

Advanced Technical Training™ Program Guide for Platinum Training Partners

Program Overview

More Information

For more information, visit Channel Link at: www.novell.com/training/authorizedpartner/

Advanced Technical Training™ (ATT) comprehensively addresses a wide range of advanced topics, including support issues, in-depth architectural overviews and enterprise-wide solutions. Delivered at a highly technical level, ATT classes give students real-world expertise. With hands-on training and a troubleshooting emphasis, ATT is practical training that learners can immediately apply in their jobs.

As part of our partner-centric strategy in 2010, the delivery of ATT will be transitioned to our Platinum Authorized Training partners. This transition will form part of the Platinum Training Partner benefits package for the Novell® PartnerNet® program in 2010.

Novell Authorized Courseware

Novell develops all courseware for its training partners. Courseware that has not been developed or authorized by Novell distorts

the Novell brand and could negatively impact student satisfaction.

As a Novell Platinum Training Partner, you are required to exclusively use the Novell-authorized courseware for all of your Novell ATT courses. Partners are prohibited from using curriculum that competes with the Novell brand.

Ordering Novell Authorized Courseware

Gilmore Global is the vendor for all Novell-authorized courseware kits.

As a Platinum Training Partner, you will already have an account set up with Gilmore. You can order ATT courseware through the same simple online storefront ordering tool. Access to purchase ATT courseware will be limited to our Platinum Training Partners only. There will be a separate price list for all ATT courses.

Cost of Courseware

The price of the ATT courseware is shown in the table below. The course price will be subject to the same standard country discounts as all other Novell courseware.

ATT Course	Platinum Partner Cost, USD	Platinum Partner Cost, Euros	Suggested Retail Price, USD
Two-day Course	\$250	€225	\$1,495
Three-day Course	\$375	€335	\$2,245
Four-day Course	\$500	€450	\$2,995

Instructor Requirements

Partners are required to have an Advanced Certified Novell Instructor (ACNI) teach each Novell ATT course they offer. ACNIs are authorized to teach specific courses based on their skills and product knowledge. ACNIs should only teach advanced courses for which they are currently authorized. Details of each instructor's status and authorizations are available from Channel Link (*see ACNI program guide for additional information*).

Course Evaluations with Metrics That Matter

Novell partners with KnowledgeAdvisors for all Novell course and student evaluations. KnowledgeAdvisors is the world's largest provider of learning and talent measurement solutions.

Their tool, Metrics that Matter*, features a learning evaluation and analytics system that allows organizations to cost-effectively measure learning impact and improve performance. Novell strongly believes that this tool can offer our training partners a deeper view into new training opportunities and metrics to strengthen their business.

It is a requirement for all training partners to use Metrics that Matter for each course conducted. This needs to be distributed to each student for each course. Each student needs to be encouraged to complete the Metrics that Matter online course evaluation survey after each class.

During the course of the evaluation, the student will have the opportunity to address the following topics:

- *Student satisfaction*
- *Course content*
- *Registration process*
- *Instructor's ability and effectiveness*
- *Meeting facility*
- *Overall student satisfaction*

Partners and Novell can access the results of the evaluations to determine a course's success and areas that require improvement. Partners are required to provide the ACNI ID number on each event posted on the Metrics that Matter Web site for every ATT course delivered.

Novell Course Locator

Novell is currently developing a new Novell course locator. As a Platinum training partner offering ATT courses, you will be able to publish these courses on the Novell course locator.

In the interim, please send details of your schedule to Kristina Ebertus (for EMEA, Kebertus@novell.com) or Shirley Reynolds (for NAM and APAC, ssreynolds@novell.com) and we will publish your schedule on the ATT Web site.

Please include the following information:

- *Course title*
- *Language*
- *Start and end dates*
- *Venue city (if not a large city, please also indicate a nearby city for individuals who are not familiar with the venue city)*
- *Cost (excluding taxes)*
- *Currency*
- *URL to registration site*

www.novell.com



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