

TRAINING CREDITS

Palo Alto Networks Training Credits allow you to make a single purchase of training for use throughout the year. Training Credits are redeemable for 12 months by all employees within an organization for any Palo Alto Networks open enrollment, private on-site, or online course offered by our Authorized Training Partners (ATPs). Training Credits also can be redeemed for Palo Alto Networks Technical Certification exams.

Palo Alto Networks Training Credits benefits:

- Convenient, efficient way to purchase and manage training
- Open options when selecting an Education Services provider (broad partner ecosystem)
- Full 12-month consumption period
- Simplified ordering and tracking process
- Easy, up-front budgeting, avoiding the allocation of training funds on an ad-hoc basis
- Learning programs crafted specifically to your budget and skills requirements
- Complements support and consulting services to provide the strongest security posture
- Engages the entire ATP ecosystem in supporting your training needs
- Locks in budget to achieve complex training objectives:
 - Avoid ad-hoc funding requests
 - Flexible spending based on evolving requirements

Training Credits Overview

Palo Alto Networks Training Credits give you a fast, convenient way to establish, protect, and manage a training budget. With Training Credits, you have the freedom to select authorized training content from any participating ATP worldwide. Your credits consumption will be verified at the time of course registration. You will receive regular updates about consumption trends and available balance. The Training Credits process is straightforward. Your Palo Alto Networks sales representative will help you determine the amount number of Training Credits appropriate for your technical needs. You then will have 12 months to use them. To determine how many credits you will need, contact your sales representative or the Education Services team. Discuss your team's current skill set, the security challenges you face, and products and solutions in your production environment. This awareness will allow your sale representative to specify the right amount of credits for your needs. You then simply redeem credits as your training opportunities arise.

Redeeming Training Credits

Training Credits are redeemed exclusively through our ATP Community. ATPs are qualified services partners that have demonstrated instructional delivery capabilities and expertise. In addition to native skills, ATPs have direct access to Education Services subject matter experts and a variety of assets designed to aid in the delivery of services. Check here to find your nearest ATP:

<https://www.paloaltonetworks.com/services/education/atc-locations>

Getting Started with Training Credits

After you purchase Training Credits, you will receive a Welcome Letter from your sales representative. The Welcome Letter will include:

- Your unique credits identifier
- Recommended Palo Alto Networks technical courses
- Instructions for redeeming your training credits
- A list of ATPs delivering training in your region

Palo Alto Networks will send you follow-on messages when you use your training credits and courtesy notices if you have a remaining balance close to expiration.

Education Services Commitment to Quality

We are committed to the success of our customers, with the assurance that our ATPs have the best preparation, training, tools, techniques, and information available. We provide our ATPs with the following:

- Advanced classroom management and training delivery technique
- Instructor guides to ensure consistent-high quality customer experiences
- Course-specific playbooks
- New product release technical training and resources
- Ongoing product recertification and accreditation
- Access to Palo Alto Networks technical SMEs
- Access to Palo Alto Networks ATP community discussion forums

We also regularly monitor classroom deliveries, thus ensuring the ongoing success and customer satisfaction created by our ATPs. Palo Alto Networks Global Enablement team also conducts customer surveys, instructor audits, Train-the-Trainer (TTT) events, and quarterly business reviews with our partner companies. Finally, our ATPs must meet rigorous authorization requirements to ensure the highest possible standards and quality of service.

ATP Instructor Requirements

Becoming a Palo Alto Networks Certified Instructor is a challenging process. In addition to technical and presentation skills, candidates are expected to demonstrate good body language, effective delivery style, class management, and question handling techniques.

ATP Instructor Training

- EDU-210 Firewall Essentials: Configuration and Management
- EDU-214 Optimizing Firewall Threat Prevention
- EDU-220 Managing Firewalls at Scale
- EDU-330 Troubleshooting
- EDU-318 Prisma Access SASE Security: Design and Operation

ATP Instructor Validation

Instructor Certification Workshop (ICW) is an intensive five-day adjudicated workshop to confirm instructors meet Palo Alto Networks requirements for technical and presentation skills.

ATP Instructor Certification

Palo Alto Networks Certified Network Security Engineer (PCNSE)



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