

Everything You Need To Know About...

DDLS Cisco Training

i *Is DDLS an Authorised Cisco Provider?*

DDLS is Australia's largest provider of authorised Cisco training. We are a Cisco Learning Solutions Partner - the highest tier of Learning Partner - and run more courses, more often than any other training provider in Australia. We use Cisco official course materials and all instructors who teach our Cisco courses are Cisco Certified Systems Instructors.

i *Why is authorised training important?*

Being authorised by Cisco to deliver training is very important as it is not just a seal of approval. Only Cisco Learning Partners are able to use Cisco Learning Products, Cisco's official instructor-led training manuals. Cisco Learning Partners must only use Cisco Certified Systems Instructors (CCIs) to deliver Cisco courses. Non-authorised providers do not have these quality controls in place so use cheaper manuals or self study books that are not appropriate for classroom use, instructors do not have to be certified and often lack understanding of the materials. Additionally, Cisco Learning Solutions Partners have a direct relationship with Cisco allowing us to access information direct from Learning@Cisco and Cisco product teams, allowing us to keep our instructors, and you, up to date on the latest developments.

i *Who recommends DDLS?*

Your colleagues and peers. In our most recent Customer satisfaction survey 96% of our customers said they would recommend DDLS to a friend or colleague. DDLS was awarded the APAC Excellence in Innovation award at the 2009 Partner conference in Boston. Cisco said "We are very excited to reward the educational expertise and professionalism DDLS provide to Cisco Channels and customers".

Our customers. We have a range of testimonials from our customers on our website at www.ddls.com.au.

i *Who will be teaching me?*

DDLS has 11 full-time and 2 dedicated contract CCSIs (Cisco Certified Systems Instructors). Each instructor undergoes an average of 12 weeks of professional development each year, picking up new technology and improving their skills. Our customers are satisfied that our instructors added value over and above the course contents. The majority of our instructors teach more than one vendor or technology, allowing them a greater insight into the full range of issues that may be faced. The ability to bring knowledge of the Microsoft or Check Point product range, or in-depth understanding of Voice technology on a security course helps you to understand how disparate components fit together in a complex environment.

i *What course materials will I be using?*

DDLS only uses Official Cisco Learning Products which are designed for instructor-led training. These courses are designed by Cisco to provide a mix of theory and practical knowledge with extensive labs throughout. Only Cisco Learning Partners may use Cisco Learning Products.

i *Who will be attending the course with me?*

Over 95% of DDLS Cisco students are IT professionals working with a Cisco environment. This means you will be sitting training with your peers, not someone who is completely new to the industry and will struggle with the concepts. We place great value on the shared learning environment and encourage students to share "war stories" about their environments. Learning about other peoples' successes and mistakes can give you valuable insights into how your own environment can be better managed, or a technology deployed.

i *Do you use simulators?*

No. Students get access to live equipment, not simulated environments. The vast majority of DDLS courses use our own equipment racked in our own training rooms. Each year we purchase \$250,000 - \$500,000 worth of Cisco equipment to keep our labs up to date. We currently have over \$4million worth of Cisco equipment in Sydney, Melbourne and Brisbane with access to equipment from Adelaide, Canberra and Perth. For our Voice and Wireless courses that require hands-on access to phones and wireless access points, we have travelling labs that are sent to our training centres in each state. These labs ensure that students get the best in-class experience possible. For high-end courses with very complex labs we occasionally use remote labs sourced from Cisco Authorised remote lab providers. These labs are live equipment, but are housed overseas and keep the costs for these complex and rare courses low.

i *Do you run bootcamps?*

DDLS does not run Cisco bootcamps as we do not believe they deliver the desired outcomes to participants. Our CCNA and CCNP level courses are Cisco Official Courses which are designed to give you the knowledge you need to perform your job in a short space of time. Bootcamps delivered by Cisco Learning Partners may contain some components of official Cisco courses but will often leave out large chunks that the student needs to know prior to starting the class or study on their own. Bootcamps delivered by organisations other than Cisco Learning Partners will not contain any of the official Cisco material and so the quality of the courses (and the instructor delivering it) are questionable. Often bootcamps are simply exam preparation sessions that teach you how to pass the exam, not how to use the technology.

i *Do you only offer Cisco training?*

DDLS is the largest provider of Cisco training in Australia, but we are also the largest provider of technical IT training. We offer Microsoft, VMware, Citrix, Tandberg, Apple, Check Point, Red Hat, Project Management, ITIL®, PRINCE2®, Business Analysis and Professional Development training.

For more information on the courses we offer please visit www.ddls.com.au or call 1800 U LEARN.