Radware

Training Policies
V001.70

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Scope & Disclaimer

This document describes policies, processes and procedures related to Radware training and certification.

Radware Training Services reserves the right to make amendments to the enclosed information at any time based on changing business needs. All changes will be published in the Radware Training center at http://www.radware.com/Support/Training/ and included in future printed versions of this document.

Questions?

For any questions or comments concerning this information, please email: training@radware.com.

Training

Overview

Developing practical knowledge in short order is the guiding force behind Radware's comprehensive Training & Certification Program. A variety of training options are available in major technology areas including, but not limited to:

- Network Security
- Application Security
- Application Delivery
- Web Performance Optimization

Technical staff moves beyond the basics, gaining hands-on practical know-how to maximize the technology and system features built into their Radware solution. Training courses are offered in-class, online or on-site and combine lectures, lab exercises and analysis of real-world designs plus troubleshooting scenarios to further develop the student's learning experience.

Delivery Options

i. Instructor-Led

Instructor-led training is available in-class or on-site.

In-class (or Open Enrollment):
- Courses follow a structured curriculum and are open for general participation
- Held at designated, Radware training centers worldwide
- Offered at three levels—Specialist, Expert or Master
- Participants eligible for career certifications

On-site:
- Training tailored exclusively to customer's specific need
- Delivered on-site at customer premises
- Flexible duration—2 to 5 days
- Participants may not qualify for career certifications

ii. eLearning

A self-guided approach to learning, these online training courses cover presales, sales, and technical areas. Technical online courses also include a hands-on lab component. Detailed instructions and support are available to guide participants through all aspects of eLearning.

The following table summarizes Radware's training offering:

	SUMMARY OF TRAINING OFFERINGS		
	In-class	On-site	Online (eLearning)
Covers Certification Topics	Yes	Optional	Yes
Offers Advanced Level	Yes	Optional	No
Hand-on Practical Exam	Required for Radware Certification	Optional	Required for Radware Certification
Online Certification Exam	Required for Radware Certification	Optional	Required for Radware Certification
Participant Enrollment	6-8 preferred*	Up to 12 maximum	Per person
Minimum Enrollment	4 participants	N/A	N/A
Location	Radware-designated global training facility	Customer premises	Online
Trainer	Authorized Certified Trainer	Local SE or Certified Trainer	Self-guided Learning
Trainer T&E	N/A	Included in pricing	N/A

Table 1 – Summary of Training Offerings
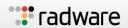
*May vary by product and/or region.

Training Enrollment & Registration

Enrollment for all modes of training is available under the Schedules & Registration section in the online training [center](#).

Course Evaluation

Upon training completion, participants have the opportunity to submit an online Course Evaluation providing feedback on their training experience. Responses are confidential and reviewed for response or implementation as applicable.

Certification

Overview

Radware career certifications are solid credentials that validate competency in technology solutions endorsed by world-class industry experts. Certifications are for engineers and sales staff that must sell, design, deploy, use and support business solutions, applications & networks.

In short order, Radware-certified professionals gain the know-how and confidence to win sales and to contribute in key business areas such as improved operational performance, reduced dependence on 3rd party support, and enhanced customer satisfaction by applying higher levels of analysis and technical expertise than otherwise possible.

Certifications Offered

Visit the Certification area in the online training center for a current list of career certifications.

Certification Requirements

To certify, candidates must meet the following criteria:

- Register with the Learning Management System (LMS), Adobe Connect
- Successfully complete certification training & lab exercises
- Pass the hands-on, practical lab exam within two months of course completion
- Pass the online certification exam within two months of course completion

In addition, candidates must agree and adhere to the Certification Agreement that describes the terms of Radware professional certification and that is included with instructions for the Online Certification Exam discussed below.

Hands-On Practical Lab Exam

The hands-on Lab Exam is optional and objectively measures knowledge application and competency in product hardware, software, system features, and configuration. It may be taken at the end of the course or scheduled in advance up to two (2) months following course completion.
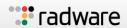
The fee for the hands-on Exam is included in the course tuition if completed on the same day that training ends. A non-refundable processing fee will apply to take the Exam at a later date. To schedule a hands-on Exam after the training ends, send a request to training@radware.com.

Online Certification Exam

The online Certification Exam is a secure, multiple-choice, 2-hour exam that tests content knowledge. It may be taken from any location with a broadband internet connection up to two (2) months following completion of certification training and passing score on the Lab Exam.

Cost for the online Exam is included in course tuition for the initial exam attempt. If a retake is required, a non-refundable processing fee will apply - see "Retesting" below.

Candidates are not allowed to retake the same version of a previously passed exam.

Retesting

Candidates who do not successfully complete the online exam on their first attempt may request a retake by completing the Retest Request form available from the online Training center or by sending an email request to training@radware.com.

Candidates are advised to spend ample time reviewing the material and schedule their retake no sooner than 7 calendar days following their previous attempt. If a 3rd attempt is required, candidates are strongly urged to complete the corresponding course again before challenging the Exam. A processing fee applies per Exam retake.

Certificate of Accreditation

After meeting certification requirements, accreditation is conferred upon the candidate and an electronic copy of the certificate is sent within 30 days to the registered email address in the LMS.

Certificate Expiration

Radware certification remains valid until the Retirement Date of the major software version on the product for which certification was earned or two years, whichever comes first.

Certification Renewal

To remain active, certifications must be renewed prior to expiration by passing the required exams. Processing fees apply. To coordinate recertification, send an email request to training@radware.com.

Policies

Attendance

Unless otherwise specified by the trainer, training is scheduled local time between 9:00 am and 5:00 pm daily. Attendance is required each day class is in session. Full tuition applies in the event a registered participant misses any portion of the training or fails to complete the entire course.

Cancellation for Instructor-Led Training

A participant may reschedule or cancel in-class training by email request to training@radware.com up to fourteen (14) calendar days prior to its start date without penalty. Full tuition applies for a course cancelled or rescheduled less than fourteen (14) calendar days from its start date.

An authorized company representative may reschedule or cancel an on-site training by email request to training@radware.com up to twenty-eight (28) calendar days prior to its start date without penalty. Full tuition applies for on-site training cancelled or rescheduled less than twenty-eight (28) calendar days from its start date.

Cancellation for eLearning Course

Cancellation of online training must be submitted by email request to training@radware.com. Prior to starting (logging in) the course, a full refund will be issued less the processing fee. No refund will apply after starting (logging in to) the eLearning course.

Cancellation by Radware

Radware reserves the right to amend course schedules, content, and pricing as necessary based on weather emergencies, situations occurring globally, or other unforeseen developments.

In the event a course is cancellation by Radware, the local training coordinator will notify registered course participants by email.
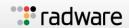
Paid tuition for a course cancelled by Radware may be refunded within fifteen (15) business days of the course cancellation or applied to a future session. Radware is not responsible for any associated travel arrangements in the event of course cancellations.

Certification Agreement

Each candidate is required to agree and accept the terms of the Certification Agreement prior to taking the online certification exam. A link to the Agreement is provided to the candidate in the email confirmation for their exam enrollment. The Agreement covers topics including exam security, testing regulations, and professional conduct.

Course Copyright

No training class or material may be reproduced in any form without prior written consent from Radware. All rights are reserved.

Exam Updates

Exams may be updated or retired periodically as needed and without advance notice.

General

Training dress code is business casual. Smoking may be allowed only within designated areas.

Classes are normally scheduled local time between 9:00am and 5:00pm with a morning and optional afternoon break. A one-hour lunch is allotted daily. Due to various diet restrictions however, delegates must provide their own lunch. At the Instructor's discretion, hours may differ on the final day of training, based on class size and previous knowledge of students.

Inclement Weather

Radware reserves the right to cancel a course due to inclement weather. See section "Cancellation by Radware" for more information.

Lab Access

It is prohibited for a participant to access lab equipment that is not relevant to the course for which s/he is registered. Any breach of security or unauthorized activity will result in the immediate removal of the participant from the training and no credit will be issued for the course. Further disciplinary action may be necessary based on incident severity.

Payment

Tuition for training and fees are payable via wire transfer or major credit card. Refer to the training quote for detailed payment instructions.

Prerequisites

Each participant is responsible for ensuring all prerequisites and skills are met prior to attending the course. Course prerequisites are published in the Course Descriptions area of the online Training center. Participants must bring their own laptops. A participant may be dismissed from the course at the discretion of the instructor should s/he fail to meet course prerequisite criteria. Should this occur, course credit will be forfeited.

Substitutions

Course attendee substitutions are permitted up to the start of the first class. The substitute must meet all prerequisite course criteria at the time of class attendance and must present the instructor written consent of the substitution from an authorized party on company letterhead.

Travel Arrangements

Each participant is responsible for his or her own travel and living expenses, including meals.

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