

VMware IT Academy Program Guide

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Please consult our website <https://www.vmware.com/company/research/it-academy.html> to ensure you are viewing the latest version of this document.

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Introduction

The world is re-inventing itself through apps. VMware provides multi-cloud services for all apps, enabling digital innovation with enterprise control. VMware meets you where you are, offering the flexibility and choice learners need to build the future. Our technology gives you the trusted foundation to accelerate innovation, ensuring autonomy for developers, productivity for employees and control for the business.

VMware is committed to educating and supporting our academic community through the VMware IT Academy Program. By listening to the community, we ensure that together we develop a program that aligns to learners' educational and workforce requirements.

This program guide describes the requirements for VMware IT Academies. VMware will periodically update this guide to reflect any changes that occur.

Overview

The VMware IT Academy Program is an important component of VMware Education programs. The academic institutions and nonprofits that agree to participate in the IT Academy Program fulfill an important role in providing learners the skills and education needed to be successful in a multi-cloud, software-as-a-service world.

The VMware IT Academy Program is designed to introduce learners to VMware technologies and equip them with technical skills to complement their chosen fields of study. With that knowledge, learners can work with customers and partners to drive societal impact through VMware's products and people. Learners also have the opportunity to contribute to the development of Modern Apps & Cloud, Workspace, Networking, and Security, four technologies that are transforming every industry and economy.

VMware seeks to create a collaborative relationship with academic institutions so that their learners may obtain VMware certifications. VMware will provide approved academic institutions with software, content and course materials developed by VMware so that learners are knowledgeable on VMware technology.

Acronyms

- CTS: Core Technical Skills
- GS: Getting Started Courses
- ILT: Instructor-Led Course
- TTT: Train the Trainer
- VCP: VMware Certified Professional
- VCTA: VMware Certified Technical Associate
- IT Academy VMAP: VMware Academic Program

Program resources

The program provides access to educational materials to further engage learners in understanding and acquiring technical skills needed in today's world. Resources include: instructor training, VMware academic software licenses, certification vouchers and badges.

Selection criteria

VMware reviews potential IT Academies against qualifying criteria, including:

- Education institutions worldwide offering two- or four-year college programs and secondary educational institutions
- Technical schools (AKA “career colleges”) offering accredited degrees and certifications
- Nonprofits that are seeking entry-level learning resources

Application process

An authorized employee of the college or university (referred to as the institution) may complete the following steps to apply. An authorized employee is an individual at the institution who can commit to a program agreement on behalf on an institution.

1. Familiarize yourself with this program guide. It outlines the program benefits, restrictions and resources available to you as an IT Academy.
2. Review the terms and conditions: <https://itacademy.vmware.com/catalog?pagename=Institution-Terms-of-use-Agreement>.
3. Complete the VMware IT Academy application: <https://itacademy.vmware.com/>.

NOTE: The online agreement also serves as the legal agreement between VMware and the institution for use of the educational materials. All individuals who download software will also need to sign an [End User Licensing Agreement](#).

Once the application is completed, the IT Academy team reviews it and will inform the applicant of the team’s decision. If approved, the applicant, on behalf of their institution, will receive a welcome email describing how to purchase a subscription for the approved learning materials, including software. The email will include payment information and instructions on how to proceed.



Approved IT Academy responsibilities

- Adhere to the following course duration requirements, unless written authorization is provided by VMware:
 - No duration restriction for the Getting Started in IT or Concept Courses.
 - Offer Core Technical Skills or Associate Level Courses in one or more weeks.
 - Offer Professional Level Courses in four or more weeks and 40 hours distributed equally across those four weeks.
- Promote the IT Academy program through proper use of authorized branding and logos.
- Distribute or provide program materials (content, labs, vouchers and/or software) only to registered learners, unless prior permission from VMware has been given.

The four major steps for teaching VMware courses

1 Subscribe

2 Prepare

3 Teach

4 Certify

Subscribe

To get started, an academic organization purchases an annual subscription from D2L. Subscriptions are based on the number of students seats your organization requires.

- 1–205 users: \$330 USD
- 206–405 users: \$505 USD
- 406–4,999 users: \$1.25 USD per user
- 5,000–9,999 users: \$1.20 USD per user
- 10,000+: \$1.10 USD per user

Access

Each approved IT Academy can access the latest authorized content provided through our partner D2L. D2L Brightspace is our learning management system (LMS). All new institutions must purchase their subscriptions from D2L. Some institutions who were a part of the program prior to June 1, 2021, may have a subscription at Kivuto. To verify you have a subscription at Kivuto, [click here](#).

If you have an active subscription today with Kivuto, you will still have Kivuto access. But **when it is time to renew** your existing subscription, you will receive instructions and be directed to the new D2L Brightspace.

D2L Brightspace

IT Academy migrated to a D2L Brightspace because it is an industry leader, offering many benefits, making it the ideal solution for our community.

The D2L Brightspace platform lets you:

- Easily coordinate and automate multiple student registrations.
- Improve visibility to student learning journey with built-in analytics.
- Access and use co-branded marketing materials.
- Streamline course creation with intuitive, mobile-first design.

To begin with D2L Brightspace, click [here](#).

D2L Brightspace has a [support page](#) for you to find answers to your commonly asked questions.

Kivuto

Kivuto provides a unified web portal named the IT Academy webstore. This webstore is available to faculty and learners so they can access IT Academy Program teaching and learning resources, including VMware software, licenses, courseware, labs and instructor PowerPoint slides. In addition, learners and faculty can receive discounts on VMware certification exams. Today, new IT Academy subscriptions are available on D2L only.

Instructor preparation

Each VMware IT Academy will appoint a qualified instructor to teach the authorized courses.

IT Academy instructors are strongly encouraged, but not required, to get certified prior to delivering their first course. To encourage instructors to become certified, VMware provides a 70% discount on certification exam vouchers to all IT Academy instructors. In addition, for professional-level certification, instructors can also have access to video-on-demand lessons to help them learn and prepare for the certification exam.

Support model

For all your nontechnical support issues, you can reach out to the IT Academy Program support desk (itacademy@vmware.com). Please note that the support desk does not provide technical support.

If you need immediate and local support, please contact your regional academy, if available.

If the issue pertains to one of our partners' processes or products, please reach out to them directly.

Support resources

- Gilmore Global, LLC (vmwareitacademy@gilmore.ca)
- Network Development Group (NDG) (support@netdevgroup.com)
- Kivuto Solutions, LLC (elms-fusion@kivuto.com)
- D2L Brightspace (<https://community.brightspace.com/VMwareAcademicProgramshelpdesk/s/>)

Operations

This section explains the operational aspects of the IT Academy Program and the responsibilities of the instructor.

The academy may obtain course materials directly from VMware's authorized vendors: D2L, Kivuto, Gilmore and the NDG.

Advertising

The VMware IT Academy will need to comply with the VMware trademark and logo usage requirements. Any advertising must also comply with VMware corporate guidelines. Find branding guidelines [here](#).

Learning materials

Learner manuals can be accessed from VMware's partners D2L, Kivuto or Gilmore. No copying of training materials or distribution to persons other than authorized faculty and authorized learners is allowed unless expressly authorized by VMware in writing. Most authorized professional courses include the lab setup guide, PowerPoint slide masters, lab files and other support materials available from the D2L Brightspace platform or the Kivuto webstore. For specific lab setup download needs, please refer to your Regional Program Manager for further instructions.

All training materials are considered intellectual property of VMware and are subject to the confidential information provisions of the agreement. Each academy will use the confidential information (including the training materials) only for purposes established by this program guide and agreement.

Each IT Academy and/or authorized faculty may develop additional class materials to supplement provided learning resources (for example, labs, PowerPoint slides, handouts). VMware reserves the right to review these materials prior to their use. IT Academies are responsible for installing and maintaining any software for use by their learners in labs and providing any additional materials, media and reference manuals. Each IT Academy may not change the content of the authorized courses without VMware's prior written authorization.

Learner certificates

Learner certificates of completion are available at the conclusion of class and can be downloaded from the D2L platform. To qualify for a certificate, a user must complete all the assessments and course survey associated to the course.

Marketing

Marketing the courses offered is the responsibility of each individual IT Academy.

Marketing materials, camera-ready artwork and logo items may be available through VMware. These trademarked items must be used in compliance with the VMware Trademark and Logo Policies and the Logo License Agreement in [VMware Brand Central](#).

Resources

The following materials can be located in the Resources section on our website (<https://www.vmware.com/company/research/it-academy.html>).

- IT Academy [datasheet](#)
- IT Academy [FAQs](#)
- VMware [Logo Guidelines](#)

Curriculum overview/Courseware

The following courses are available as part of the IT Academy Program.

- **Getting Started in IT**—These modules will allow the learner to be introduced to basic technology concepts. Courses can be delivered self-paced or instructor led. Each module is approximately 15 minutes in duration.
- **Concept Courses**—These courses provide the entry-level learner knowledge on basic concepts. Courses can be delivered self-paced or instructor led. Each course takes approximately 8–12 hours. Content is aligned to a badge.
- **Core Technical Skills Courses**—These courses provide the entry-level technical knowledge on operational tasks within a virtualized infrastructure in areas across multi-cloud operations, networking, security and device management. Courses can be delivered self-paced or instructor led. Each course takes approximately 10–15 hours, and if delivered by instructors, the course must be one week in duration or more. Content prepares individuals for a VMware Certified Technical Associate certificate.
- **Professional Level Courses**—These courses provide the IT professional-level learner knowledge on how to install, configure and manage VMware solutions. Courses must be instructor led. Courses take approximately 40 hours and must be delivered in four weeks or more spread evenly across the weeks. Content prepares individuals for a VMware Certified Professional certificate.

For the latest information or more details on the IT Academy courses, please visit <https://www.vmware.com/company/research/it-academy.html>.

Exams

The cost of a VMware exam varies based largely on the type of delivery that exam uses, proctored or unproctored.

Please note exam prices and voucher prices may change. Please check with your exam vendor for the latest pricing before scheduling exams.

All unproctored and proctored exam discount codes are non-transferrable. All vouchers expire one year after download. To utilize the discount, the user must register with the PSE code.

Unproctored exam discounts

VMware's exam partner, Pearson VUE, delivers VMware certification exams, such as the VCTA exams, online and unproctored. "Unproctored" means take anytime or anywhere exams. Learners and faculty register for exams with Pearson VUE and take exams from any computer with Internet access.

The exam discount code allows one person to take up to six online, unproctored VMware certification exams at 70% off normal price.

Proctored exam discounts

Learners and faculty must take a proctored VMware certification exam at an authorized Pearson VUE testing center.

Faculty and learners can download for free a voucher code for three proctored exam attempts and then pay for each proctored exam when scheduled. This option provides a 70% discount on up to three proctored VCP-DCV exam attempts.

Exam voucher ordering

D2L Brightspace

Instructors can specify which learners receive voucher codes by placing an order on their behalf. To place an order for proctored exam discount codes (either VCTA or VCP) on behalf of learners, follow these steps.

1. Log in as an instructor at the D2L platform.
2. Click the **Return to My Account Page** option at the top of the screen.
3. Click the **Login** button.
4. Select the **Assign Pearson Vouchers** option.
5. Pick the voucher that you want to request (VCTA or VCP).
6. Type the student emails separated by a comma in the second text field, or upload a.csv file.
7. Click the **Submit** button.

Each learner you identify will be notified by email that an exam discount code was ordered on their behalf.

Kivuto

Instructors and administrators can specify which learners receive voucher codes by placing an order on their behalf. To place an order for unproctored and/or proctored exam discount codes on behalf of learners, follow these steps.

1. Select the **Unproctored** or **Proctored Discount Exam Code** icon from the Certification tab of your webstore, and then click **Add to Cart**.
2. Open your shopping cart.
3. Select **I am ordering on behalf of someone else**, and then click **Check Out**.
4. Under Proxy Order, enter a comma-delimited list of learner webstore usernames in the Username field, and then click **Check Out**.

Each learner you identify will be notified by email that an exam discount code was ordered on their behalf. The purchased exam discount code is added to the user's account. Learners can access the discount code by signing into their webstore and clicking **Your Account/Orders** in the drop-down menu under their username.

Certify

When learners or faculty become proficient with VMware technologies, we recommend they seek VMware certification. To encourage learners and faculty, we provide discount VMware exam voucher codes worth 70% off the normal exam price.

Certification updates

Certification is one way to validate your skills to an employer. As such, some IT Academy courses align to industry-recognized certification.

VMware periodically updates certifications and curricula to keep them relevant. For the latest certification information, please visit the Resource section at <https://www.vmware.com/company/research/it-academy.html>.

Vouchers

Vouchers are available from instructors to learners who complete Core Technical Skills Courses and VMware Certified Professional Level Courses. Upon completion of the course(s), the instructor orders a Partner Learner Education (PSE) voucher for the learner through the Certification section on the Kivuto webstore or on D2L Manage Vouchers. Once learners have retrieved their PSE voucher code from the either D2L or Kivuto, the learner uses the code to register for their exam with Pearson VUE under IT Academy Student—PSE Exams.

The PSE exam vouchers allow one person to take up to six online multi-click VMware certification exams at 70% off the normal price.

Learners cannot order vouchers themselves. These PSE vouchers reflect a savings of over 50%.

Hardware compatibility guide

To ensure classes can be taught without hardware issues, all equipment used for academy classes should be listed in the VMware Compatibility Guide (<https://www.vmware.com/resources/compatibility/search.php>).

Partners

VMware is committed to providing you with the teaching resources you need as an IT Academy instructor. This section outlines authorized partners of IT Academy.

NDG

NDG partners with the IT Academy to help schools teach virtualization through online courses and labs.

Review and practice

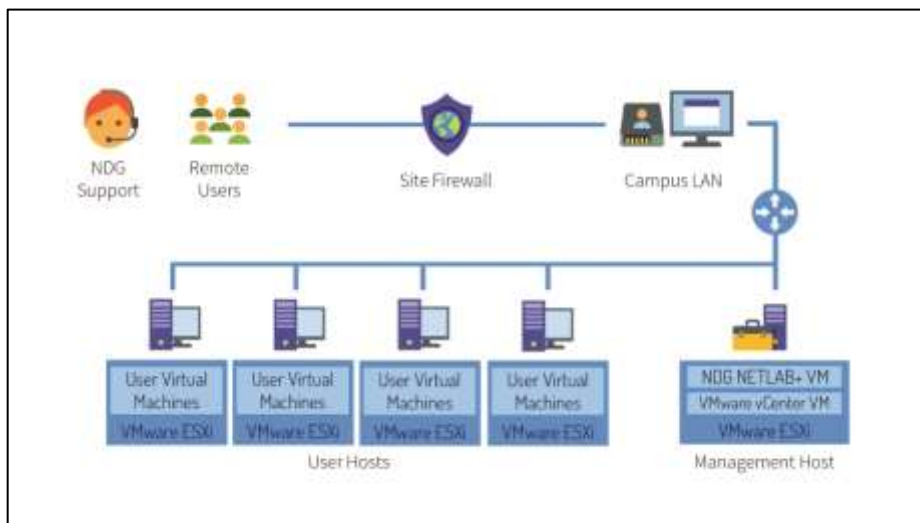
Labs are optional but are recommended to help your learners master the content.

NDG NETLAB+

NDG, in partnership with the IT Academy Program, enables academic institutions to purchase a virtual lab for some VMware Education courses using the NDG NETLAB+ system. NDG provides schools with customized lab exercises to facilitate setup and delivery of some VMware courses, using a NETLAB+ system. More details are at <http://www.netdevgroup.com/content/vmita/>.

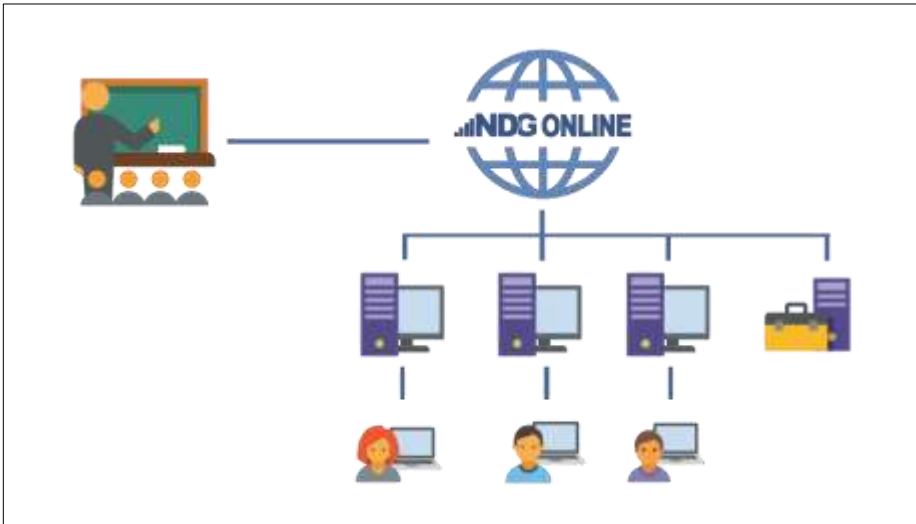
NETLAB+ is a remote access solution that allows academic organizations to host real IT equipment, virtual machines (VMs) and curriculum content. Using VMware vSphere®, NETLAB+ provides an environment through which learners may schedule and complete lab exercises for a variety of VMware Education courses.

NETLAB+ provides a lab-in-a-box solution. Your NETLAB+ system is installed and administered at your location. Your organization controls the class offerings, instructor accounts, learner accounts and VM configuration. More details are at <https://www.netdevgroup.com/products/>.



NDG Online lab service

Access to an NDG Online course, through a user account typically activated for a six-month / one-semester period, is purchased for each learner. Access to NDG Online can be implemented from the NDG Online Portal or integrated through a school's LMS. A variety of purchasing options are available. More details are at <https://www.netdevgroup.com/online/content/vmita>.



NDG Concept Courses

NDG provides concept courses for learners to gain a basic understanding of VMware solution. Concept courses can serve as a prerequisite for the Core Technical Skills or Professional Level Courses. More are details at <https://www.netdevgroup.com/online/content/vmita>.

Concept course components

1. Content
2. Videos to reinforce complex topics
3. Labs to provide examples of using virtualization



Lab environment

Many VMware courses include lab exercises. We recommend IT Academies use the VMware virtual labs provided by NDG; however, some organizations choose to build and manage their own VMware lab environment instead. **NOTE:** Lab setup guides are posted on the IT Academy webstore under Teaching Resources.

Gilmore Global

Gilmore Global is our content production and deployment partner. Gilmore works with us to deliver high-quality printed training content. Courses are available to prepare learners for various exams. The printed option will be for only the existing courses and won't be for any future courses after vSphere 7.

Pearson VUE

Pearson VUE is our certification exam provider. Pearson VUE develops, manages and delivers a variety of exams, from online practice exams to high-stakes proctored exams that require the industry's most secure testing environments.

Resources

Partner websites

- D2L Brightspace (<https://community.brightspace.com/generic/s/>)
- Gilmore Global (<https://www.gilmoreglobal.com/>)
- Kivuto (<http://www.onthehub.com/vmware/>)
- Pearson VUE (<https://home.pearsonvue.com/>)

Email support addresses

- Gilmore Global (vmwareitacademy@gilmore.ca)
- Kivuto (elms-fusion@kivuto.com)
- NDG (support@netdevgroup.com)
- Existing VMware IT Academy Customers Program Inquiries (itacademy@vmware.com)

