Cisco Learning Credits:

Cisco Customer Quick Reference Guide

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Program Overview

Description

Cisco® Learning Credits 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 and monitoring training expenditures.

Value and Timeframe

Each Cisco Learning Credit is valued at $100 USD toward training and is valid for one year. Learning Credits 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 Credits Management Tool is a robust, easy-to-use tool that enables you to manage and track your Cisco Learning Credits 24 hours a day seven days a week.

Information includes how many credits were purchased, when and where they were redeemed, the current account balance and when credits expire. For Learning Credits Management Tool log in page, please click here.

Redemption

Customers may redeem Cisco Learning Credits through participating authorized Cisco Learning Partners and their affiliated organizations. Courses must begin before the learning credits expire. Learning Credits must be redeemed in the currency in which they were purchased.

Team Captains

A Team Captain is the customer individual who will manage the learning credits, review transactions, generate reports, identify Team Players, and receive program notifications and monthly account statements. The Team Captain plays a critical role within the Learning Credits Management Tool in order to monitor their learning credits.

Benefits

Customer Benefits

- Secures training budget.
- Increases productivity and technical competency.
- Ensures highest quality of training, through authorized Cisco Learning Partners.
- Decreases administrative costs associated with opening multiple purchase orders.
- Increased competitive advantage.
- The Learning Credits Management Tool provides a single location to manage and track the Cisco Learning Credits.

Why Use a Cisco Authorized 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 and skills-gap analysis.
- Customized courses and variety of training delivery methods: classroom, virtual classroom, E-Learning, and on-site delivery. More information at Global Learning Partners.

Additional Information

Country-specific Availability

- Cisco Learning Credits are not available in all countries. For a list of countries in which the credits are available, please go to countries of operations on the Cisco Learning Credits website.
- Learning Credits must be redeemed in the currency in which they were purchased.

For More Information

- Contact your Cisco account team, authorized Cisco channel partner, or visit online case support.