EXTREME ACADEMY
LEARN WITH US

Extreme Academy Training Guide
For Partners and Distributors

Extreme Academy

LEARN WITH US

Advance your knowledge and skills in networking, no matter where you are in your career.

Extreme Academy provides training courses and related certifications which provide the skills and competency required when working with our products and portfolio.

Whether learning through video on-demand, or instructor-led courses, our mission is to help you achieve your goals and maximize your potential in this exciting industry.

This guide is to walk you through the training available, how to access learning and certifications and engage with the Extreme Academy Team!

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Who is Extreme Academy for?

Those Who Are New to Networking and Extreme Networks

Implementation and Support Engineers

Network Administrators

Technical Designers/ Sales Engineers

Expert Engineers

Sales People

Extreme Academy provides training courses and related certifications which provide the skills and competency required when working with Extreme Networks products and portfolio.

Training progresses through 3 levels of certification: Associate, Professional and Expert.

ASSOCIATE

Associate level training is the first step on a learning journey with Extreme Networks training. It is for students who are new to networking/new to Extreme Networks products. Subjects are covered at an introductory level for a solid foundation of learning and ability to build upon. Students will be able to understand and explain key concepts and product sets in networking.
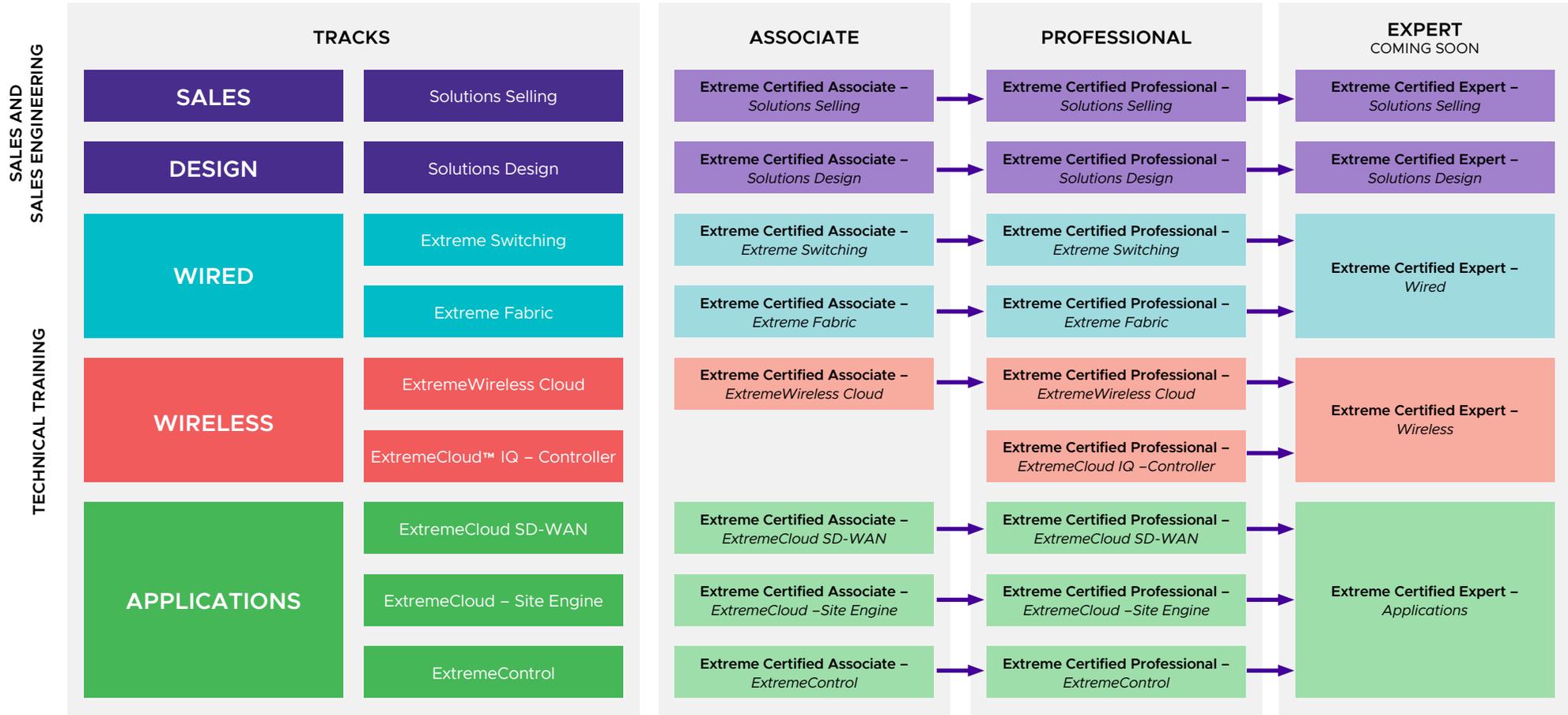
EXPLAIN

PROFESSIONAL

Professional level training is for students who require greater depth of knowledge in how to configure, deploy, manage and troubleshoot networks. This level of learning builds up practical skills for installation and maintenance of networks.

DO

Extreme Academy Certification Framework

There are multiple tracks covering Solutions Selling, Solutions Design, and in-depth Technical Training.
Each track varies in duration, format and price. Sales and Design tracks are only available for Partners and Distributors.
Technical Tracks are available to all.

	TRACKS	ASSOCIATE	PROFESSIONAL	EXPERT COMING SOON
SALES AND SALES ENGINEERING — SALES	Solutions Selling	Extreme Certified Associate – *Solutions Selling*	Extreme Certified Professional – *Solutions Selling*	Extreme Certified Expert – *Solutions Selling*
DESIGN	Solutions Design	Extreme Certified Associate – *Solutions Design*	Extreme Certified Professional – *Solutions Design*	Extreme Certified Expert – *Solutions Design*
TECHNICAL TRAINING — WIRED	Extreme Switching	Extreme Certified Associate – *Extreme Switching*	Extreme Certified Professional – *Extreme Switching*	Extreme Certified Expert – *Wired*
WIRED	Extreme Fabric	Extreme Certified Associate – *Extreme Fabric*	Extreme Certified Professional – *Extreme Fabric*	Extreme Certified Expert – *Wired*
WIRELESS	ExtremeWireless Cloud	Extreme Certified Associate – *ExtremeWireless Cloud*	Extreme Certified Professional – *ExtremeWireless Cloud*	Extreme Certified Expert – *Wireless*
WIRELESS	ExtremeCloud™ IQ – Controller		Extreme Certified Professional – *ExtremeCloud IQ –Controller*	Extreme Certified Expert – *Wireless*
APPLICATIONS	ExtremeCloud SD-WAN	Extreme Certified Associate – *ExtremeCloud SD-WAN*	Extreme Certified Professional – *ExtremeCloud SD-WAN*	Extreme Certified Expert – *Applications*
APPLICATIONS	ExtremeCloud – Site Engine	Extreme Certified Associate – *ExtremeCloud –Site Engine*	Extreme Certified Professional – *ExtremeCloud –Site Engine*	Extreme Certified Expert – *Applications*
APPLICATIONS	ExtremeControl	Extreme Certified Associate – *ExtremeControl*	Extreme Certified Professional – *ExtremeControl*	Extreme Certified Expert – *Applications*

TRACKS

Solutions Selling

Solutions Design

Extreme Switching

Extreme Fabric

ExtremeWireless Cloud

ExtremeCloud™ IQ – Controller
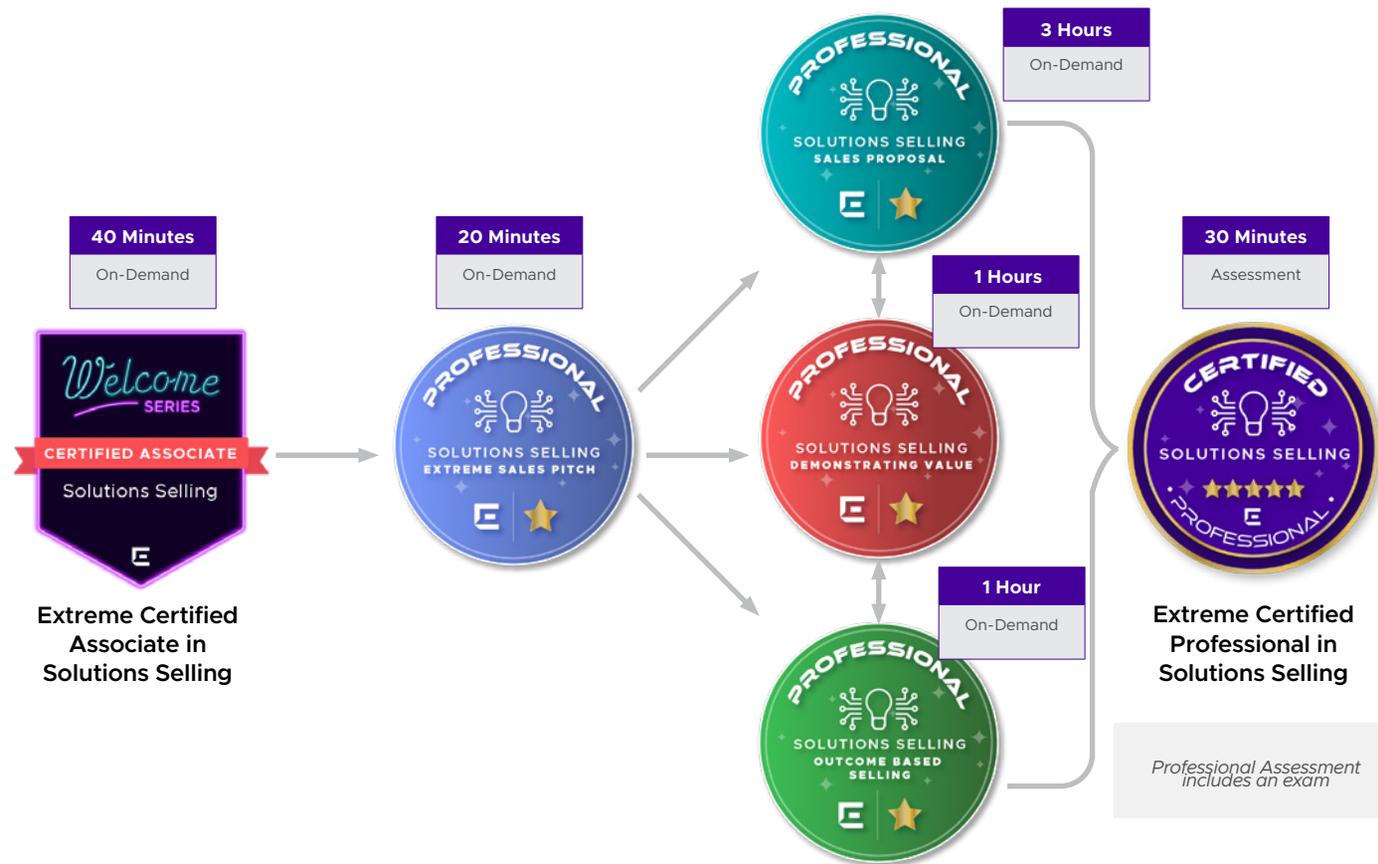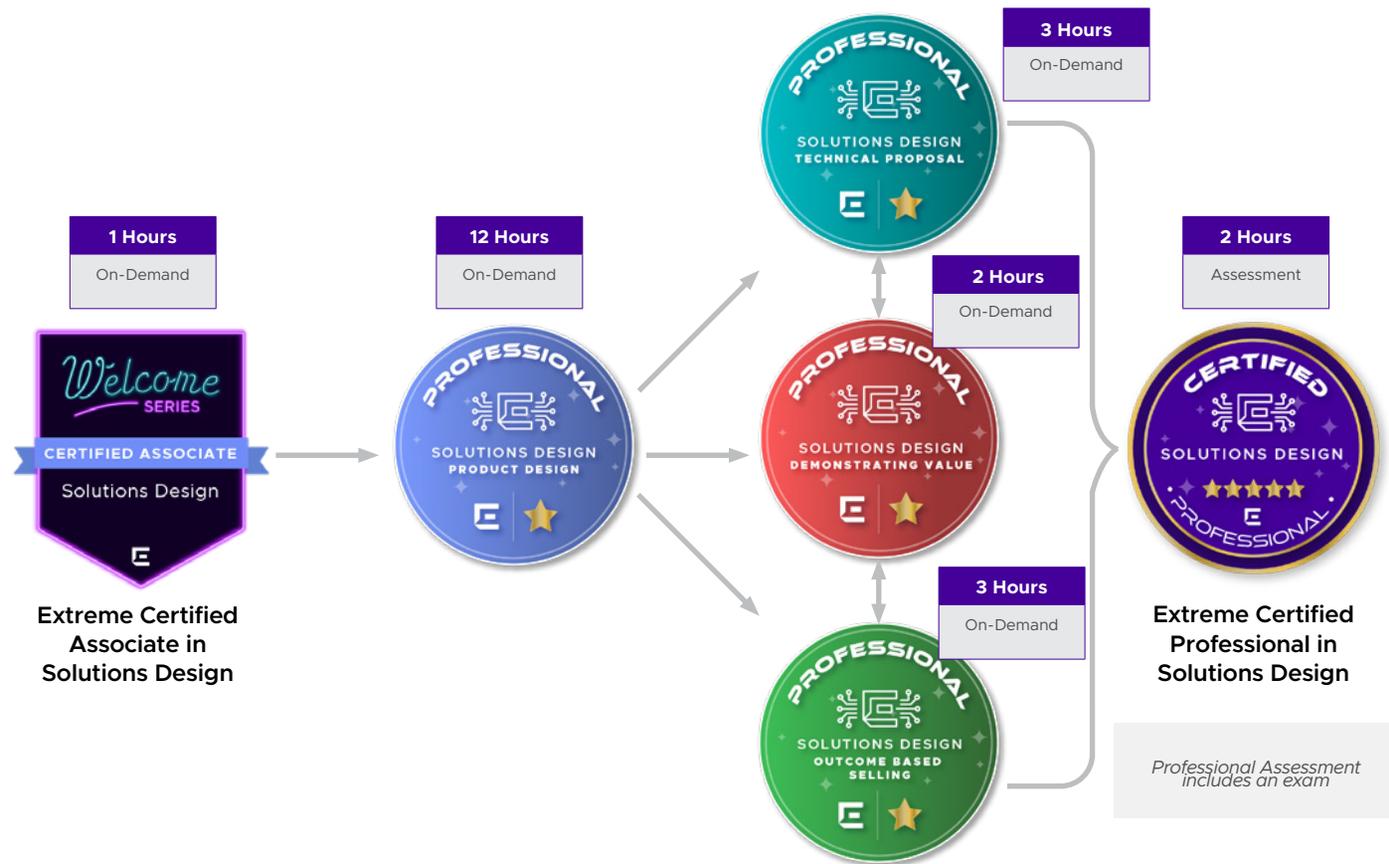
ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

View Extreme Academy Courses Here

Extreme Certified Professional in Solutions Selling is a requirement in the Extreme Partner Program. It is provided **free of charge** and available on **Extreme Academy**.

This track is designed for Partner and Distribution training only. **Click here** to create an Extreme Academy account in order to access and book training. Click on the badges below to directly access the course overviews and training once you have an account.

This training is suitable for Partners, Distributors and Extreme Networks employees.

40 Minutes On-Demand

Extreme Certified Associate in Solutions Selling

20 Minutes On-Demand

3 Hours On-Demand

1 Hours On-Demand

1 Hour On-Demand

30 Minutes Assessment

Extreme Certified Professional in Solutions Selling

Professional Assessment includes an exam

TRACKS

- Solutions Selling
- **Solutions Design**
- Extreme Switching
- Extreme Fabric
- ExtremeWireless Cloud
- ExtremeCloud™ IQ – Controller
- ExtremeCloud SD-WAN
- ExtremeCloud – Site Engine
- ExtremeControl

View Extreme Academy Courses Here

Extreme Certified Professional in Solutions Design is a requirement in the Extreme Partner Program. It is provided **free of charge** and available on **Extreme Academy**.

This track is designed for Partner and Distribution training only. **Click here** to create an Extreme Academy account in order to access and book training. Click on the badges below to directly access the course overviews and training once you have an account.

This training is suitable for Partners, Distributors and Extreme Networks employees.

3 Hours — On-Demand

1 Hours — On-Demand

12 Hours — On-Demand

2 Hours — On-Demand

2 Hours — Assessment

3 Hours — On-Demand

Extreme Certified Associate in Solutions Design

Extreme Certified Professional in Solutions Design

Professional Assessment includes an exam

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Solutions Selling

Solutions Design

Extreme Switching

Extreme Fabric

ExtremeWireless Cloud

ExtremeCloud™ IQ – Controller

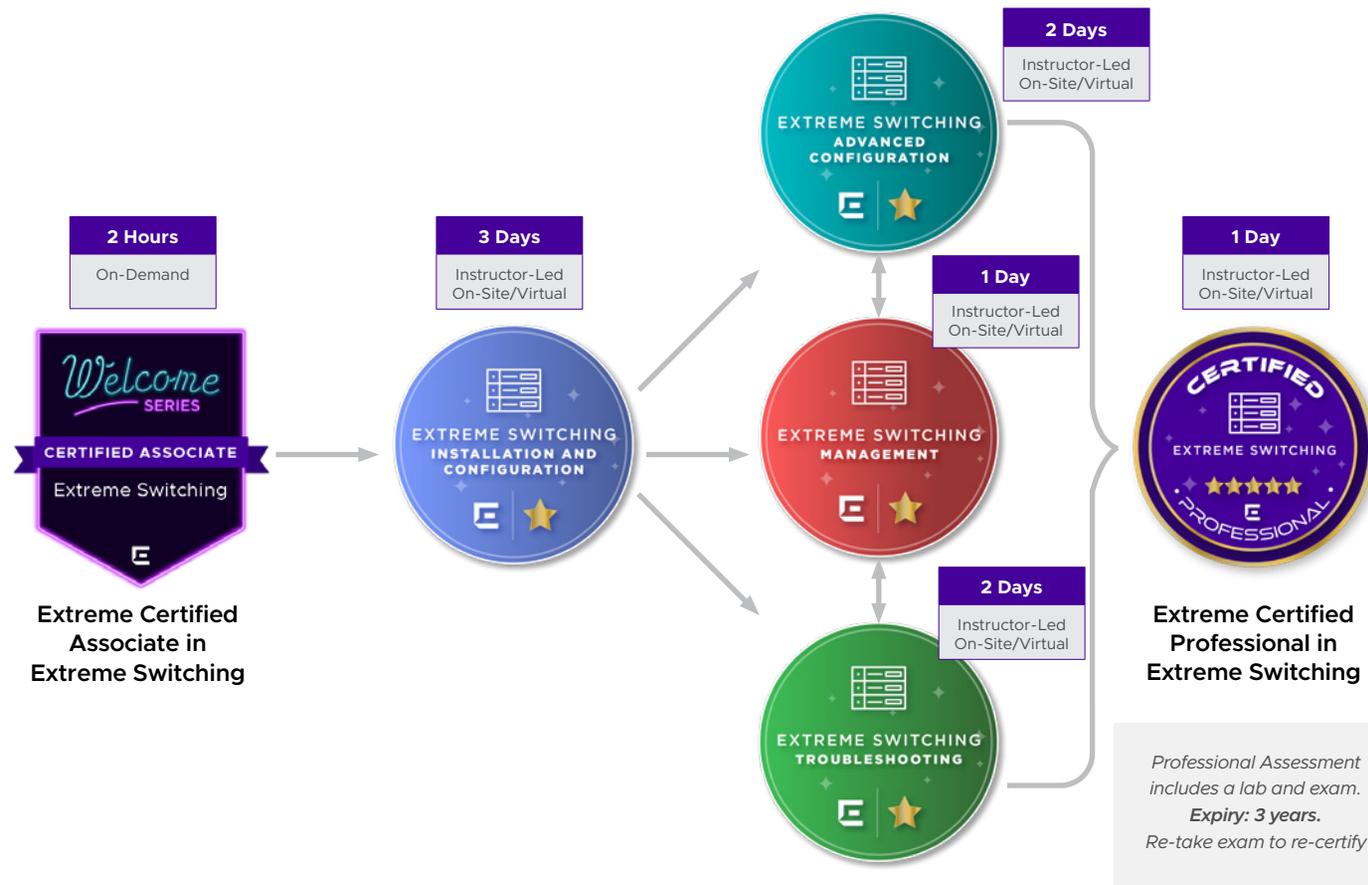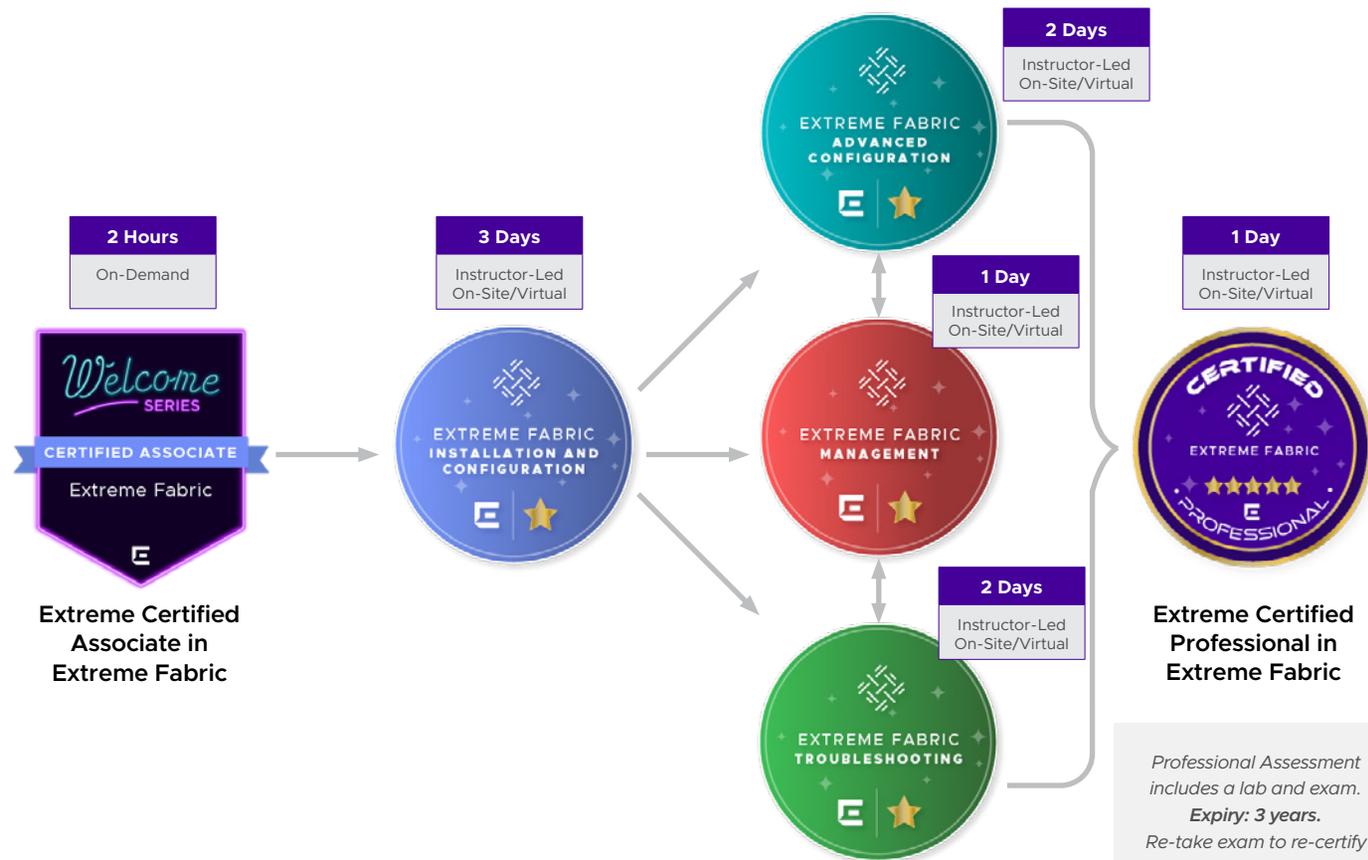ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **Extreme Switching** portfolio utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

2 Hours
On-Demand

Extreme Certified Associate in Extreme Switching

3 Days
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

Extreme Certified Professional in Extreme Switching

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

TRACKS

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Solutions Design

Extreme Switching

Extreme Fabric

ExtremeWireless Cloud

ExtremeCloud™ IQ – Controller
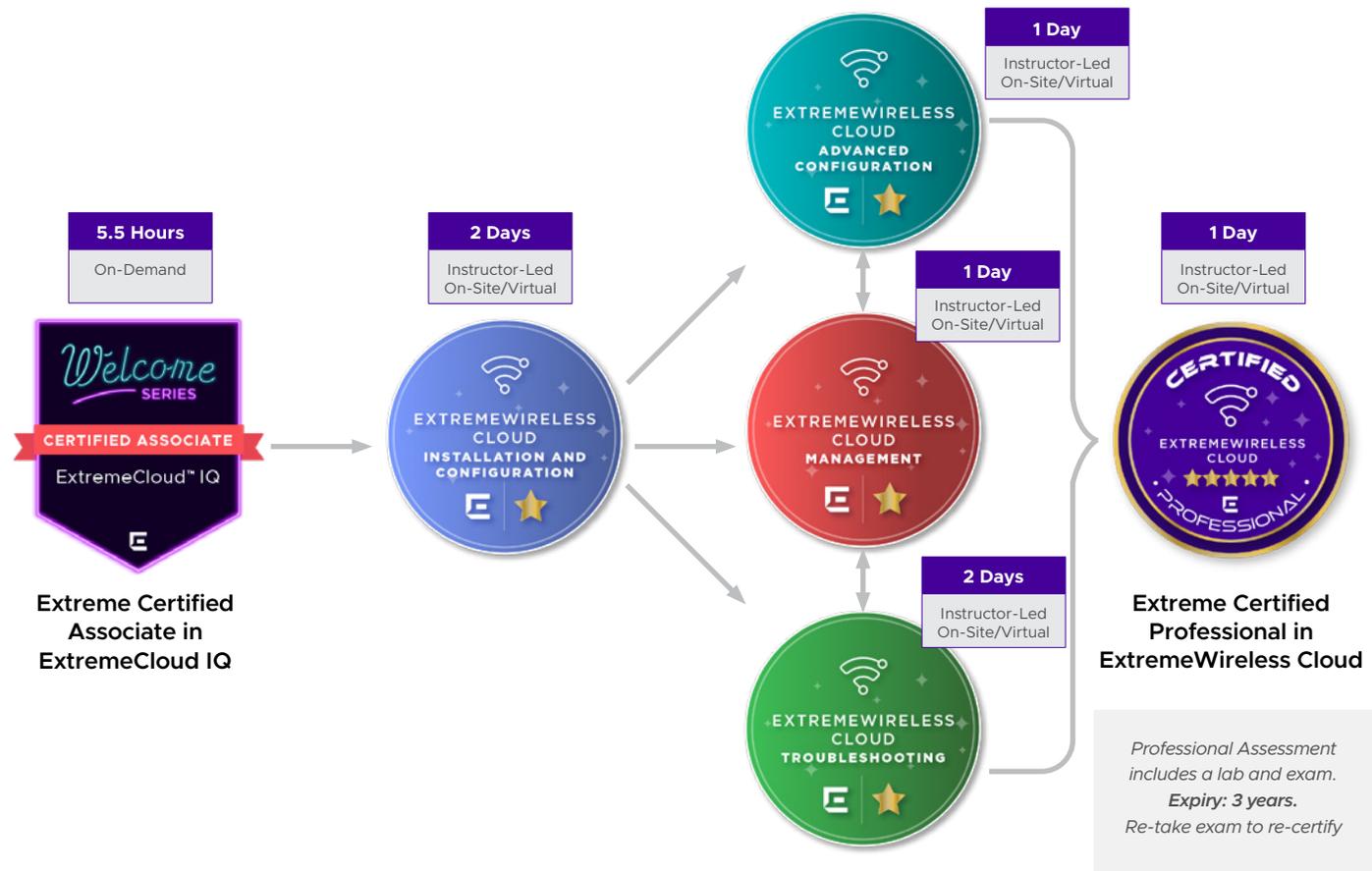
ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **Extreme Fabric** portfolio utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

2 Hours
On-Demand

Extreme Certified Associate in Extreme Fabric

3 Days
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

Extreme Certified Professional in Extreme Fabric

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

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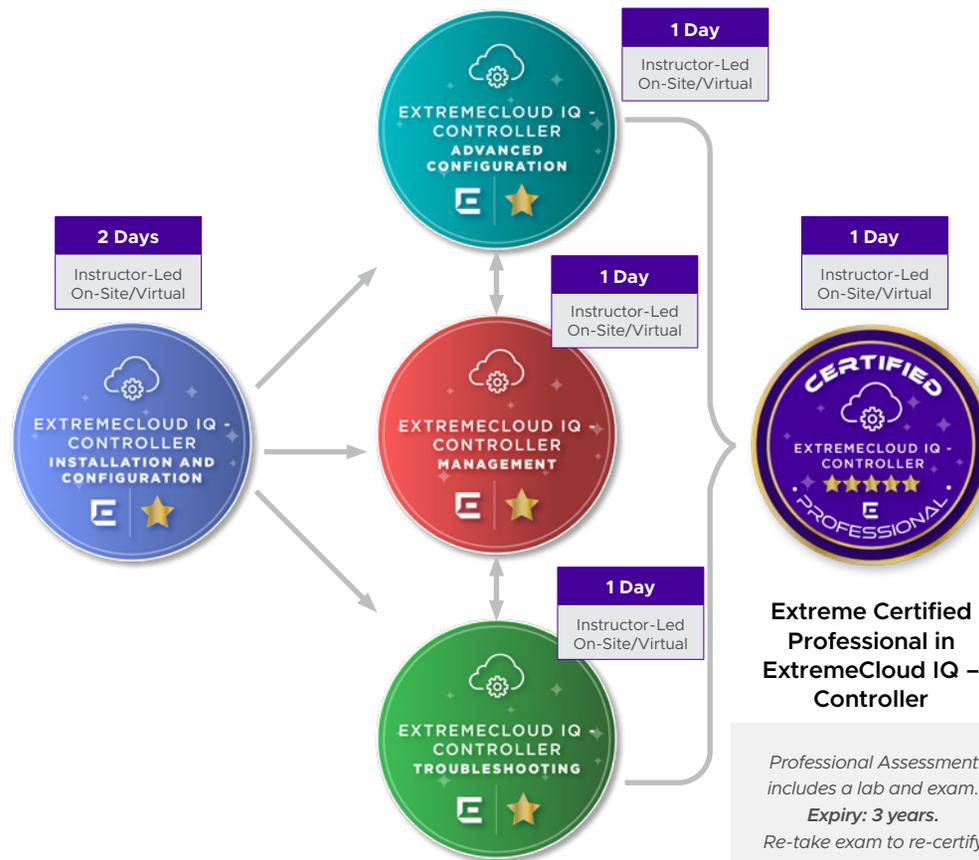
ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **ExtremeWireless Cloud** portfolio utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

5.5 Hours
On-Demand

Extreme Certified Associate in ExtremeCloud IQ

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

Extreme Certified Professional in ExtremeWireless Cloud

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

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Solutions Selling

Solutions Design

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Extreme Fabric

ExtremeWireless Cloud

ExtremeCloud™ IQ – Controller

ExtremeCloud SD-WAN
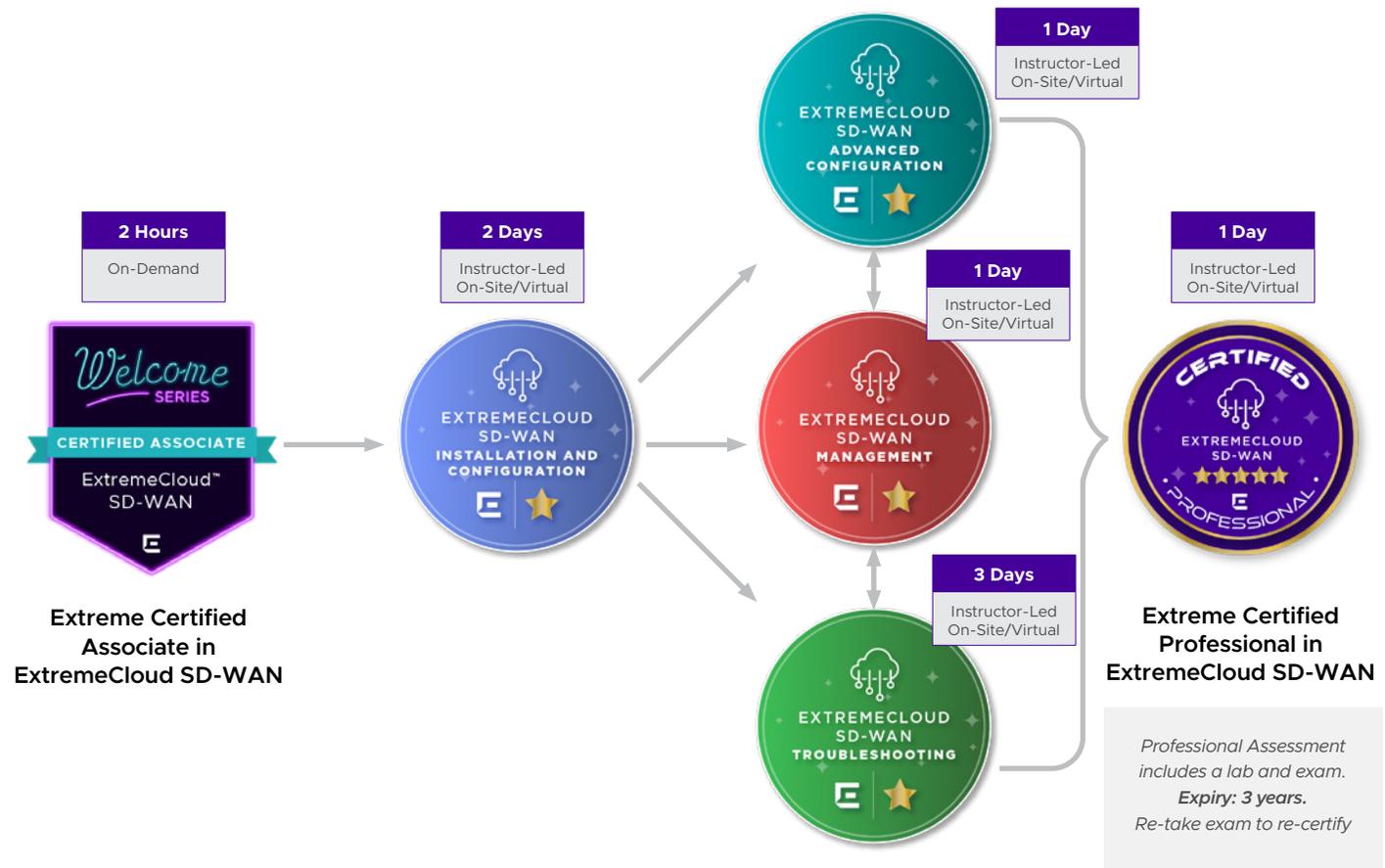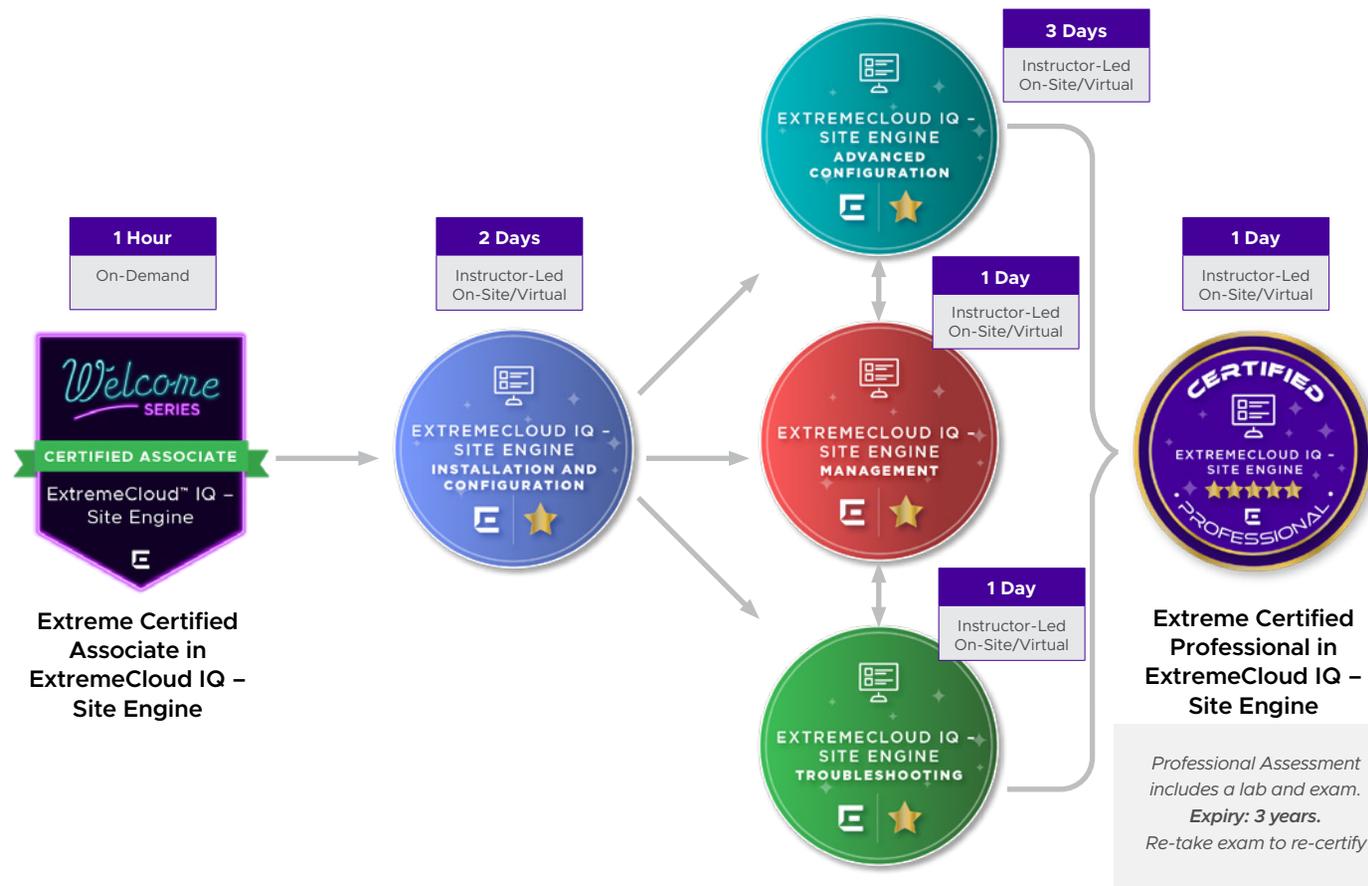
ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **ExtremeCloud IQ - Controller** solution utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

1 Day — Instructor-Led On-Site/Virtual — EXTREMECLOUD IQ - CONTROLLER ADVANCED CONFIGURATION

2 Days — Instructor-Led On-Site/Virtual — EXTREMECLOUD IQ - CONTROLLER INSTALLATION AND CONFIGURATION

1 Day — Instructor-Led On-Site/Virtual — EXTREMECLOUD IQ CONTROLLER MANAGEMENT

1 Day — Instructor-Led On-Site/Virtual — EXTREMECLOUD IQ - CONTROLLER TROUBLESHOOTING

1 Day — Instructor-Led On-Site/Virtual

CERTIFIED — EXTREMECLOUD IQ - CONTROLLER — PROFESSIONAL

Extreme Certified Professional in ExtremeCloud IQ – Controller

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

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ExtremeCloud™ IQ – Controller

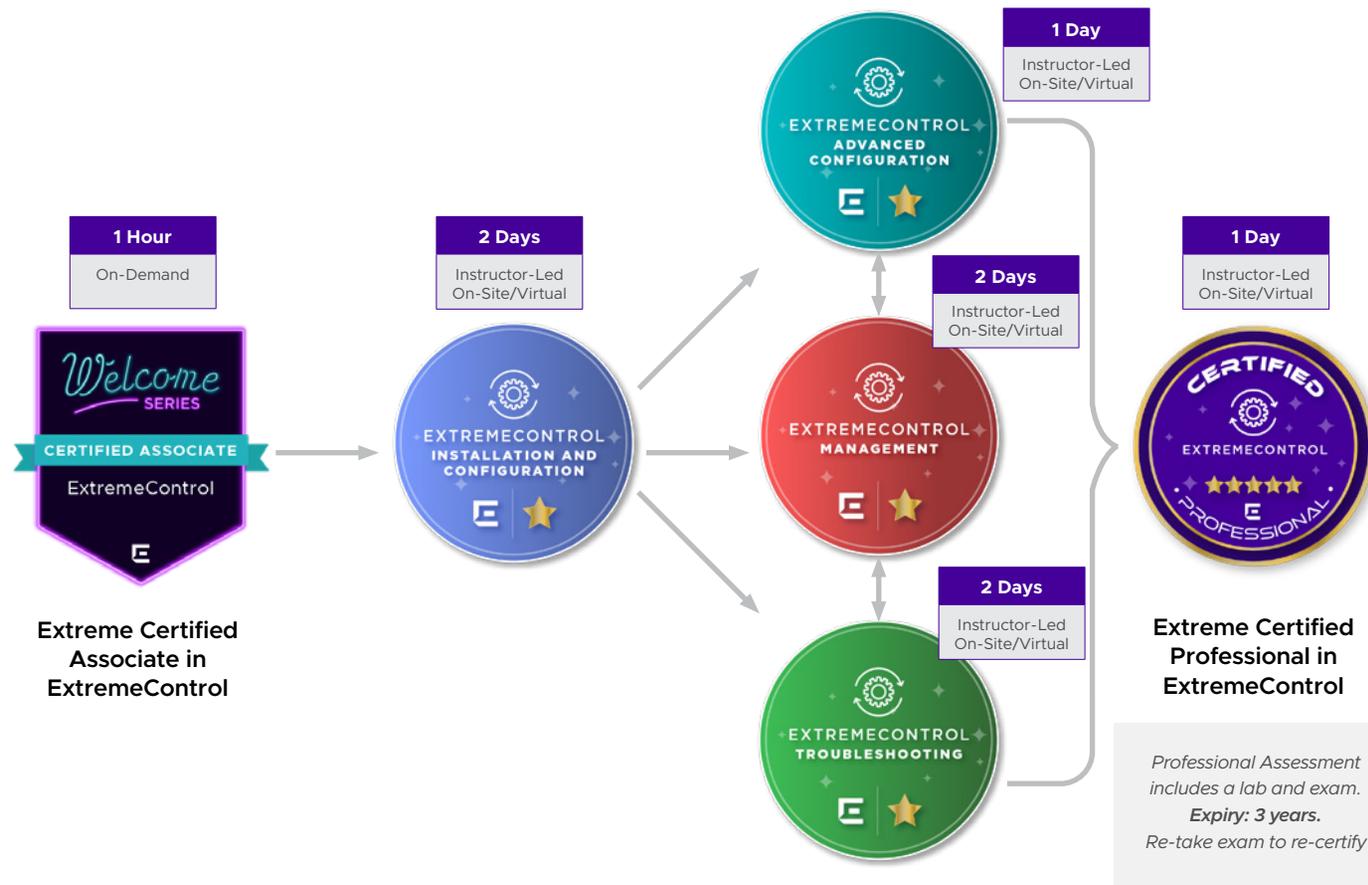ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **ExtremeCloud SD-WAN** solution utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

2 Hours — On-Demand

Extreme Certified Associate in ExtremeCloud SD-WAN

2 Days — Instructor-Led On-Site/Virtual

ExtremeCloud SD-WAN Installation and Configuration

1 Day — Instructor-Led On-Site/Virtual — ExtremeCloud SD-WAN Advanced Configuration

1 Day — Instructor-Led On-Site/Virtual — ExtremeCloud SD-WAN Management

3 Days — Instructor-Led On-Site/Virtual — ExtremeCloud SD-WAN Troubleshooting

1 Day — Instructor-Led On-Site/Virtual

Extreme Certified Professional in ExtremeCloud SD-WAN

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

TRACKS

Solutions Selling

Solutions Design

Extreme Switching

Extreme Fabric

ExtremeWireless Cloud

ExtremeCloud™ IQ – Controller

ExtremeCloud SD-WAN

ExtremeCloud – Site Engine

ExtremeControl

COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **ExtremeCloud IQ - Site Engine** solution utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

1 Hour
On-Demand

Extreme Certified Associate in ExtremeCloud IQ – Site Engine

2 Days
Instructor-Led On-Site/Virtual

EXTREMECLOUD IQ – SITE ENGINE INSTALLATION AND CONFIGURATION

3 Days
Instructor-Led On-Site/Virtual

EXTREMECLOUD IQ – SITE ENGINE ADVANCED CONFIGURATION

1 Day
Instructor-Led On-Site/Virtual

EXTREMECLOUD IQ – SITE ENGINE MANAGEMENT

1 Day
Instructor-Led On-Site/Virtual

EXTREMECLOUD IQ – SITE ENGINE TROUBLESHOOTING

1 Day
Instructor-Led On-Site/Virtual

CERTIFIED EXTREMECLOUD IQ – SITE ENGINE PROFESSIONAL

Extreme Certified Professional in ExtremeCloud IQ – Site Engine

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

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ExtremeCloud SD-WAN

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COURSE CALENDAR

The courses in this training track will take you from Associate to Professional level competency in our **ExtremeControl** solution utilizing video, Instructor-led training, and hands-on labs. This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

Click on the badges below to view course overviews.

This training is suitable for Customers, Partners, Distributors and Extreme Networks employees.

1 Hour
On-Demand

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

2 Days
Instructor-Led On-Site/Virtual

1 Day
Instructor-Led On-Site/Virtual

Welcome SERIES
CERTIFIED ASSOCIATE
ExtremeControl

EXTREMECONTROL INSTALLATION AND CONFIGURATION

EXTREMECONTROL ADVANCED CONFIGURATION

EXTREMECONTROL MANAGEMENT

EXTREMECONTROL TROUBLESHOOTING

CERTIFIED EXTREMECONTROL PROFESSIONAL

Extreme Certified Associate in ExtremeControl

Extreme Certified Professional in ExtremeControl

Professional Assessment includes a lab and exam.
Expiry: 3 years.
Re-take exam to re-certify

The Skills Analysis Tool

The free **Extreme Professional Certification Skills Analysis Tool** enables experienced engineers to evaluate their technical knowledge level and determine if they are ready to take the Extreme Certified Professional certification exam. Upon completion, engineers will receive a tailored recommendation for their steps toward becoming Extreme Certified Professionals in the technology tracks chosen. The Skills Analysis Tool can be found in Extreme Academy.

Potential Outcomes From the Skills Analysis Tool:

- *Not Ready*: Skill Level Needed to Take Extreme Certified Professional Exam and Knowledge Credentials is not met. Go back and take the course(s) you need to take prior to the assessment.
- *Almost There*: You have a good level of skills and can go straight to the Knowledge Credential Exams but need some further training. You will be directed to email extremeacademy@extremenetworks.com with next steps
- *You're Ready*: You have shown a high level of skill and can progress directly to the Extreme Certified Professional Lab and Assessment without attending the courses or taking the Knowledge Credential exams. You will be directed to email extremeacademy@extremenetworks.com with next steps

Accelerated Learning

Accelerated learning is a specialized training program offered for all our Professional Certification Tracks. Designed for engineers who already possess Installation and Configuration knowledge in their chosen track, the Accelerated training aims to prepare them to become Extreme Certified Professionals. These classes are fast-paced, condensed, and intensive, catering specifically to experienced engineers. It does not cover fundamentals and focuses on elevating the expertise of the participants to the next level.

Path to Professional Certification
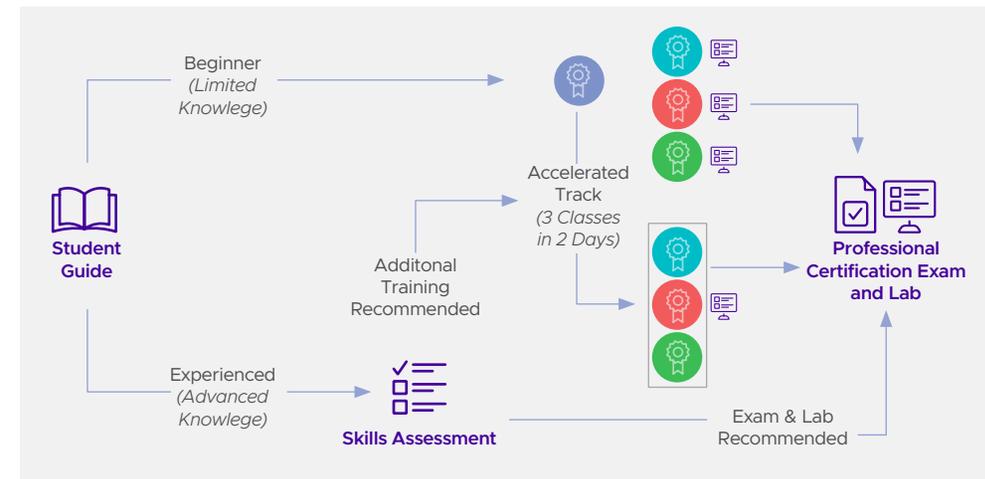
Student Guides

A student guide is a valuable resource that offers learner support. You can access our student guides for each course within each professional track free of charge. We are continuously working to expand our training options and aim to provide accessible paths to certification.

KNOW, SELL, NEXT and COMPETE

Get the latest product training for technical and sales roles via our quarterly on-demand training series.

KNOW, SELL, NEXT & COMPETE is focused, on-demand training on the most important information that will help you position our growing SaaS portfolio on your own schedule!

KNOW	SELL	NEXT	COMPETE
Technical training on our product portfolio. (45mins)	**Sales training on our product portfolio. (30 mins)**	**Updates on our portfolio roadmap. (60 mins)**	**The latest insights on how Extreme Networks differentiates from our Competitors**
(audience: technical sales and marketing roles, optional for sales roles)	*(audience: sales and marketing roles, optional for technical roles)*	*(audience: all)*	*(audience: all)*

KEY INFORMATION:

- *Accessing Training*: Look out for KNOW, SELL, NEXT and COMPETE episodes released each quarter on **Extreme Partner Portal**.

- *Format*: Video-on-demand content.

- *Q&A*: Please email **ExtremeAcademy@extremenetworks.com**. To provide feedback, use the surveys linked at the end of each episode.

- *Updates*: **Save this page** to get notified as updates are made.

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Welcome Series invites you to meet Extreme Networks products!

These *FREE* video-based courses help learners to get a foundational understanding of our products and technologies.

Each course takes you through what our products are, why they're great, and how they're used.

Welcome Series training is for those who are new to Extreme Networks or just looking to brush up on their knowledge.

Achieving Associate level Certifications through these courses is the first step on the certification tracks with Extreme Academy.

Training can be accessed for free via our YouTube Channel. After the final episode, you will be instructed on how you can access the free certification exam.

Welcome SERIES

CERTIFIED ASSOCIATE
Extreme Switching
Course Overview
Start Course here

CERTIFIED ASSOCIATE
Extreme Fabric
Course Overview
Start Course here

CERTIFIED ASSOCIATE
ExtremeCloud™ IQ – Site Engine
Course Overview
Start Course here

CERTIFIED ASSOCIATE
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CERTIFIED ASSOCIATE
ExtremeCloud™ SD-WAN
Course Overview
Start Course here

CERTIFIED ASSOCIATE
ExtremeControl
Course Overview
Start Course here

Extreme Academy – Networking Fundamentals

ADVANCE YOUR FUTURE

Extreme Academy Fundamentals has one purpose in mind – to help educate and inspire the next generation of technologists and prepare them for the workplace. The Extreme Academy Fundamentals program is slightly different from our other training courses, they are more vendor neutral and provide the foundational building blocks of networking. Through these courses, we provide the opportunity for anyone to gain multiple qualifications, awarding you with Extreme Networks Associate (XNA) certificate(s). The program offers more than education, it is a partnership that will help organizations, instructors and students build industry connections.

There are 3 ways to get involved in the Extreme Academy Networking Fundamentals Program:

As a Student

Whether new to networking, or retraining, self-study using the video courses and become an Extreme Networks Associate (XNA) with an understanding of the basics in networking.

Click here to start learning online now!

Choose from the 4 courses available, more information on the next page.

As an Instructor

Become an Extreme Academy Instructor and use the resources to teach anytime, anywhere to help your students learn about networking to enter the IT industry.

EA Instructor Overview and FAQ

Contact the Extreme Academy team to apply to become an Extreme Academy Instructor.

As an organization

Expand your curriculum and help your students to advance their careers by becoming an Extreme Academy. You will gain access to educational resources that are at the forefront of technology, all for free.

Contact the Extreme Academy team or, register here to apply to become an Extreme Academy

Extreme Academy Networking Fundamental Courses Available

Introduction to Future Networks

This course covers the fundamentals of how networks work with the latest technology and a view into the future.

- Course Overview
- Start online course

Building Secure and Robust Wireless Networks

In this course you will learn about wireless networks and their importance to required business outcomes.

- Course Overview
- Start online course

Building Scalable and Mission Critical Networks

In this course, you will gain understanding to why large-scale networks are needed worldwide and how the design basics are implemented.

- Course Overview
- Start online course

Careers in IT

In this course, you will gain perspective on the networking industry and understand what makes a successful career in IT.

- Course Overview
- Start online course

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Exam Information

Once students have completed the online courses, they will need to set up an Extreme Academy account.

Creating an account and taking the certification exams are both FREE.

1. Register for an account by clicking here

2. Then access the exams here

Barnsley College Launches UK's First Extreme Academy!

Find out more about how this 'Outstanding' College included Extreme Academy courses in their curriculum.

Click here to access Case Study

For more information

- Visit Extreme Academy Website
- Email the Extreme Academy team: extremeacademy@extremenetworks.com

Digital Badging

What is a Digital Badge?

Digital Badges verify your achievements and allow you to share them online and build up a certification profile.

You can use these as an online CV, share them to your LinkedIn profile, Twitter, Facebook, email signatures and more.

How do I receive Digital Badges?

Once you've successfully completed an exam on Extreme Academy and achieved either a Knowledge Credential or Certification, you will be emailed via Credly to:

a)   Create a Credly profile

b)   Accept and share your achievements

These achievements are searchable on LinkedIn and can help with recruitment.

To view Extreme Networks Digital Badges available click here.

To learn more about Digital Badging via Credly

Check out our Digital Badging FAQ

For any further questions on Digital Badging, please contact extremeacademy@extremenetworks.com.

Extreme Academy

The Extreme Academy platform is the place to be to book training classes and take all your certification exams.

Click here to create an account and get started today!

All courses can be accessed from Extreme Academy, and this is where you need to go to book Professional level training. These are chargeable classes, taught by instructors from ecosystem of Authorized Training Partners (ATPs).

Learn more about courses available on the courses page

Book training by using the Course Calendar and searching for your desired course.

Extreme Partner Portal

PartnerEngage is designed to bring channel-focused tools and resources front and center. Access critical information and content on key topics, including sales, enablement, services, products/solutions, marketing, and more!

Need help accessing Extreme's partner portal?
To create an account, register as a partner or for support, email partnerprograms@extremenetworks.com.

Authorized Training Partners (ATPs)

Your instructor-led training will be delivered by one of our expert Authorized Training Partners. Operating globally, and across all technical certification tracks, you can be sure that you are being taught by a certified Instructor, governed by Extreme's quality standards.

Pricing for Professional level courses is set by your chosen ATP. You can view course costs on the Extreme Academy course calendar or speak with your ATP directly to confirm costs and payment terms.

Our ATP's can deliver courses in a variety of time zones and languages. They are also able to provide custom and private classes. To find a suitable ATP for your requirements please see our website or contact a member of the team: ExtremeAcademy@extremenetworks.com

Free Video Training Courses

To access all **free** training visit our YouTube Channel.

Here you can choose to watch training courses at your own pace and take your relevant assessments on Extreme Academy when you're ready!

Our **free** online training covers all Associate level training: Welcome Series and Extreme Academy Networking Fundamental courses.
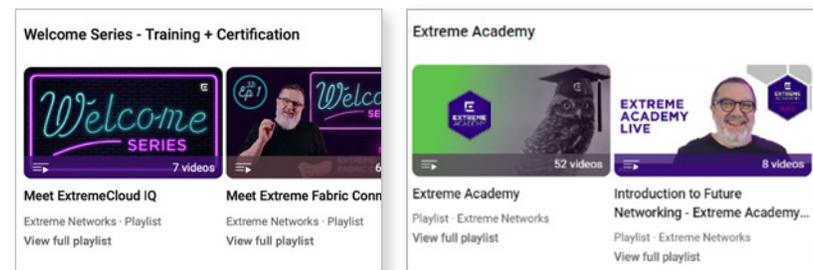
Tailored Training

What is tailored training?

Tailored training is to meet specific customer needs where we don't have a course that addresses the requirement. These courses are customized for to specific requirements and therefore do not deliver a certification.

Who is it for?

Tailored training is usually for customers but can be for a Partner.

Who delivers tailored training?

Tailored training is delivered by our Authorized Training Partners, located globally. Delivery can either be onsite or virtual.

What is the cost of tailored training?

Tailored training will incur a cost for development and delivery. Cost varies on the requirements, e.g., location and duration.

How to request tailored training:

1. Customers can request tailored training via the Extreme Account Team.

2. Extreme Account team then contact extremeacademy@extremenetworks. com with their customers' requirements and tailored training request.

3. Account Team will need to then complete a course requirements questionnaire.

4. Together we will select the best Authorized Training Partner to meet the customers needs and secure appropriate pricing for the training.

5. Calls may be required to agree scope, dates, and details.

Continued Learning

These courses offer valuable knowledge on specific topics and can serve as a prerequisite for certification courses, even though they do not directly lead to a formal certification.

Cisco to Extreme Networks Conversion Course: Switching

This self-paced course is designed to provide a brief overview of associate-level networking concepts and compares their configurations in two industry-leading networking solutions: Cisco and Extreme Networks. **Learn More**

Cisco to Extreme Networks Conversion Course: Cloud Management

This self-paced course provides a brief overview of associate-level networking concepts and compares the configuration and management of networks using two industry-leading networking solutions: Cisco Meraki and Extreme Network's ExtremeCloud IQ. **Learn More**

ExtremeCloud IQ – API and Automation

This 2 day instructor led training with lab exercises, equips you with essential API knowledge, automation skills, and practical insights into network configuration using ExtremeCloud APIs. **Learn More**

ExtremeCloud Edge – Installation and Configuration

This free video-based course provides a technical understanding of ExtremeCloud Edge. It covers deployment considerations, configuration of applications, and cluster creation. **Learn More**

ExtremeCloud Universal ZTNA

This self-paced course offers a comprehensive overview of the ExtremeCloud Universal ZTNA architecture, along with detailed instructions on its usage. **Learn More**

INTRODUCTION AND CONTENTS

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1. Feedback Surveys

After each instructor-led course, we provide you with a feedback survey to share your thoughts.

Feedback is reviewed weekly and is taken into consideration with training and development.

Examples of where your feedback has had an impact…

✓ We have adjusted class durations where students told us they could complete the training in less time – more time back!

✓ We've adjusted text and image formats on slides and student guides

✓ We have incorporated more introductory level material at the start of our Installation and Configuration courses to support those without experience and brought out the Welcome Series to build up knowledge prior to the course

You told us and we listened!

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