills assessment, course feedback, and graduation status.
11.	Cisco Academies must ensure that all courses meet the following criteria: 1) Instructor led 2) Not less than 70 hours in duration 3) Not less than 3 weeks in duration
12.	All Cisco Academies must be aligned with an Academy Support Center to ensure the Cisco Academy's direct access to operational support.*
13.	Cisco Academies must review their own quality Academy Success Dashboard and take appropriate action as defined in the Continuous Improvement of Educational Quality section.
14.	All individuals associated with a Cisco Academy must accept the Website Usage Agreement.

Cisco Academies may engage in a fee for service contract with their Academy Support Center and/or their Instructor Training Center. Cisco suggests that the NetAcad Contact should review the remaining term of their Cisco Academy Membership Agreement when entering into such contracts.

* Please note, some information, including, but not limited to, NetAcad Contact and Success Lead name and email information may be shared with the Academy Support Centers in order to enable the Academy Support Center to contact the Cisco Academy to provide the academy with relevant Academy Support Center support. This information may include basic performance indicators in order to ensure that the Cisco Academy is supported effectively.

2.3 Guidelines for Improving Performance

The following guidelines are provided in order to improve learning, teaching, collaboration, and the sustainability of the Cisco Networking Academy community. These guidelines are not required, but all Cisco Academies (and when applicable, Instructor Training Centers and Academy Support Centers) are highly encouraged to adhere to them in order to ensure high-quality curriculum delivery and the continual improvement of Cisco Networking Academy community, as well as to maximize their own sustainability and recognition within the community.

Guidelines for Cisco Academies:
1. Cisco Academies should gain any necessary local approval to deliver the Cisco Networking Academy curriculum and align with any existing Memorandum of Understanding (e.g., university, national government, school district).

2. Cisco Academies should have a dedicated classroom for student instruction while class is in session.

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

4. Cisco Academies should adopt new versions of the curriculum when available.

5. Cisco Academies should adhere to course guidance times for number of contact hours 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 real world skills (in a manner appropriate to student goals and needs).:

8. To ensure sustainability Cisco Academies should have a well-developed business plan (or a national agreement) and a communications plan that covers internal and external marketing.

2.4 Related Policies

2.4.1 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 our institutions to confirm that they do not engage in or support such activities, and we vet our partners with care. If an institution 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.

2.4.2 Cisco's Policy on Copyright

http://www.cisco.com/web/about/ac50/ac47/downloads/logo/copyright.pdf

Introduction

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

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, you may not 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. To ensure that you do not infringe on any Cisco copyrighted materials, do not, without express permission from Cisco, engage in any of the following:

· Do not directly or indirectly copy, reproduce, or distribute any Cisco materials (including webpages) or any part of the text or graphics from those materials.
· Do not directly or indirectly modify or create derivative works of any Cisco materials.
· Do not copy, reproduce, or modify source code or object code of any Cisco product.
· Do not 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.
· Do not create materials that look as though they originated from or are endorsed by Cisco.
· Do not imitate the color or visual appearance of Cisco materials and/or products.
· Do not use Cisco icons as graphical design elements in your materials. These icons should be used only in network design diagrams.
· Do not distribute Cisco work by sale, rental, or other disposition.

Copyright Permission Requests

To request permission to use Cisco copyrighted material, please use our online Request Tool at www.cisco.com/web/about/ac50/ac47/request_tool.html.

2.4.3 Cisco's Policy on Marketing

2.4.3.1 Entity Status. Subject to 2.6.3 ("Use of Marks"), a Cisco Academy, Instructor Training Center, or Academy Support Center ("each an "Entity"), may advertise, during the term of its membership agreement with Cisco, its Program status (e.g., Cisco Academy, Instructor Training Center, or Academy Support Center) provided it is in full compliance with the terms and conditions of their membership agreement.

2.4.3.2 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 Academy Connection (hereinafter collectively referred to as the "Mark") for use to indicate membership in the Program 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 Cisco trademark policy: http://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.

2.4.3.3 The obligations and limitations in this 2.6.4 survive the termination or expiration of the Entity's membership agreement with Cisco.

2.4.4 Cisco's Policy on Privacy

REVISED AND POSTED AS OF JUNE 2, 2010. Please note this version does not substantively change the way we treat personal information compared to the previous version of the privacy statement available here.

Cisco Systems, Inc. and its subsidiaries (including Cisco Consumer Products LLC, Cisco WebEx LLC, and Pure Digital Technologies LLC) (collectively "Cisco") are committed to protecting your privacy and ensuring you have a positive experience on our websites and in using our products and services.

http://www.cisco.com/web/siteassets/legal/privacy.html

PART THREE: ADDITIONAL INFORMATION

3.1 Continuous Improvement of Educational Quality

Quality of education is important to Cisco, educators, and the students they teach. To ensure the high quality and consistent delivery of the Cisco Networking Academy curriculum and maximize student success, Cisco continues to invest further in quality-focused resources, tools, and systems.

Upon joining Cisco Networking Academy, each Cisco Academy is provided with tools that enable the academy to monitor their own performance and sustainability. The performance of the academy is also monitored by Cisco NetAcad Quality Team. The continuous improvement approach in quality of education has the following components:
- Academies are encouraged to share best practices with the community using the opportunities and tools provided by Cisco.
- Academies are ensured to have the operational support they need through alignment with Academy Support Centers.
- Academies are enabled to monitor their own performance by monitoring their quality metrics with Academy Success Dashboard and other tools, thus providing a basis for informed decision making and fostering continuous improvement.
- The value to students of Cisco certificate of course completion is ensured by investigating cases of policy noncompliance.

Each Cisco 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 Cisco Academy and is responsible for reviewing the Cisco Academy's quality metrics (see below) regularly, which will be available via the NetAcad Success Lead's Manage homepage. The NetAcad Success Lead and instructors have the responsibility for contacting their Academy Support Center for any program or operational questions and/or their Instructor Training Center or Support Desk with any technical related questions.

3.1.1 Quality Reporting

Academies are provided information about their performance using dedicated tools and reports. Some selected quality metrics that the Academy controls are compiled into the "Academy Success Dashboard" and is available for the NetAcad Contact and NetAcad Success Lead. These quality metrics are composed of results from completed course feedback forms and data entered into Academy Connection and the online grade book.

The Academy Success Dashboard presents quality metrics that measure and demonstrate academy performance related to the following:
1. Consistent delivery of the Cisco Networking Academy curriculum
2. Student outcomes
3. Instructional excellence and student satisfaction with course offerings

The performance of the Cisco Academy is monitored by the Cisco NetAcad Quality Team to encourage sharing best practices where appropriate, and to ensure support is received where needed. NetAcad Success Leads may be contacted when an academy has exceptionally high or low performance with respect to the selected metrics. In cases where low performance is an issue, remedial action may be suggested for a given period of time, after which the progress of the academy is reevaluated by Cisco. The 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.

3.1.2 Decommissioning

 If a Cisco Academy is not in compliance with the policies included in this guide, and a Cisco representative approves its decommissioning, the following steps will occur:

- No new classes or new service offerings may be added to the learning/academy management system, and all future classes without students will be disabled.
- The NetAcad Contact and NetAcad Success Lead will receive notice 30 days prior to decommissioning.
- Cisco Academy will be removed from the Academy locator.
- Cisco Academy will not have presence or access to the Cisco Networking Academy community for a year, and additional students cannot be added to classes.

3.1.3 Inactive Status

If a Cisco Academy does not offer a class for 24 months, or if an Academy Support Center or Instructor Training Center do not offer services for 12 months they will be deemed inactive.

Inactive status means that the institution will no longer be visible on the Academy locator, and the institution will not be allowed to offer services without contacting the Global Support Desk to be reactivated.

Becoming inactive is not a punitive measure. It is a means to keep the Academy Locator up to date so that students and entities in need of services or support are easily able to find institutions that are offering services. In order to become active again, the institution should contact the Global Support Desk.

3.2 Recognition

Recognition is vitally important to the growth and well-being of the Cisco Networking Academy community, and an integral part of a program that relies on external partners to deliver high quality products and services. The objective of the Cisco Networking Academy recognition program is to provide a globally consistent way of recognizing the Cisco Networking Academy community. Cisco will provide a common set of guidelines, data, and tools to recognize important milestones and achievements of the Cisco Networking Academy community. This program will focus on the following areas:

- Meeting and exceeding quality policies
- Demonstrating high performance and special effort
- Instructor professional development
- Collaboration and Operational Excellence
- Years of service
- Collaboration
- Leadership

3.3 Instructor Training Policies and Guidelines

3.3.1 Cisco Networking Academy Instructor* Qualification Process

*Please note, in this document instructor refers to an individual who trains students. Instructor trainers teach NetAcad Instructors. (For more information about instructor trainers, see below.)

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

Academy Orientation
The Academy Orientation course is for instructors and administrators who are new to Cisco Networking

Academy to become more familiar with the benefits of membership. Course materials cover the online learning management system, best practices, and pedagogy. A NetAcad Instructor and Administrator must successfully complete the Academy Orientation course specific to their role in the program before creating student or instructor classes. The Orientation course can be completed either in a class environment or through self-paced instruction.

Training Process

Prior to training:

- Complete your registration.
- Download and review the course materials, Interactive Course Guide (ICG), and Instructor Resource Guide (IRG) two weeks before the training session.

During training:

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

Course Completion Standards

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

If all elements of the training are successfully completed but the SBA is not passed after two attempts, the trainer may arrange for the trainee to attempt the SBA a third time. The trainee should make this final attempt only after some additional study.

If distance from the training center is an issue, the trainer may arrange to have the third attempt of the SBA proctored at a different location by a qualified instructor who has passed the SBA and is not from the same academy as the trainee.

Instructor Fast Track Options

Instructor Fast Track (IFT) training is an opportunity to gain skills qualification with little or no instruction. This rigorous option is provided for instructors with requisite subject knowledge and skills who would not benefit from a full instructor training session.

Only candidates with prior subject matter knowledge can enroll in an IFT class. This prior knowledge is verified through one or more of the following methods:

- Specific and current industry certification
- Formal evidence of industry experience
- Formal evidence of teaching experience

All candidates who complete the IFT option must contact the Support Desk to waive in-class training requirements. The Support Desk will request proof of industry certification or evidence of industry experience or teaching experience. The Support Desk can be reached through the **Help** link on the learning management system or at webmaster@cisco.netacad.net.

New instructors must also complete the Academy Orientation course. Please note that the Academy Orientation course is separate from the IFT course.

The following industry certifications will satisfy the Fast Track subject matter knowledge verification requirements:

IFT Curricula / Course	Industry Certification
CCNA Discovery Course 1&2	CCENT
CCNA Discovery, CCNA Exploration (all 4 courses)	CCNA
CCNP	CCNP
IT Essentials: PC Hardware and Software	CompTIA A+, EUCIP IT Administrator

Course Completion Standards

Each qualified trainee must complete a skills-based assessment (SBA) and complete a Case Study.

Continuing education guidelines

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

3.4 Terms and Definitions

Academy: See Cisco Academy.

Academy Connection: Refers to the Cisco Networking Academy Management System (CNAMS); http://www.cisco.com/web/learning/netacad/index.html

Academy Support Advisor: Person who works at the Academy Support Center and is responsible for supporting associated Cisco Academies.

Academy Support Center: Provider of baseline support; partners with academies to promote a quality student experience, sustainability, and student success.

Academy Support Center Contact: Specific person at an Academy Support Center who is the main contact with Cisco regarding baseline operational support services, general communications, and feedback. Responsibilities include:
- Identify correct institutional administrator to sign online Academy Support Center Membership Agreement
- Respond to community ratings and comments

Area Academy Manager: Cisco-affiliated person responsible for Cisco Networking Academy program in a specific geographical area.

Cisco NetAcad Quality Team: Point of contact for Cisco Academy quality.

Cisco: Refers to Cisco Systems, Inc®.

Cisco Academy: Organization that teaches students necessary networking principles and skills using the Cisco Networking Academy curriculum and tools, in an effort to improve their career and economic opportunities.

Cisco NetAcad Technical Manager: Cisco-affiliated person responsible for performing specific functions on behalf of Cisco.

Course Material: Refers to all educational material, including curriculum, lab exercises, teachers' guides, and similar material made available to Cisco Academy by Cisco for use in the Program.

Curriculum: Web-based courses of study provided by Cisco as part of the Program for the purpose of classroom instruction.

Guideline: Recommendation for institutions to improve performance.

Instructor: See NetAcad Instructor.

Instructor Trainer: Person affiliated with at least one Instructor Training Center who is approved to train instructors.

Instructor Training Center: Entity that provides training for (and approves) new instructors, and also provides them with technical support for one year after their initial training. May also provide ongoing instructor professional development (IPD).

Instructor Training Center Contact: Specific person at an Instructor Training Center who is the main contact with Cisco regarding quality, general communications, and feedback. Responsibilities include:
- Identify correct institutional administrator to sign online Instructor Training Center Membership Agreement
- Respond to community ratings and comments

NetAcad Contact: Specific person at a Cisco Academy who is the main contact for Cisco regarding quality, general communications, and feedback. Responsibilities include:
- Secure correct institution administrator to sign the online Cisco Network Academy membership agreement
- Respond to community ratings and comments from partners with Cisco to administer an annual customer satisfaction survey

NetAcad Instructor: Individual responsible for the instruction of a Cisco Networking Academy course at a Cisco Academy. A NetAcad Instructor teaches students.

NetAcad Success Lead: Person within each Cisco Academy who works with Cisco on all quality and Academy sustainability matters. The Success Lead will:
- Be familiar with Cisco Academy required policy and procedures
- Review data annually and recommend improvements to their academy using Academy success dashboard and other related tools
- Partner with their Cisco Quality Manager to ensure recommended improvements from Cisco are implemented

NetAcad Staff: Person(s) at an academy who provide(s) administrative support and leadership.

Policy: Requirement for institutions detailed in the Cisco Networking Academy Membership Guide, that community members are required to adhere to as part of their Membership Agreement.