London Metropolitan University, "ASC & ITC" Service Level Guidelines (LMUSLG)

London Metropolitan University, ASC & ITC Centre

United Kingdom

Website: http://www.londonmet.ac.uk/cisco/

Tel: +44 (0)20 7133 3705

Email: s.salek@londonmet.ac.uk

Institution Type

Academy Support Centre (ASC)
Instructor Training Centre (ITC)

1. London Metropolitan University

London Metropolitan University, as a "Cisco Academy Training Centre" (CATC) and subsequently "Super Regional Academy" (RA) was established in 1998 within the former University of North London's School of Communications Technology and Mathematical Sciences (now Communications Technology Cluster within Faculty of Computing (FoC)), is one of the very few places in the UK which has been certified by Cisco Systems to provide CCNP training in one of the most advanced Cisco training labs in the UK.

Since 1998, the University has trained instructors across the UK and Far East and supported a range of educational institutions, including universities, colleges of Further Education, college of Higher Education and schools. In 2012 the University has been selected as an **Academy Support Centre** (ASC) **and Instructor Training Centre** (ITC) to continue its high quality support and training to academies and instructor across the globe.

London Metropolitan is one of the first universities that have embedded Cisco material in undergraduate and postgraduate programmes since 1999 and offer Cisco professional training courses to local people in part and full-time mode.

The University is located in the heart of City of London with only 7 minutes from Kings Cross St Pancras International station.

2. The Team

University has 6 dedicated Cisco instructors to provide continues support and training to academies, instructors and students:

Dr Shahram Salekzamankhani	Academy Manager, Curriculum Support and Netacad Success Lead, Instructor	Email: s.salek@londonmet.ac.uk
Mr Harry Benetatos	CCNA and IT Essentials Curriculum Lead and instructor	
Mr Tarik Molalign	CCNA Security and CCNP Curriculum Lead and instructor	
Mr Astrit Krasniqi	CCNA and CCNP instructor	
Mr James King	CCNA Instructor	
Mrs Adele Almammedova Mrs Natasha Nelson	Cisco Academy Administrator	Email: Cisco.academy@londonmet.ac.uk

3. Academy Support Centre (ASC)

As an established Cisco Academy since 1998, the University has a massive experience in all aspects of the Cisco academy program whether you are a new academy or an academy with many years of experience. The Londonmet Cisco Academy endeavours to provide the best available support to your new or existing academy.

The Londonmet has a large dedicated team to ensure that there is almost always someone available to take the call or respond to the email and provide continues support to your queries. Out of hours mobile number is available to provide you a peace of mind for your academy day to day operation.

3.1. Description of ASC Services

In line with **Networking Academy Membership Guide (**NAMG), (available at Netspace), some additional services are provided by Londonmet ASC:

- Main contact and instructor orientation,
- Annual academy support and development Day+,
- NETLAB (remote lab) accounts,
- Virtual and on site support visits,
- Webex Sessions (when permitted),
- Classroom and logistical planning,
- Equipment Support,
- Active academy management,
- Email and telephone support including "out-of-hours"*,
- Event presentations,
- Teaching resources.

+ Subject to demand
*Subject to support level contract

4. Instructor Training Centre (ITC)

All our instructors have industry experience and hold the relevant industry certifications for the curricula they teach. They are all practised in teaching instructors and student classes and have a wealth of experience to share on the delivery of the Cisco Networking Academy program.

We offer a variety of training options to best suite your needs.

Traditional in person instructor training courses is now complimented with blended*, remote* and fast track options for the whole range of courses offered through the academy program in a timetable blocked delivery mode over a few days.

Most of the instructors have been involved with the design, content and assessments of the Cisco academy and University courses and hence are fully conversant with all the latest technology and developments

In addition to offering you training in the traditional block mode, depending on your service contract level, we can also be flexible and offer you a more tailored adhoc delivery that means you only have to attend at convenient times and can spread the training over a period of time. Please talk to us about your requirements.

All the courses are supported by additional resources such as lecture notes, eBooks*, video lectures, software and relevant additional reading material.

Located next to the Holloway road Underground station in Piccadilly line and only 7 minutes from the centre of London, the Kings cross St Pancras International station and less than 40 minutes from London Heathrow Airport, we are with easy reach of the National and International Rail Network and Heathrow Airport.

(*when permitted)

4.1. Description of ITC Services

In line with **NAMG,** (available at Netspace), some additional services are provided by Londonmet ITC:

- NETLAB (remote lab) Accounts,
- 12 months curricula support from training date,
- Block training bookings available,
- Annual training contracts available,
- Training modes
  - o In-person training
  - o Blended Training (when permitted)
  - o Remote Training (when permitted)
  - o Fast Track Courses
  - o Adhoc (subject to service level contract)

5. Courses and Duration

Course*	Modules	Duration
CCNA R & S	4 modules	each module is 5 days training
IT Essentials	N/A	5 days training
CCNA-Security	N/A	10 days training
CCNP R & S	CCNP 1 to 3 (Route, Switch, TShoot),	each CCNP is 10 days training

*Courses will be scheduled subject to demand.

6. Support and Training Cost

Support fee

We offer three levels of support.

6.1. Standard Level Support:

£1000 per annum on a 12 month contract:

- Includes all Base Line services required by Cisco **NAMG (**available at Netspace**)**
- If training is needed, it'll be available as a daily rate (see section 6.4 of this document) and can also be arranged as blocking mode on request.

6.2. Premium Level Support:

£2000 per annum on a 12 month contract:

Includes everything in the Standard level support with the following additional services:

- All additional ASC and ITC services in section 3.1 and 4.1 of this document.
- 2 days on site support on request
- Mobile Support hours: Monday to Friday 09:00 to 17:00
- **10 free training days on our CCNA or IT Essential courses**

6.3. Advanced Level Support:

Includes everything in the Standard level support with the following additional services:

£3000 per annum on a 12 month contract:

- All additional ASC and ITC services in section 3.1 and 4.1.
- 3 days on site support on request
- Extended Mobile Support hours: Monday to Friday 09:00 to 21:00
- **15 free training days on CCNA or IT Essential courses**
- **ASC support for CCNP curriculum**
- **Adhoc training mode: flexible training dates-on request for CCNA/CCNP**
- One tour of University for your Cisco students, including 2 hours physical access to our Cisco labs-on request

6.4. Training Fee

In person:

- Training is charged at £150 per day for in-person courses,

- Training fee should be paid prior starting the course,
- See tables in section 5 and 7 for the length and cost of the course.

Blended / Remote:

- Remote and Blended courses are charged at their in-person equivalents.

Fast Track:

- Fast Tracks are 2-3 days

Please contact us for details.

6.5. Availability

Whilst based in the UK, we have experience in supporting Cisco academy in Far East and therefore We can provide ASC and ITC services to non-UK academies on request.

Please contact academy manager, Dr. Shahram Salekzamankhani to discuss your requirements.

Email: s.salek@londomet.ac.uk

6.6. Training Dates

With dedicated labs and instructor trainers, we run instructor training throughout the year and can be flexible subject to your support level. We run at least 3 full sets of all the instructor training courses throughout the year subject to minimum 5 participant in the course.

To find out full details, durations and costs of all scheduled training courses, please visit our web site:

http://www.londonmet.ac.uk/cisco

7. Instructor Training Offerings

Course	Start Date	End Date	Cost	Additional Information
IT Essentials	TBA	TBA	£750*	Check the availability on http://www.londonmet.ac.uk/cisco or contact for details
CCNA R&S: Introduction To Networks	TBA	TBA	£750*	Check the availability on http://www.londonmet.ac.uk/cisco or contact for details
CCNA R&S: Routing and Switching Essentials	TBA	TBA	£750*	Check the availability on http://www.londonmet.ac.uk/cisco or contact for details
CCNA R&S: Scaling Networks	TBA	TBA	£750*	Check the availability on http://www.londonmet.ac.uk/cisco or contact for details
CCNA R&S: Connecting Networks	TBA	TBA	£750*	Check the availability on http://www.londonmet.ac.uk/cisco or contact for details
CCNA Security	TBC	TBC	£1500*	Contact for Details
CCNA Fast Track			£1000	Contact for Details
CCNP Route	TBA		£1500*	Contact for Details
CCNP Switch	TBA		£1500*	Contact for Details
CCNP TShoot	TBA		£1500*	Contact for Details
CCNP Fast Track			£1500	Contact for Details

*courses will run subject to minimum 5 participants.