

VMware Certified Instructor Program



Table of contents

Introduction	3
VMware Certified Instructor program	3
Program benefits.	4
VMware's responsibilities to instructors	5
A VMware Certified Instructor's responsibilities to VMware	5
Teaching classes as a VMware Certified Instructor	6
Terms and conditions	6
Teaching classes	6
Class evaluations and rosters	7
Maintaining VCI certification	7
Disqualification	8
Changes and updates	9
Program requirements	9
Path 1	9
Path 2	9

Introduction

This program guide defines the requirements necessary to be certified as a VMware Certified Instructor (VCI). VMware requires that any professional instructor first obtain this certification before they can deliver any VMware authorized course. This program is extended to VMware employees, independent contractors, and VMware Authorized Training Centers for which VMware has developed a cooperative, contractual business relationship.

If interested in developing this contractual business relationship, please contact VMware Learning at eduoperations@vmware.com for further inquiries.

VMware Certified Instructor program

To provide the highest-quality training experience for its customers, VMware developed the VMware Certified Instructor certification in 2005. The status of VCI has specific requirements associated with it, and any individual who intends to teach VMware authorized course content must first obtain this certification. The certification includes demonstrating a strong technical background and validates the teaching and delivery style of the instructor candidate (as defined herein) with regards to the standards defined by VMware Learning.

The VCI program incorporates the following program groups:

- End-User Computing (desktop)
- Virtual Networking
- Cloud Management
- Data Center Virtualization
- Digital Mobility (VMware Workspace ONE®)

These program groups may require all or some of the following criteria:

- Technical validation via passing exams with a predefined instructor score through VMware's standard certification program
- Proof that the instructor has the relevant technical knowledge and the ability to deliver a VMware authorized course through a VMware Instructor Certification Workshop
- A co-teach overseen by a qualified VMware Certified Mentor Instructor
- Sponsorship from a VMware Authorized Training Center

Note: There is a fee for any new applicant to attend an Instructor Certification Workshop and/or co-teach unless otherwise stated by your geo delivery management. This fee varies depending on the region/country the candidate is applying from.

Once the instructor candidate has successfully completed all the steps necessary to become a VCI, that individual is able to deliver VMware authorized courses for which they have completed that course's teaching requirements, as defined by the relevant training plan.

A VCI may not deliver a VMware authorized course without the express written consent from VMware or its VMware Authorized Training Center. A VCI may only deliver VMware authorized courses for which they have fulfilled the requirements as outlined by VMware Learning and described herein, or have otherwise been specifically authorized by VMware in writing.

Under risk of loss of their credentials and permission to deliver any VMware authorized course, a VCI may not:

- Represent themselves as a VCI while delivering any course comprised of courseware and other materials not created or sanctioned for use by VMware Learning
- Develop or deliver training courses on VMware products that directly compete with those offered by VMware
- Deliver any other non-authorized or gray market VMware training courses

It will be necessary for a VCI to periodically recertify when major releases of the software occur or VMware Learning, at its sole discretion, deems it significant enough to require recertification. A VCI must keep up to date with an active VMware Certified Professional – Data Center Virtualization (VCP-DCV) or VMware Certified Professional – Digital Workspace (VCP-DW) exam. The VCI program team will communicate which version is required.

Program benefits

In addition to being recognized in the industry as an expert with VMware's technology and complex data center solutions, the VMware Certified Instructor program provides the instructor with many benefits in the form of support infrastructure and a knowledge base, which will foster their excellence within the IT community. These program benefits include:

- The ability to deliver VMware authorized courses
- Access to private instructor community forums and technical documentation
- All relevant VMworld® slide presentations, video content and white papers
- The ability to participate in VMware course offerings (pending geo delivery management approval)
- Registration in VMware-sanctioned train-the-trainer events
- Instructor versions of VMware authorized courseware
- Invitations to beta exam offerings
- Support from VMware Learning to ensure successful delivery of services
- Access to VMware Customer Connect Learning™
- Use of the VMware Certified Instructor badge

VMware's responsibilities to instructors

VMware will also support the instructor through a number of initiatives:

- Provide access to VMware-owned equipment, training environments and virtualized infrastructure on a first-come, first-served basis so the instructor can prepare and practice technology concepts and courseware labs. This includes technical support.
- Monitor the performance of the instructor through online evaluation systems.
- Provide high-quality electronic instructional material at no cost to the instructor and printed materials for a reasonable fee.
- Constantly provide information about upcoming changes in course content and curriculum tracks.
- Develop materials to meet the needs of the customer segment.
- Offer train-the-trainer sessions where appropriate.
- Provide short-term licenses for classroom deliveries.
- Invite VCIs to participate in beta testing programs, when applicable.

A VMware Certified Instructor's responsibilities to VMware

A VCI is subject to continual requirements to fulfill the obligations of the credential. VMware expects a VCI to perform the following ongoing tasks:

- Maintain a current understanding of VMware's product offerings.
- Do not use personal data provided about participants unless explicitly approved by VMware.
- Conduct training engagements in the highest-quality, professional manner expected of VMware Learning.
- Do not use any VMware engagement as a forum or venue to promote their own business interests or those of a third party without the prior written consent of VMware.
- Only teach VMware authorized classes for which the instructor is authorized.
- Prepare and set up their own classes for a successful delivery.
- Inform VMware Learning of any issues, technical or otherwise, as quickly as possible.
- Comply with all end-user license agreements (EULAs) and nondisclosure agreements (NDAs). A VCI will not share or use any VMware proprietary content or material without written consent from VMware. A VCI acknowledges any information or materials that relate to VMware products (including pricing, product roadmaps, license keys, strategic marketing, plans, and source code) will be considered VMware confidential information, whether or not marked as such.

- Deliver a minimum number of authorized courses per calendar year, as described in the program group definitions, where applicable.
- Immediately notify VMware Learning if there is a change in VMware Authorized Training Center engagements or agreements.
- Understand that information may flow to third-party applications managed by VMware Learning for the administration of training schedules and facilitation, and in accordance with [VMware's Privacy Notices](#).

Teaching classes as a VMware Certified Instructor

Once an instructor candidate has obtained the VCI credential, there may be additional requirements that must be met to teach additional courses.

An instructor candidate is defined as any instructor who has not obtained the VCI credential nor previously taught a VMware authorized course.

Major updates to any VMware authorized courseware may require recertification by VMware at its sole discretion. VMware will communicate the method of recertification to all instructors through multiple means of communication. The recertification process may include train-the-trainer sessions, online sessions, exams, recorded modules, and the like.

Each course published by VMware will have a level of prerequisites that will need to be met before delivery can commence. These prerequisites are published via training plans through the [VCI portal](#).

Periodically, VMware will provide access to train-the-trainer recordings for many of the courses, which are available on [mylearn.vmware.com](#). Access to these recordings will require VCI status.

Terms and conditions

Teaching classes

Once certified as a VMware Certified Instructor, the instructor is able to deliver VMware authorized curriculum in public or privately held classes offered by VMware directly or through one of its VMware Authorized Training Center partners.

A VCI shall deliver classes in a professional manner as a representative of VMware. Each course delivered must be evaluated through VMware's evaluation system. Failure to do so will result in the class being disqualified.

Under no circumstance is a VCI allowed to deliver course content that was not developed by VMware Learning or without prior written consent from an authorized VMware manager. This includes the delivery of gray market content or repurposed VMware Learning material for revenue-generating purposes.

A VCI may be an employee of VMware, an independent contractor, or associated with a VMware Authorized Training Center. Independent contractors may work directly for VMware, through a VMware Authorized Training Center, or both. A contractual agreement will be established via one of these channels prior to delivering classes. Instructors may teach for a VMware Authorized Training Center as a nonemployee so long as they are authorized by VMware as a VCI.

It is the responsibility of the VCI to obtain instructor courseware materials from VMware in advance of teaching courses for which they are authorized.

Class evaluations and rosters

As part of the ongoing measurement of class content, facilities and instructor quality, it is required that each student in a VMware authorized class complete a class evaluation form that measures the instructor's performance in the following instructor categories:

- The instructor's subject knowledge
- The instructor's professional and presentation skills
- The instructor encouraged participation and responded well to questions

Instructors are expected to have students complete this online evaluation at the conclusion of the class before the students leave. In addition to the students' scores and comments, instructors are also provided a notes section in which they can comment on the facility, the students, VMware authorized courseware, or any other topic worth noting. It is incumbent on the instructor to ask the students to provide honest feedback so VMware and the instructor can better serve future events.

Instructors are considered to be in good standing as long as their scores average above 4.3 for all instructor categories. Instructors that trend below that average for more than three consecutive courses will be placed on probationary status and will need to work with VMware Learning to correct the issue. This might include a co-teach with another instructor as identified by VMware Learning for a period of time or attendance in a VMware Instructor Certification Workshop.

Maintaining VCI certification

VMware expects instructors to teach on a regular basis to maintain a high level of quality and experience with VMware software. As new versions and revisions of the software become available, it may be necessary to recertify; this decision shall be made at the sole discretion of VMware Learning. To maintain VCI certification, it is a requirement that, at renewal time, the minimum teaching status and the certification requirements for each competency a VCI wishes to teach are met. These minimum teaching requirements could include courses from any competency. The teaching requirements for a VCI are measured on an instructor's anniversary date (the date a candidate became an official VCI) for a 12-month period and are as follows:

- Developed markets – Minimum of 30 days in a 12-month period from their anniversary date
- Developing markets – Minimum of 15 days in a 12-month period from their anniversary date

The VCI status requires annual renewal on an anniversary date. VMware audits a VCI's compliance with the requirements previously stated and with the training plans on the [VCI portal](#) to determine if VCI status should be renewed. An instructor candidate can become a VCI at any point during the year. An instructor's VCI status will automatically renew five days prior to expiration if they have met the renewal requirements.

If an instructor finds themselves in an inactive status, they may contact VMware Learning to develop a plan and seek VMware's written approval for reactivation. This may include recertifying on a course, co-teaches and/or mentoring, or possibly taking the relevant version of the VCP-DCV or VCP-DW exam. Reactivation will be handled on an individual basis with VMware Learning.

If an instructor's status remains inactive for a period of one year, they will no longer be considered a VCI. If the instructor wishes to reactivate their status as a VCI after that time, it will be up to VMware Learning to determine, at its sole discretion, whether the instructor is eligible for reinstatement in the VCI program. Reinstatement considerations can include current skillsets, past history, and the business needs of VMware. The instructor's reinstatement cannot be guaranteed.

Disqualification

A VCI may be disqualified from the VMware Certified Instructor program if any of the following occur:

- Deliver a course not sanctioned by VMware Learning or through a training partner that is not an authorized VMware Authorized Training Center partner as outlined in the "Terms and conditions" section.
- Modify the VMware authorized courseware or any breach of the copyright rules of said courseware.
- Use VMware classes to promote, market or sell a product or products seen as a direct conflict of interest.
- Deliver VMware training without completing an evaluation.
- Lose any required certifications (an active VCP-DCV or VCP-DW are required to hold the VCI status). Note that VMware Learning reserves the right to dictate which version and year of the certifications are accepted at any time.
- Sell, distribute or share exam certification content, under any circumstances, to any other party.
- Promote or sanction the use of online certification preparation sites, unless specifically endorsed in writing by VMware. Fail to comply with VMware's classroom quality standards.
- Disclose any information or materials that relate to VMware products (including pricing, product roadmaps, license keys, strategic marketing, plans, and source code). This information will be considered VMware confidential information, whether or not marked as such.

A VCI risks disqualification from the VMware Certified Instructor program for not abiding by the rules of the VMware Supplier Code of Conduct; refer to the [VMware Responsible Sourcing page](#) for these documents.

Changes and updates

VMware may, at its sole discretion, change the VCI certification requirements, the name of the VCI program and certification(s), the contents of the VCI program guide, and the VCI badge at any time. VMware will provide notification of such changes by posting them on the [VCI Portal](#), instructor community forums, or by email. It is the instructor's responsibility to notify VMware of any change in their postal address, email address and employer status.

Program requirements

The VMware Certified Instructor program encompasses the instruction of a broad range of VMware technologies and products to a diverse set of audiences. To help ensure relevancy to audiences, VCIs are assigned to one or more competencies based on the VMware certifications they hold, the train-the-trainer events they have attended, or training completed.

Path 1

VCIs are expected to meet three fundamental requirements to begin teaching our foundation-level courses (there are additional requirements for advanced courses):

- Attend the current version of the VMware vSphere: Install, Configure, Manage course once, preferably in the classroom. After this, the aspiring VCI should sit through this course for a second time, which will give them the necessary skills/confidence to pass the VMware Instructor Certification Workshop.
- Pass the current version of the VCP-DCV exam with at least a score of 350 or higher.
- Attend and pass a VMware Instructor Certification Workshop. This portion of the process is by invitation only.

Requirements may differ in certain geographic regions. Please contact vciprogram@vmware.com to inquire about which exam versions are accepted.

Path 2

To be approved to deliver only Workspace ONE courses, instructors are expected to meet three fundamental requirements:

- Attend the current version of the VMware Workspace ONE: Deploy and Manage course once, preferably in the classroom. After this, the aspiring VCI should sit through this course for a second time, which will give them the necessary skills/confidence and increase their chances of passing the VMware Instructor Certification Workshop.

- Pass the current version of the VCP-DW exam with at least a score of 350 or higher.
- Attend and pass a VMware Instructor Certification Workshop. This portion of the process is by invitation only.

Once these requirements are satisfied, instructors will be given the status of VCI and will be held accountable to the rules and requirements of the VCI program. An instructor who chooses this path will only be allowed to deliver in the Workspace ONE portfolio. Gaining the VCP-DCV, additional certifications, and approval from their [education manager](#) (site will be accessible once an instructor becomes a VCI) will grant the instructor with access to teach other courses. Current VCIs can visit the VCI portal training plan page for each course's requirement to deliver.

The VMware Instructor Certification Workshop process is designed to test an instructor's technical knowledge of the product and course contents, with close scrutiny of presentation style. A number of other key areas will also be explored, such as effective question handling, whiteboard skills, and learning styles, to name a few. Each Instructor Certification Workshop is hosted by a senior instructor who will constantly assess the instructor candidate's performance throughout the course. This process allows instructor candidates to understand the technical detail and scope expected from VMware Learning. The Instructor Certification Workshop is by invitation only by the prospective VCI's geo delivery management.

VCIs are assigned to a market based on the country where they are primarily delivering training or reside. The detail of whether a country is classified as developed or developing is available on the [VCI portal](#).

In addition to these requirements, all VCIs must have an association with a sponsor VMware Authorized Training Center. Each VCI must maintain this affiliation with a VMware Authorized Training Center; this demonstrates a commitment to deliver courses on a VMware Authorized Training Center's behalf. VMware Learning will only accept applications from the sponsoring VMware Authorized Training Center management, not the VCI candidate directly. Only a VMware Authorized Training Center and a qualified VCI can deliver authorized VMware training. **VMware Learning will not consider any candidate without this sponsorship.**

VCIs are required to teach a minimum number of days per a 12-month period to maintain their status. For more details, refer to the "Maintaining VCI certification" section.

Other rules and requirements to maintaining VCI status are as follows:

- New VCIs must teach a course defined by VMware at least twice before being able to teach any other advanced course (the course defined should be the most up to date version; refer to the requirements previously stated for teaching Workspace ONE programs).
- Waiving the fees to sit in a course to fulfill a training plan to teach another course is never guaranteed (subject to geo delivery manager approval).

- New VCIs may sit in any course of their liking even if the defined course by VMware stated in the first bullet of this list has not been taught. However, waiving course fees will not be considered.
- VCIs may only teach the VMware courses associated with a competency. A list of VMware courses associated with each competency is available on the [VCI portal](#).

To submit a VCI application form for new candidates, visit the [VCI application request page](#). The application should be completely filled out, and the candidate should allow 5–7 business days before receiving a reply.

Submit feedback about this documentation to vciprogram@vmware.com.

