



**Authorized Training Partner
(ATP) Program
Terms and Conditions**
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RL

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		<i>Date</i>	<i>What's New</i>
<i>Prev. Version</i>	4.2	<i>June 2013</i>	
<i>Prev. Version</i>	5.0	<i>May 2015</i>	<p>3.1.2: Lab Equipment – models updated. 3.1.3: non – Ruckus equipment – Qty updated. 3.2.1: Staff requirements clarified. (ex 3.1.4) 3.2.2: RCI Requirements updated. (ex 3.1.5) 3.2.3 – new ATP Program manager doc 3.3: Course Offerings now doc (ex 3.2) 3.5: SME review (ex 3.4) 3.6: Access to Courseware (ex 3.5) 3.7: Printed Material (ex 3.6) 3.8: Course Scheduling (ex 3.7) 3.9: Course Delivery (ex 3.8) 3.10: Exam Delivery (ex 3.9) 3.11 – Student scores ATP certs (ex 3.10) 3.12: - ATP Pilot (ex 3.11) 3.13: - Termination (ex 3.11) 3.14: Training (ex 3.13) 3.14.1: IQ Class (ex 3.13.1) 3.14.2: Now link to ATP-05 (ex 3.13.2) 3.14.3: Now link to ATP-05 (ex 3.13.3)</p>

			3.1.3 Added link to ATP Lab Setup document 3.2.2 Added link to ATP Instructor Qualification document 4. Program Changes – ex3.14 5. Agreement – ex 4

This release supersedes all previous versions

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1. Overview

The Ruckus Wireless ('**Ruckus**') and Authorized Training Partner (**ATP**) Program enables qualified Ruckus partners to offer and deliver Ruckus-developed training courses to customers and other partners.

This document describes the terms and conditions for obtaining and maintaining ATP accreditation.

2. Training Partner Benefits

Acceptance into this program enables Ruckus ATPs to generate additional revenue from training and certification activities.

Potential training partners include Ruckus distributors and resellers who have training facilities and/or an interest in delivering Ruckus training. Independent network technology training providers may also qualify as training partners.

3. Terms and Conditions

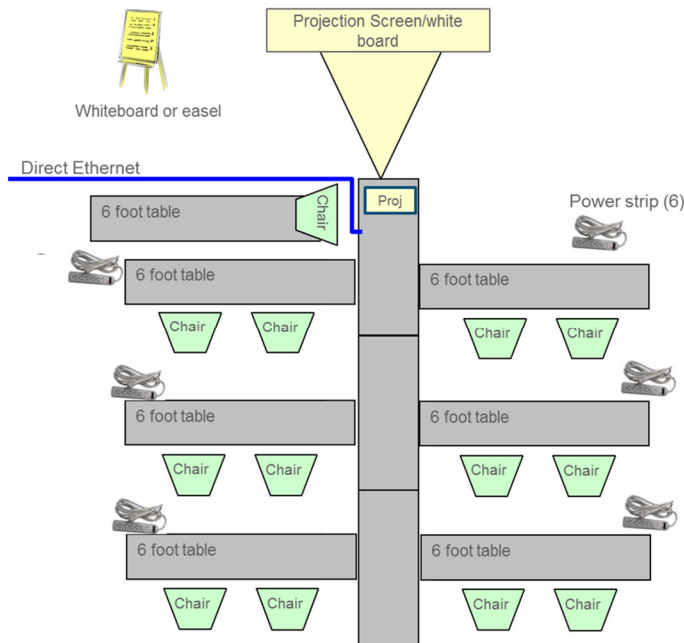
3.1 Resource Requirements

Ruckus ATPs must meet the resource requirements described in this section.

3.1.1 Training Facility

A training classroom must be available for all classes delivered by Ruckus ATPs. This can be a dedicated training room or a rented facility (as needed).

The training room must be large enough to accommodate up to 12 students and the table layout must be configured as illustrated below:



3.1.2 Ruckus Lab Equipment

Training partners must have enough Ruckus equipment to support a classroom containing up to 12 students (max. 2 students/group and 6 groups per class).

The following Ruckus devices are required to build the training lab environment:

Qty	Device	Recommended Model
6	ZoneDirector Wireless LAN Controller	ZD1200 with latest code.
12	ZoneFlex Access Point (all units must be the same model)	ZF 7372, R500 or upwards.

Each lab group requires exclusive use of 1 ZoneDirector and 2 Access Points.

3.1.3 Non-Ruckus Lab Equipment

Ruckus ATPs must supply the non-Ruckus items described in this section to complete the training lab environment.

Device Type	Qty	Specifications
NAT Router	1	Common home router. Must support static routes to multiple internal subnets.
L2/L3 Switch	1	24-port + 4 FastEthernet or Gb ports (PoE) recommended
Laptop	1	2.0+ GHz Dual Core CPU, 3+ GB RAM, minimum 80 GB HD
Power Strips	6	Min. 6 outlet power strip
Extension Cord	1	Min. 20 ft. (6 m) length
Ethernet Cable	6	6ft (2m) – 1 per group.
Ethernet Cable	8	Min. 10 ft. (3 m) length – 4 per front group
Ethernet Cable	8	Min. 14 ft. (4 m) length – 4 per middle group
Ethernet Cable	8	Min. 20 ft. (6 m) length – 4 per rear group

Ruckus training lab equipment setup and configuration will be discussed in the ATP Instructor Qualification course and is detailed in the document “**ATP-06 - Ruckus Wireless ATP ZF Lab Setup Guide**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>

3.2 Ruckus ATP Partners

3.2.1 Certified WiSE Staff

The training partner must have at least 1 (one) employee who has passed the WiSE Level 1 certification exam and whose certifications are currently valid (not expired) and a further 1 (one) Ruckus Certified Instructor. The Ruckus Certified Instructor is required to have passed the most current available version of the WiSE Level 1 exam.

3.2.2 Ruckus Certified Instructor

The training partner must have at least 1 (one) employee who is an accredited Ruckus Certified Instructor. Effective November 01, 2014, the requirements for accreditation are defined in the document “**ATP-07 Ruckus Wireless Certified Instructor Qualification**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>

3.2.3 Ruckus ATP Program Manager

The training partner must have at least 1 (one) employee who is designated as the ATP Program Administrator. The role and responsibilities of the ATP Program Administrator are defined in document:

- “**ATP-04 – Ruckus Wireless ATP Program Manager Role**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>

3.3 Course Offerings

Course offerings and prices are listed in document:

- “**ATP-05 Ruckus Wireless ATP Authorized Courses**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>

3.4 Certification Program Management

The Ruckus training organization will manage all matters related to the Ruckus certification program including but not limited to:

- Develop new and update existing examination questions for each course release
- Maintain online testing system for delivery of certification exams
- Maintain public list of certified individuals on Ruckus training web site
- Notify examinees and ATPs of test results
- Send certificates to examinees who have passed the exam

To take a retake a certification exam, examinees must register via the Ruckus Training web site.

3.5 Courseware Maintenance and Review

The Ruckus training organization will maintain all training materials for Ruckus courses. This includes the creation of new courses and the revision of existing courses to cover features released in Ruckus product updates.

As part of the course development process, Ruckus ATPs may be invited to review draft versions of course releases during the SME (Subject Matter Expert) Review phase. Any ATPs who elect to participate in the review process will be required to provide their feedback to Ruckus.

With each course release, Ruckus will notify ATPs of updates via e-mail, webinar, and/or pre-recorded online training sessions.

3.6 Access to Courseware

Ruckus will provide ATPs the ability to order the latest printed course manuals to use for training of Ruckus partners, customers, and ATP employees.

All materials related to the ATP program and provided to ATPs for review and training delivery are copyright Ruckus Wireless. All rights are reserved. Content may only be duplicated per the delivery requirements described above.

ATPs are **not** permitted to

- redistribute electronic copies of courseware
- modify any of the courseware provided by Ruckus
- print Ruckus courseware locally
- use course material for non-authorized Ruckus training

3.7 Printed Training Materials

3.7.1 Course Manuals

ATPs must order printed course manuals from Ruckus **at least 3 (three) weeks prior** to the class start date for timely delivery. Note: It will take 3-5 business days to print and another 2-5 business days to ship the training manuals.

Access to the Ruckus print-on-demand publishing site will be provided upon completion of the ATP accreditation process.

3.8 Course Scheduling and Registration

Ruckus will maintain a master schedule which will be posted on the Ruckus Training Learning Management System (LMS).

ATPs will post their own class offerings to the Ruckus Training LMS. ATPs are responsible for ensuring that each student has registered for the class through the LMS.

Each student who completes an ATP-provided class must be registered for the corresponding certification exam either by the ATP or by self-registration. ATPs will be responsible for providing each student with an exam code.

ATPs will process registration payments for the classes that they deliver.

ATPs must schedule and deliver **at least 1 (one)** class per calendar quarter.

ATPs must provide Ruckus-approved printed course manuals to students for every class that is delivered.

3.9 Course Delivery

ATP instructors must deliver Ruckus courses according to standard best practices and instructor competencies. Only Ruckus Certified Instructors (RCIs) are allowed to conduct training, including lecture and lab support.

3.10 Exam Delivery

Ruckus Wireless certification exams are available online.

Ruckus Wireless requires that students and ATPs adhere to a standard code of conduct regarding test taking and test integrity. If students are offered the opportunity to take exams at the ATP facility, the ATP instructor must proctor exams taken to ensure that test integrity is maintained. Any ATP found to be facilitating a violation in standard exam regulations, is subject to termination of their ATP accreditation.

3.11 Student Satisfaction Scores

At the end of every Ruckus course delivered by an ATP, all students are required complete a Training Survey on the Ruckus LMS. It is the ATP Instructor's responsibility to notify the students of the survey and enable participation.

ATPs must maintain an acceptable average class score as defined in the signed **ATP-03 ATP Agreement**.

3.12 ATP Pilot Class and Audit

The ATP will be identified as "Provisional" until the first public (pilot) class has been delivered successfully, and training partner notifies Ruckus in writing verifying successful completion of the pilot class. This class must be delivered within **4 months** of both parties signing the "**ATP-03 ATP Agreement**" document. The ATP may be suspended if no class is delivered within the first 4 months. The ATP will granted an additional 4 months to remediate their suspended status to active by delivering their first class. The ATP will be terminated if no class is delivered after a total of **8 months**.

A Ruckus-designated auditor may attend the pilot class to verify that the ATP resource requirements and terms of the training partnership are met.

After obtaining ATP accreditation, Ruckus also reserves the right to audit 1 (one) ATP class per year at no charge.

3.13 Termination of Accreditation

Ruckus and the training partner both reserve the right to terminate the ATP accreditation by providing 30 days written notice to the other party, or through termination of the Ruckus Partner agreement. No new classes will be scheduled for the ATP after notice has been given.

Immediate termination may result due to non-compliance of the ATP terms and conditions.

After termination:

- Ruckus is under no further obligation to deliver the benefits of the ATP program.
- The former training partner is no longer permitted to deliver Ruckus training courses
- The former training partner must erase all electronic copies of Ruckus courseware stored on their computer systems.
- No credit will be given for unused training manuals.

3.14 Training and Administration Fees

Ruckus reserves the right to charge ATPs fees for instructor training, training administration, and certification exam administration.

3.14.1 Ruckus Certified Instructor – Instructor Skills Development (RCI-ISD Course)

The Ruckus Certified Instructor – Instructor Skills Development (RCI-ISD) course will be offered at no charge to new ATP Instructors and current ATP Instructors.

3.14.2 Course Manuals

Ruckus will provide professionally printed course manuals to ATPs for a fee as outlined in document “**ATP-05 RUCKUS WIRELESS ATP Authorized Courses**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>.

3.14.3 Certification Exams

The exam fee is included with each course registration as outlined in document “**ATP-05 RUCKUS WIRELESS ATP Authorized Courses**” located at <http://ruckuseducation.forumchitchat.com/?forum=437217>.

4. Program Changes

The terms and conditions of this program are subject to change without notice. Please always refer to the latest version of this document. You may request it by sending e-mail to ATPsupport@ruckuswireless.com.

5. Agreement

The terms and conditions of this program apply to Ruckus Partners (distributors or resellers) who agree to become a Ruckus Authorized Training Partner.

A separate document titled “**ATP-03 Ruckus Wireless ATP Agreement**” outlining the full set of requirements and criteria regarding the Ruckus ATP Program must be approved by Ruckus Wireless and signed by the Partner for these terms to apply.