



Frequently Asked Questions: Networking Academy Certification Incentives Program

Last updated August 5, 2010

This document provides information about the overall Cisco Networking Academy® discount voucher incentives program, and addresses the following topics:

- Cisco® Industry Certifications
- Qualification for Cisco Industry Certification Exam Discount Vouchers
- How to Register for Cisco Industry Certification Exams
- Proper Use of Incentive Discounts

Other documents dealing with specific incentive programs, curriculum details, and certifications can be found on the [Industry Certifications](#) page on Academy Connection and at the [Cisco Learning Network](#).

Cisco Industry Certifications

Q. What are Cisco industry certifications?

A. Cisco industry certifications validate an individual's industry-specific skills and knowledge, familiarity with Cisco equipment and solutions, and ability to perform at levels that meet Cisco's highest standards. To learn more, visit the [Industry Certifications](#) page on Academy Connection or the [Cisco Learning Network](#).

Q. How do Cisco industry certifications differ from Networking Academy course certificates of completion?

A. Successfully passing any Cisco Networking Academy course is a significant achievement and adds value to your resume. Industry certifications are more broadly recognized and add considerable value to the academic achievement represented by course completions. Visit the [Industry Certifications](#) page on Academy Connection or the [Cisco Learning Network](#) to learn which courses you need to complete to qualify for each type of industry certification exam.

Qualification for Cisco Industry Certification Exam Discount Vouchers

Q. What are discount vouchers?

A. Discount vouchers allow qualified Networking Academy students to take the following Cisco certification exams at a reduced cost:

- ICND1 (640-822)
- ICND2 (640-816)
- Cisco CCNA® Composite (640-802)

Q. How many discount vouchers are Networking Academy students eligible for?

A. Upon successful completion of the required coursework, each qualifying Networking Academy student will be eligible for one discount voucher for each of the following exams: ICND1 (640-822), ICND2 (640-816), and CCNA Composite (640-802).

Q. How do students qualify for a discount voucher?

A. To receive Cisco CCENT vouchers, students must complete the first two CCNA Discovery courses; Networking for Home and Small Businesses and Working at a Small-to-Medium Business or ISP, and receive a score of 75 percent or higher on their **first** attempt of the final exam for Working at a Small-to-Medium Business or ISP.

For CCNA vouchers, students must complete all four courses of either CCNA Discovery or CCNA Exploration and receive a score of 75 percent or higher on their **first** attempt of the final exam for the final CCNA Discovery course; Designing and Supporting Computer Networks, or for the final CCNA Exploration course; Accessing the WAN.

Q. How much is a voucher discount worth?

A. Cisco Networking Academy vouchers provide discounts of 50 percent off the regular retail price of certification exams. The balance is paid by the student before taking the exam.

Q. How can students request a discount voucher?

A. When students pass the **first** attempt of a qualifying final exam with a score of 75 percent or higher, that information will automatically be entered into Academy Connection and a link to the voucher request form will appear on their Academy Connection Student Home page. After requesting a voucher through this link, students will receive confirmation and the voucher number will appear in their student profile, along with an expiration date.

Q. Can students who fail the certification exam use the voucher a second time?

A. No, the voucher is valid for one use only.

Q. How can students receive additional vouchers?

A. Additional or repeat vouchers are not available. A single discount voucher will be issued per candidate through Academy Connection. Students are encouraged to study prior to their final exams to help ensure that they qualify. It is also important to study prior to the certification exams, since Networking Academy will issue only one voucher per candidate for each exam.

Q. Where is the voucher request information located?

A. Qualifying students will see a link containing the name of the voucher on their Academy Connection Student Home page, within the Career Development section.

Q. How can students use their vouchers to register for a certification exam?

A. When students register for an exam online or by calling a Pearson VUE testing center, they will be asked to provide their voucher information

Q. How long are discount vouchers valid?

A. Each voucher will be valid for between 90 and 180 days from the date of issuance so voucher users must be careful use their vouchers before they expire. Students are responsible for knowing when their vouchers expire, since the expiration dates cannot be extended.

How to Register for Cisco Industry Certification Exams

Q. Where are Cisco certification exams delivered?

A. Pearson VUE is Cisco's primary vendor for test delivery. They have test centers located around the globe, and new test centers are added frequently For more information visit www.pearsonvue.com.

Q. How can candidates register for an exam at a Pearson VUE test center?

A. Pearson VUE offers three different methods of registration:

- To register for an exam online, candidates must [sign in](#) to their accounts using a Pearson VUE username and password. Candidates who do not have a username and password can [create an account](#).
- Another way to register for an exam is to contact a [Pearson VUE agent](#) directly.

- The final option is to call or visit a test center. To find the address and telephone number of a Pearson VUE test center, visit the [Test Center Locator](#).

Q. How can candidates locate a Pearson VUE test center in their area?

- A.** Pearson VUE has more than 4000 test centers in 162 countries worldwide. The quickest way to locate one is to use the [Test Center Locator](#). Simply select the name of an exam, and then follow the instructions. This will generate a list of all Pearson VUE Authorized Test Centers in the area that offer the exam.

Q. What is Pearson VUE?

- A.** Pearson VUE is the global leader in electronic testing for regulatory and certification boards. They provide a full suite of services from test development and delivery to data management in countries around the globe. Pearson VUE delivers exams through the world's largest network of test centers, providing services for IT, academic, government, and professional clients..

Q. What special accommodations can be made for candidates with disabilities?

- A.** If a candidate has a special testing need, they should contact a [Pearson VUE agent](#) directly and ask for the special accommodations department. Candidates must make their requests for accommodations at the time of registration. Special accommodations include time extensions to accommodate learning disabilities or physical challenges. Candidates generally receive a time and a half extension. Vision impaired candidates who require a reader will have twice the amount of time to complete their exams in separate room with a reader and recorder. Other requests are reviewed on a case by case basis.

Q. Are there any restrictions or arrangements for candidates under the age of 18?

- A.** When a candidate sits to take an exam at a testing work station, a screen prompt will ask if the candidate is 18 year of age or older. Candidates under the age of 18 will be able to complete the exam, but prior to receiving their certification number, candidates must have a parent or legal guardian accept the terms and conditions of the Cisco Career Certification and Confidentiality Agreement, sign the form, and return it to Cisco by mail or fax. The form and information on where to send it can be found at http://www.cisco.com/web/learning/le3/le11/learning_about_certification_exams.html

Proper Use of Incentive Discounts

Q. What are retired exam promotional codes?

- A.** Retired exam promotional codes allow Networking Academy students, instructors, and alumni to take the following retired Cisco CCNP® exams until July 31, 2011:

- 642-901 BSCI
- 642-812 BCMSN
- 642-825 ISCW
- 642-845 ONT

These retired CCNP exams were replaced in 2010 and are available only to Networking Academy students to give academies time to adopt the new CCNP curriculum and exams. There are no discount incentives offered for these retired CCNP certification exams.

Q. Where do I find current Promotional Codes?

- A.** Promotion codes can be found in Academy Connection. Log in and go to [Retired Exam Promotional Codes](#). Instructions on how register to use the promotional codes are found on the same page.

Q. What are pre-paid vouchers?

A. Pre-paid vouchers are vouchers purchased directly by an educational institution from the Pearson VUE voucher store at <http://www.pearsonvue.com/vouchers/pricelist/cisco.asp>. These vouchers are purchased at the institution's discretion and generally cover the entire cost of taking an exam. These vouchers are generally valid for one year from the date of purchase unless stated otherwise. Cisco Networking Academy does not assume any responsibility or play any direct role in the purchase or use of any prepaid vouchers.

Q. What are supplemental vouchers?

A. Supplemental vouchers are pre-paid vouchers that cover only a portion of the cost of an exam. They are typically purchased by an educational institution or a company to supplement the value of the discount voucher and help the student by paying some or all of the student's remaining cost for the certification exam. Since exam prices and the value of Networking Academy discount vouchers are subject to change, we suggest buying supplemental vouchers only in limited quantities, to help ensure that the supplement provides the intended benefit. Supplemental vouchers can be purchased directly from Pearson VUE at <http://www.pearsonvue.com/vouchers/pricelist/cisco.asp>. Cisco Networking Academy does not assume any responsibility or play any direct role in the purchase or use of any prepaid vouchers.