Learning and examination methods

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1. Nokia Learning Services

Evolving networks and consumer demands require a skilled workforce that acts as a differentiator. Nokia's training portfolio consists of training solutions focused on enabling customers and partners to gain the required standards, technology and product knowledge. Our learning solutions are focused on individual learning needs. Our flexible delivery models for blended learning supports customers and partners to learn at their convenience to complement their business objectives. The goal is for the individual learner to learn critical skills and prove competence via exams.

2. Nokia Training Description

Nokia training includes curriculum paths to gain the necessary understanding, knowledge & generic skills to build, operate and optimize our customers' networks & services.
Our extensive training portfolio offers everything to help our customers' workforces become skilled on Nokia's products and technology solutions.

3. Course Levels

"Aware"
Introductory level learning provides a general overview of a network element, product or technology. The introductory level also comprises technology and product independent courses. The courses offered under introductory level are common for all technical personnel and some of these courses are also recommended for non-technical learners.

"Standard"
Intermediate level learning typically takes place in the early phases of network implementation. These combined theory and practical sessions aim to make the participants adept at operating and maintaining a specific network element or subsystem. These are designed to equip installation, commissioning, operation and maintenance personnel with the fundamental skills required to perform the day-to-day tasks associated with the equipment.

"Advanced"
Advanced level learning provides participants with the knowledge and skills to perform higher level tasks required in a telecommunications network. These tasks involve network troubleshooting, network design, and reconfiguration as well as network performance analysis.

"Expert"
Expert level learning provides mainly product-based background knowledge to experts in our customers' organizations. The goal is to provide deeper background knowledge for engineers to enhance their skills.

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4. Delivery Modes

Nokia believes in using training delivery models which fit in with customers' business models, competence needs and planned learning solutions. For example, blended learning helps people learn at a time, place and path which is most convenient.
Learning delivery formats available:

- Self-Study eLearning (or Web Based Training WBT)
- Self-Study bundles (course materials and Remote Lab Access)
- Instructor Led Virtual Classroom Training
- Instructor Led presential Classroom Training

4.1 Prerequisites

Self-Study eLearning (WBT)
Participants are enrolled in the Web Based Training individually, according to the target group and prerequisites defined in the training descriptions available in the Nokia website. Nokia is not obliged to take special steps to meet the demands of participants that do not have the required prerequisite knowledge.

Self-Study bundles / Course Materials
Self-study guides allow the learner to learn the subject material via reading. Self-study guides are ideal for someone who has foundational knowledge and wants to focus on new concepts. Majority if our Self Study materials are bundled with Remote lab access, for a flexible hand-on experience.

Virtual Classroom Sessions
Participants should have a secluded and peaceful area around the computer while attending Virtual Classroom Training. To be sure of this, it is worthwhile to check that PC facilities are available in case employees do not have offices and/or PCs of their own.
Participants are selected by the customer according to the target group and prerequisites defined in the learning program descriptions. Nokia is not obliged to take special steps to meet the demands of participants that do not have the required prerequisite knowledge.

Classroom Sessions
Participants are enrolled according to the target group and prerequisites defined in the training descriptions available at the Nokia internet. Nokia is not obliged to take special care to meet the demands of participants who do not have the required prerequisite knowledge.

4.2 Self-Study eLearning (Web Based Training)

Content and Scope
Nokia supports this delivery model where customer can learn & gain knowledge at their own pace by requesting Nokia eLearning Services on a demand basis. It includes a wide range of online learning events supporting self-paced learning.
With Web Based Training Services Nokia helps its customers to enhance their learning environment by extending the availability of effective knowledge resources in their organization.

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Web Based Training includes a wide range of content, covering systems, network architecture, products and platforms as well as new releases.

4.3 Self-Study bundles / Course Materials

Content and Scope

Nokia supports this delivery model where customers and partners can learn & gain knowledge at their own pace by requesting Nokia eLearning Services on a demand basis. It includes a wide range of options supporting self-paced learning: self-study course materials, certification bundles, and video tutorials
Our self-study course material provides learners with all the content would obtain in our instructor-led courses. Lab time is available to complete the labs exercises from select course materials.
Each set of course materials is secured using Digital Rights Management (DRM) and provides with the following:

Content	Access	Features
• Course lecture material • Lecture notes • Module learning assessments • Student lab guide	• Print sections or all the course content • Access the course content on up to 6 different devices	• Create notes • Highlight important content for future reference

4.4 Virtual Instructor-Led Classroom Training (V-ILT)

Content and Scope

Instructor Led Virtual Classroom Training is a learning event provided via virtual classroom through the internet. Participants attend instructor guided online sessions, which can be accessed from any location that has a suitable internet connection.
In Nokia Learning and Development Hub (NLDH), the learner will click on “Select Session / Register” for the associated course and will be directed to contact our Global Contact Center (GCC) to arrange for the course. A synchronous tool to provide real-time interaction between the instructor and a group of participants is used as a platform for Instructor Led Virtual Classroom Training.
The learner must be confirmed 6 weeks prior to the start date of the class as classes without sufficient enrollment are cancelled 6 weeks prior to the first day of class.
On enrolment to a Virtual Instructor Led Classroom session, participants will receive an enrolment email, which includes instruction on how to access the Virtual Training. End-user computer requirements include internet connection, audio capabilities, and Virtual Classroom client software. The learning session may include practical exercises on Nokia learning equipment, available through Remote Lab access.

Deliverables

The deliverables of Instructor Led Virtual Classroom Training include:

- Virtual Classroom Training event delivered by Nokia instructor
- Learning material
- Training confirmation of attendance

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4.5 Instructor-Led Classroom Training (C-ILT)

Content and Scope

Instructor Led Classroom Training is provided by Nokia's qualified instructors, carried out in a physical learning environment.

Instructor Led Classroom Training is provided in a suitably appointed room located in either a Nokia Training Centre. Training equipment may be located within the same room or nearby test bed for practical sessions or made remotely available through access to a Nokia lab.

In the Nokia Learning and Development Hub (NLDH), the learner will click on "Select Session / Register" for the associated course and will be directed to contact our Global Contact Center (GCC) to arrange for the course. These courses will take place in one of our regional training centers as an "open / public" course. The learner must be confirmed 6 weeks prior to the start date of the class as classes without sufficient enrollment are cancelled 6 weeks prior to the first day of class.

On enrolment to an Instructor Led Classroom session, participants will receive an enrolment email, which includes instruction on how to access Nokia Training Center.

Deliverables

The deliverables of Instructor Led Classroom Training include:

- Classroom Training event delivered by a Nokia instructor
- Learning material
- Training confirmation of attendance

4.6 Exams

Content and Scope

To ensure an individual learner has shown the proper level of knowledge, we test for competence. If the learners feel they have already mastered the materials, it is not necessary to take the corresponding courses. They may skip directly to the exams: either in Nokia Learning and Development Hub (NLDH), or through a Proctored Exam. A learner will be given three opportunities to pass the exam before being required to obtain additional knowledge.

However, we strongly recommend that if a candidate fails the exams twice, the candidate should review the available training course and/or product information before attempting the exam again.

All exams are offered in English only. If candidates fail to pass a written exam, there is no waiting period required before retaking the exam and no limit on how many times an exam can be rewritten.

Nokia exams come in two formats: written and practical lab exams. Written exams are administered via Partner Learning Store or by our test delivery partner, Pearson Vue. Written exams can be taken in any order, and practical lab exams require all prerequisite written exams to be successfully completed. Practical lab exams can be taken virtually.

The partner pays for each instance of a Proctored Exam.

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4.7 Third Party Testing Centers

Content and Scope

Nokia proctored exams are delivered through Pearson VUE. Exams are offered online and/or at Authorized Test Centers in a secure and proctored environment to ensure convenient and secure testing.

Nokia utilizes the services of the 3000+ worldwide Third-Party Testing Centers to administer many advanced proctored exams. This is to protect the integrity of the certification to the mutual benefit of Nokia, our partners, and our customers.

Contact your Regional Learning Lead or Distributor for pricing.

How do I register for a Proctored Testing?

1. All partner candidates should make sure they have valid Nokia partner account.
2. Follow the Proctored testing registration instructions located in the Training curriculum.
    - Additional Pearson Vue Student Portal login credentials may be required
    - https://www.nokia.com/networks/training/learning-services-exam-registration/

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