

## From NCD Educational Services

Now your company can sell training classes to customers who are responsible for the deployment and administration of NCD products. If product training is important to your company's business, you'll want to add NCD courses to your offerings by becoming an NCD Training Partner.

## Becoming an NCD Training Partner

Designed by product experts who have experience working with hundreds of customers around the world, NCD's trainer certification course educates your training staff so that your company can become an NCD Training Partner. Your company can then provide instruction to customers who are responsible for the deployment and administration of NCD products.

The NCD trainer certification course incorporates the information and materials to address the needs of a software administrator. It covers product introduction, deployment considerations, in-depth operation and troubleshooting techniques. Also included are labs that provide hands-on experience on product installation, configuration and troubleshooting techniques.

With an NCD authorized trainer on staff, NCD will authorize your company to conduct classes on behalf of NCD. NCD will also promote your certification on the NCD website.

## Becoming an NCD Certified Trainer

In order to attend an NCD trainer certification class, NCD recommends that your trainer have a background in server-based computing, preferably with experience in design, deployment, and troubleshooting. Training experience with Citrix MetaFrame and Microsoft Terminal Services is also desired.

The following table provides an outline for the 3-day course.

Trainer Certification Course			
Day	Module	Topic	Length
One	One	NCD Overview	2 hours
One	Two	ThinPATH PC	4 hours
Two	Three	ThinSTAR Windows-based Terminals	4 hours
Two	Four	ThinPATH Professional	4 hours
Three	Five	ThinPATH Management Portal	4 hours
Three	N/A	Labs for above topics	4 hours



# Training Certification

Attendees are designated as NCD Certified Product Trainer (NCPT) after successfully completing the NCD-delivered 3-day course.

NCD's product code for the three-day trainer certification course is as follows: ED-TRNTRNR-01

## Marketing Training to your Customers

Once your trainer has obtained an NCPT, your company can promote NCD training courses. NCD's courses are designed as standalone modules. A student may elect to attend one, two or all three courses. Based on customer feedback NCD may also develop specialized classes for individual products.

NCD supplies certified trainers with complete course materials. Current versions are available in a "Trainer's Only" section on the NCD web site. In order to maintain training quality, NCD allows only certified trainers to offer NCD training sessions. Written requests to edit training materials may be submitted to NCD; however they can only be authorized with NCD's written consent. NCD also reserves the right to refuse editing requests.

Materials are offered in the following formats:

- PowerPoint show format for the training presentations
- Trainer's manual and supplemental materials in Adobe Acrobat .pdf

## Administering Training to Attendees

In order to offer an NCD course, a training partner purchases completion certificate licenses, which may be obtained from NCD in packages of ten. NCD product order code is as follows:

Training Certificate License Pack ED-TRN-10



As a training partner, your company has a choice of end user training offerings.

NCD End User Training	
• NCD Overview Training (1 day) Description: Product Overview Certification: NCD ThinInfrastructure Associate (NTA)	
• NCD Comprehensive Training (3 days) Description: Detailed product instruction and labs. Certification: NCD Certified ThinInfrastructure Administrator (NCTA)	
• NCD Custom Training (1 day) Description: Product-specific comprehensive training Certification: N/A	

Training partners have the opportunity to use NCD-produced materials and generate substantial margin. The following is an example of potential training revenue.

Training Scenario		
Estimated Revenue	15 attendees for 3 day class (\$1000 each)	\$15,000
Estimated Costs	\$200/attendee for certificate license fee x 15 attendees	(\$3,000)
	Refreshments and lunch - 3 days	(\$2,000)
	Training hall rental (if required)	(\$2,000)
	Training materials reproduction*	(\$500)
<b>Estimated Margin/ Three-Day Session</b>		<b>\$7,500</b>

\*Provide paper copy or CD to minimize costs.

Upon the completion of the course, the training company provides a certificate customized by the trainer with the following information:

- Attendee's name
- Date of Training
- Course Name
- Training company
- Tracking Number



NCD requires that attendees register the following information on its web site after they receive the training completion certificate:

- Name, company, date of training, training certificate number,
- Training level – NTA or NCTA

The attendee then becomes part of the NCD educational community and has access to ongoing product information and updates.

Note: NCD reserves the right to withhold NCPT certification after completion of the “train the trainer” course based on NCD assessment of their technical and instructional skills.



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