

FAQs: Certification Exams & Vouchers

Cisco Certification Exams

Q. Where are Cisco® certification exams delivered?

A. Pearson VUE is Cisco's primary vendor for test delivery. For more information visit www.pearsonvue.com.

Q. How can candidates register for an exam at a Pearson VUE test center?

A. Pearson VUE offers three different methods of registration:

- To register for an exam online, candidates must [sign in](#) to their accounts using a Pearson VUE username and password. Candidates who do not have a username and password can [create a Web account](#) now.
- Another way to register for an exam is to contact a [Pearson VUE agent](#) directly.
- The final option is to call or visit a test center. To find the address and telephone number of a Pearson VUE test center, visit the [Test Center Locator](#).

Q. How can candidates locate a Pearson VUE test center in their area?

A. Pearson VUE has more than 4000 test centers in 162 countries worldwide. The quickest way to locate one is to use the [Test Center Locator](#). Simply select the name of an exam, and then follow the instructions. This will generate a list of all Pearson VUE Authorized Test Centers in the area that offer the exam.

Q. What is Pearson VUE?

A. Pearson VUE is the global leader in electronic testing for regulatory and certification boards. They provide a full suite of services from test development and delivery to data management in 162 countries. Pearson VUE delivers exams through the world's largest network of test centers, providing services for IT, academic, government, and professional clients. In 2007, Pearson VUE was chosen as Cisco's primary vendor for test delivery.

Q. What special accommodations can be made for candidates with disabilities?

A. If a candidate has a special testing need, they should contact a [Pearson VUE agent](#) directly and ask for the special accommodations department. Candidates must make their requests for accommodations at the time of registration. Special accommodations include time extensions to accommodate learning disabilities or physical challenges. Candidates generally receive a time and a half extension. Vision impaired candidates who require a reader will have twice the amount of time to complete their exams in separate room with a reader and recorder. Other requests are reviewed on a case by case basis.

Q. Are there any restrictions or arrangements for candidates under the age of 18?

When a candidate sits to take an exam at a testing work station, a screen prompt will ask if the candidate is 18 year of age or older. Candidates will still be able to take their exam, but prior to receiving their certification number, candidates must have their parent or legal guardian accept the terms and conditions of the "Cisco Career Certification and Confidentiality Agreement," sign the form it and return it to Cisco by mail or fax. The actual form and more information on where

to send the form can be found at the following link:

http://www.cisco.com/web/learning/le3/le11/learning_about_certification_exams.html

Discount Vouchers for Networking Academy Students

Q. What are discount vouchers?

A. Discount vouchers allow qualified Networking Academy students to take the following Cisco certification exams at a reduced cost:

- INTRO (640-821), available through July 31, 2009
- ICND (640-811), available through July 31, 2009
- CCNA (640-801), available through July 31, 2009
- ICND1 (640-822)
- ICND2 (640-816)
- CCNA Composite (640-802)

Q. How many discount vouchers are Networking Academy students eligible for?

A. There will be one discount voucher provided for each of the following exams: INTRO (640-821), ICND (640-811), CCNA (640-801), ICND1 (640-822), ICND2 (640-816), and CCNA Composite (640-802).

For Cisco CCENT™ certifications, discount vouchers are provided to students for ICND1 (640-801). For Cisco CCNA® certifications, discount vouchers are provided to students for ICND1 (640-822), and ICND2 (640-816), or the CCNA Composite exam.

Q. How do students qualify for a discount voucher?

A. For the retired certification exams, students must take and pass a voucher exam at the end of CCNA 2 to qualify for an INTRO (640-821) voucher, and at the end of CCNA 4 to qualify for the ICND (640-811) and CCNA (640-801) vouchers.

To receive CCENT vouchers, students must complete the first two CCNA Discovery courses; Networking for Home and Small Businesses and Working at a Small-to-Medium Business or ISP, and receive a score of 75 percent or higher on their **first** attempt of the final exam for Working at a Small-to-Medium Business or ISP.

For CCNA vouchers, students must complete all four courses of either the CCNA Discovery or CCNA Exploration curriculum and receive a score of 75 percent or higher on their **first** attempt of the final exam for the final CCNA Discovery course; Designing and Supporting Computer Networks, or for the final CCNA Exploration course; Accessing the WAN.

Q. How much is a voucher discount?

A. Voucher discounts vary depending on the market conditions of each country. Discounts are country-specific and are not interchangeable.

Q. How can students request a discount voucher?

A. When students pass the **first** attempt of their CCNA Discovery, CCNA Exploration, or CCNA v3.1 final exam with a score of 75 percent or higher, that information will automatically be entered into Academy Connection and a link to the voucher request form will appear on their

Academy Connection Student Home page. After requesting a voucher through this link, students will receive confirmation and the voucher number will appear in their student profile, along with an expiration date. Each voucher will be valid for at least three months.

Q. How can students receive additional vouchers?

A. A single discount voucher will be issued per candidate through Academy Connection, so students are encouraged to study prior to their final exams or voucher exams to help ensure that they qualify. It is also important to study prior to the certification exams, since Cisco Networking Academy will issue only one voucher per candidate for each exam.

Q. Where is the voucher information located?

A. Qualifying students will see a link containing the name of the voucher on their Academy Connection Student Home page, within the Career Development section.

Q. Can students who fail the certification exam use the voucher a second time?

A. No, the voucher is valid for one use only.

Q. How can students use their vouchers to register for a certification exam?

A. When students register for an exam online or by calling a Pearson VUE testing center, they will be asked to provide their voucher information.

Q. How long are discount vouchers valid?

A. Vouchers are valid for a minimum of 90 days. Some vouchers may be valid longer, but students are responsible for knowing when their vouchers expire, since the expiration dates cannot be extended.

Retired Exam Promotional Codes

Q. What are retired exam promotional codes?

A. Retired exam promotional codes allow Networking Academy students, instructors, and alumni to take the following retired exams until July 31, 2009:

- INTRO (640-821)
- ICND (640-811)
- CCNA (640-801)

Retired exam promotional codes can be used in conjunction with discount vouchers.

Q. How do I register for an exam using a retired exam promotional code?

A. To register for a retired version of a certification exam, candidates have two options:

- Call a Pearson VUE service center (www.pearsonvue.com/cisco/contact)
- Register directly with a testing center (www.pearsonvue.com/cisco)

Candidates cannot register for retired exams online.

Pre-Paid Vouchers

Q. What are pre-paid vouchers?

A. Pre-paid vouchers are vouchers purchased directly by an educational institution from the Pearson VUE voucher store at <http://www.pearsonvue.com/vouchers/pricelist/cisco.asp>. These vouchers are purchased at the institution's discretion and generally cover the entire cost of

taking an exam. These vouchers are generally are valid for one year from the date of purchase unless stated otherwise.

Q. Can academies purchase pre-paid vouchers for the retired certifications exams?

A. Yes, academies may purchase pre-paid vouchers for the retired certification exams including INTRO (640-821), ICND (640-811), and CCNA (640-801). To order vouchers for retired exams, academy representatives should use the “Retired Exam Voucher Order Form” posted in the tools section of Academy Connection. After completing the form, orders should be sent to netacadvouchers@cisco.com with “Retired Exam Voucher Purchase” In the subject line. Please allow a minimum of five business days to process each order.

Please note that the current prices for the CCNA composite (640-802), ICND1 (640-822), and ICND2 (640-816) exams apply to the retired versions. For the most current pricing information please visit <http://www.vue.com/vouchers/pricelist/cisco.asp>.

Q. Can academies that purchased pre-paid vouchers for the retired certification exams prior to the price increase on September 1, 2007 exchange them for vouchers that will cover the higher cost of the exams?

A. Yes, academies may participate in the following voucher swap process:

1. Fill out the “Voucher Swap Order Form” posted in the Tools section of Academy Connection. This step requires the original pre-paid voucher information.
2. After completing the form, e-mail it to netacadvouchers@cisco.com with “Networking Academy Voucher Swap” in the subject line.
3. Please note that the current prices for the CCNA composite (640-802), ICND1 (640-822), and ICND2 (640-816) exams apply to both the current and retired versions and academies will be required to pay the price difference for each voucher that is swapped. For the most current prices, please visit www.vue.com/vouchers/pricelist/cisco.asp.
4. New voucher numbers will be issued and the old voucher numbers will be invalidated. Please allow a minimum of five business days for the voucher order to be processed.

Q. Can academies still purchase pre-paid vouchers that “supplement” the vouchers that students receive through Academy Connection?

A. Currently, Pearson VUE is not able to accept two vouchers for a single exam. Pearson VUE is in the process of updating their system to accept supplemental vouchers. This is scheduled to be available to the global Networking Academy community in the September 2008 timeframe. As an interim solution, academies may use credit cards to pay for the remaining cost of the exams for their students.