



## Service Description

# Cisco Guided Study Group Services

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

### 1. Summary

Cisco Guided Study Groups offer learners a 180-day journey of certification preparation that includes synchronous and asynchronous learning and support. Students participate in expert-led learning sessions, have access to self-paced e-learning on their own schedule, and receive personalized coaching from assigned Cisco subject matter experts.

The Guided Study Group provides structured high-touch delivery that is focused on certification preparation for twelve consecutive weeks. This is followed a low-touch continuation of self-study and collaboration for an additional approximately twelve weeks, totaling 180 calendar days for the entire course. During the low touch period of the certification preparation, participants receive engagement communications focused on certification success. Training is delivered virtually using WebEx Training Center, WebEx Teams, SkillJar LMS, and/or Cisco Digital Library. An open enrollment model is used for this product. Each participant purchases a single seat for the Guided Study Group session at a fixed price per seat. A session is approximately 50 – 120 participants.

### 2. Training Deliverables

- Twelve consecutive weeks of sessions with a Cisco expert who will guide students in preparation for the certification exam. Each of these weeks will include three sessions comprising one live virtual session led by a Cisco expert for 120 minutes and two live virtual office-hour events, 60 minutes each, during which a Cisco expert will answer student questions.
- Recordings of the weekly 120-minute expert-led events are provided for review and continued study by the participants. Office-hour events are not recorded.
- A course that provides participants a structured organization of all activities, materials, and resources for study on the path to certification.
- A single point of contact for support on all questions related to the Guided Study Group. Click on “Contact Us” from the course home page.
- A WebEx Teams space to connect with a dedicated learning coach, Cisco experts, and other participants for just-in-time communications. Teams enables a connected community of like-minded learners for discussion, collaboration, and mutual support. Cisco experts monitor and contribute to this collaboration. Participants drive new topics, discussions, and collaborations.

- A customized training plan organized by certification domain knowledge blueprints.
- Digital content subscriptions for the 180-day duration of the course. Self-paced e-learning courses specific to each certification.
- One Certification Exam voucher valid for the 180-day duration of the course. Exam vouchers are specific to the applicable Guided Study Group certification. Participants must schedule, test, and redeem vouchers prior to the expiry date of the voucher.

### 3. Completion

Cisco Guided Study Groups have a designated start date for the 180-day course of study. Participants who complete the e-learning courses are eligible to receive continuing education and recertification credit.