

---

# Training Credits Program Guide

 **EDUCATION**  
SERVICES

# Table of Contents

<b>Training Credits Description</b> . . . . .	<b>.3</b>
<b>Customer Benefits</b> . . . . .	<b>.3</b>
<b>Definitions</b> . . . . .	<b>.3</b>
Training Credits . . . . .	.3
Authorized Training Partner . . . . .	.4
Instructor-Led Training . . . . .	.4
Virtual Instructor-Led Training (vILT) Offering . . . . .	.4
Certification Offering . . . . .	.4
<b>Identifying Training Needs</b> . . . . .	<b>.4</b>
ATP Instructor-Led Training . . . . .	.4
<b>Determining the Number of Credits to Purchase</b> . . . . .	<b>.4</b>
Purchasing Training Credits . . . . .	.4
Training Credit Order Confirmation Welcome Email . . . . .	.6
<b>Redeeming Training Credits</b> . . . . .	<b>.6</b>
Redemption Process . . . . .	.7
<b>Managing Training Credits</b> . . . . .	<b>.7</b>
Expiration Notice . . . . .	.8
<b>Palo Alto Networks Commitment</b> . . . . .	<b>.8</b>
<b>Resources</b> . . . . .	<b>.8</b>
<b>About the ATP Program</b> . . . . .	<b>.9</b>
Palo Alto Networks Commitment to Quality . . . . .	.9
<b>Customer Support</b> . . . . .	<b>.9</b>

## Training Credits Description

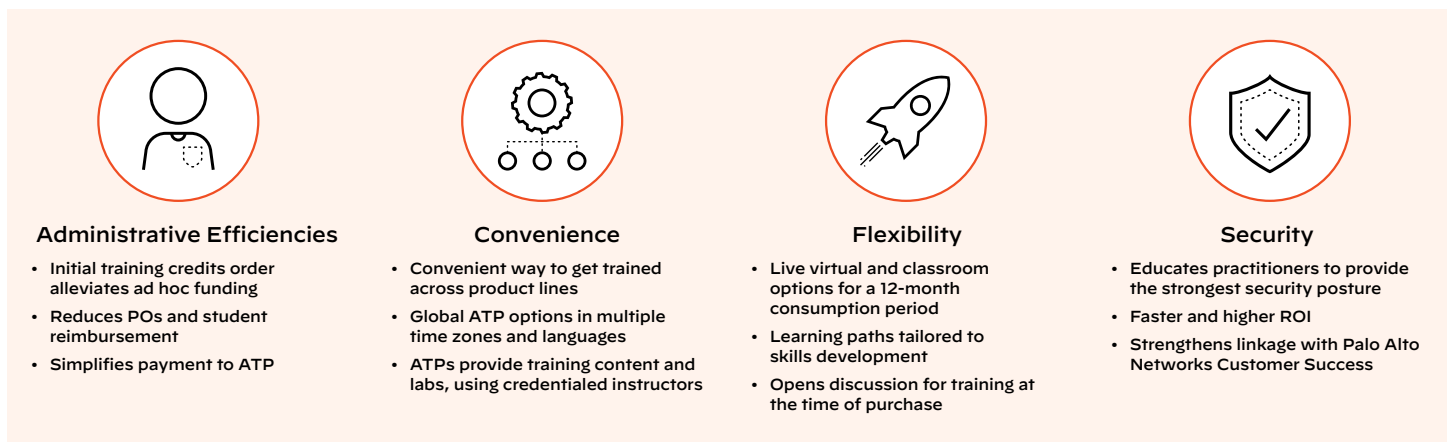
The Palo Alto Networks Training Credits Program simplifies training purchasing and consumption management, giving customers:

- Numerous options when selecting an Authorized Training Partner (ATP) Education Services provider (global partner ecosystem).
- Full 12-month consumption period.
- Simplified ordering and tracking process.
- Easy, upfront budgeting, which alleviates the need to allocate training funds on an ad hoc basis.

Palo Alto Networks training credits give customers a convenient way to establish, protect, and manage a training budget. With training credits, customers have the freedom to select authorized training courses from any participating ATP worldwide. Training credit balances are verified at the time of course registration and debited upon completion of training. Customers receive a welcome email with training credit redemption information and periodic notifications about their balance expiration.

## Customer Benefits

Customers benefit from the simplicity and flexibility of training credits and the added confidence of truly understanding the technical capabilities of Palo Alto Networks security platforms—knowledge that only comes with hands-on training.



**Figure 1:** Training credits ease the administrative burden

## Definitions

This section identifies and defines the critical terminology used in this Program Guide.

### Training Credits

Palo Alto Networks training credits are used to purchase prepaid, instructor-led training (ILT) courses offered through Palo Alto Networks ATPs. Training credits are available on the Palo Alto Networks price list and may be purchased with a hardware, software, services order, or as a standalone item.

Credits must be used with any participating ATP within one year (365 days) from the date of the Palo Alto Networks booked sales order:

- Training credits can be redeemed with participating ATPs for Palo Alto Networks authorized instructor-led courses, including in-class or virtual instructor-led training; authorized, customized instructor-led training that is available through the fulfillment vendor; and private instructor-led training. ATPs may also choose to accept training credits to provide Palo Alto Networks Technical Certification exam vouchers and Palo Alto Networks training lab environment rentals.
- Training credits cannot be redeemed for hardware products, software licenses, or other non-ATP services from Palo Alto Networks or ATPs.

## Authorized Training Partner

A Palo Alto Networks Authorized Training Partner (ATP) is any entity that is in possession of a current, valid Palo Alto Networks Authorized Training Partner Contract Agreement and is in good standing. For a listing of Palo Alto Networks Authorized Training Partners, visit <https://www.paloaltonetworks.com/services/education/atc-locations>.

## Instructor-Led Training

Palo Alto Networks authorized instructor-led training (ILT) courses are taught in the format and duration specified by Palo Alto Networks to the ATP, including the authorized student courseware and lab exercises. For a complete library of all authorized instructor-led course offerings, visit <https://www.paloaltonetworks.com/services/education/instructor-led-training>.

## Virtual Instructor-Led Training (vILT) Offering

A vILT offering is a live instructor-led training course designed to be delivered to a virtual classroom of learners via the internet.

## Certification Offering

Palo Alto Networks has a range of certification offerings as found here: <https://www.paloaltonetworks.com/services/education>. Certification exams will be proctored with Pearson VUE at a testing center or with OnVUE. Training credits may be used to purchase Pearson VUE exam vouchers from any participating ATP.

# Identifying Training Needs

Many Palo Alto Networks ATPs have established a consultative training practice that enables them to perform a needs assessment for student candidates. Customers should contact a participating ATP to develop a custom training plan that fully addresses their specific technical training needs and the number of training credits required. If the customer does not have a preferred ATP, the Palo Alto Networks account manager or sales representative can make an introduction, or the customer can select from a list of providers in their area by visiting <https://www.paloaltonetworks.com/services/education/atc-locations>.

## ATP Instructor-Led Training

Table 1 shows all of the instructor-led courses available to ATPs. Not all ATPs offer all our courses, so reference the ATP listing for availability. Find a list of all Palo Alto Networks instructor-led courses [here](#).

# Determining the Number of Credits to Purchase

Palo Alto Networks has standard recommendations for the number of credits needed based on hardware, software, and licensing purchases being made at the same time. Table 1 is designed to be used only as a quick reference tool for estimating. It is not designed to replace the guidance and advice of a customer's sales representative or consultation with an ATP. Contact a sales representative or an ATP to determine the exact number of training credits to purchase for the intended training outcome. Consult your local ATP for pricing on public and private event options.

## Purchasing Training Credits

Customers purchase training credits through the Palo Alto Networks reseller community. To locate a reseller, visit <https://www.paloaltonetworks.com/company/contact-sales>. After you have completed the "Contact Sales" form, your assigned reseller will contact you.

### Palo Alto Networks SKU: PAN-EDU-TRAINING-100

There is only one SKU to quote training credits: **PAN-EDU-TRAINING-100**. Quantity 1 equals US\$100 redeemable through the Authorized Training Partner:

- Training credits are purchased in multiple quantities to align with training objectives.
- Training credits may be purchased as a standalone item or purchased with orders for hardware, software licenses, or services.
- Training credits are valid for redemption only through ATPs.

- Training credits are available to customers for redemption for one year (365 days) from the Palo Alto Networks sales order close date.
- Multiple lines of training credits can be combined to pay for an ATP service.
- Training credits are not valid for purchase of products, software licenses, or other noneducation services from Palo Alto Networks or participating ATPs.

**Table 1: Current Instructor-Led Course Offerings**

Course	Products	Duration	Estimated MSRP (\$1,000 USD per student, per day)*
<a href="#">EDU-210</a> Firewall Essentials: Configuration and Management	NGFW	5 days	\$5,000 (50 Credits) PAN-EDU-TRAINING-100
<a href="#">EDU-220</a> Panorama: Managing Firewalls at Scale	Panorama	2 days	\$2,000 (20 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-238</a> Prisma SD-WAN: Design and Operation	Prisma SD-WAN	5 days	\$5,000 (50 Credits) PAN-EDU-TRAINING-100
<a href="#">EDU-330</a> Firewall: Troubleshooting	NGFW	3 days	\$3,000 (30 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-318</a> Prisma Access SASE Security – Design and Operation	Prisma Access	4 days	\$4,000 (40 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-260</a> Cortex XDR – Prevention and Deployment	Cortex XDR	3 days	\$3,000 (30 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-262</a> Cortex XDR – Investigation and Response	Cortex XDR	2 days	\$2,000 (20 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-380</a> Cortex XSOAR: Automation and Orchestration	Cortex XSOAR	4 days	\$4,000 (40 credits) PAN-EDU-TRAINING-100
<a href="#">EDU-242</a> Prisma Cloud: Implementation and Configuration	Prisma Cloud	4 days	\$4,000 (40 credits) PAN-EDU-TRAINING-100

\* Consult your local ATP for actual pricing, which varies by region and ATP.

**Table 2: Role-Based Course Recommendations**

Customer Roles	Products	Recommended ILT Courses	Total Training Days	
Network Security	Administrators	NGFW	EDU-210	5 days
	Enterprise Level	NGFW + Panorama	EDU-210 → EDU-220	7 days
	Engineers	NGFW + Panorama	EDU-210 → EDU-220 → EDU-330	10 days
	Remote Access Admin/ Remote Security Engineer, NOC	Prisma Access	EDU-318 (for NGFW Experts)	4 days
		Prisma Access	EDU-210 → EDU-220 → EDU-318	11 days
	Prisma SD-WAN	EDU-238	5 days	
SOC and SOAR	Cybersecurity Analyst	Cortex XDR	EDU-260 → EDU-262	5 days
	SecOps or SOAR Engineers	Cortex XSOAR	EDU-380	4 days
Cloud Security	Cloud Security Engineers and Architects Cloud DevSecOps/DevOps	Prisma Cloud	EDU-242	4 days

## Training Credit Order Confirmation Welcome Email

After purchasing training credits, the customer contact will receive a welcome email from the Palo Alto Networks Training Credits Administrator. The welcome email includes:

- Name of the customer organization.
- Unique Training Credits ID per sales order number.
- Number of training credits available (quantity purchased).
- Dollar value of training credits (quantity purchased x US\$100).
- Date of expiration (booking date of the sales order + 1 year).
- Instructions for redeeming training credits, including a copy of this guide.
- A list of ATPs delivering training and a link to their contact information.

## Redeeming Training Credits

Customers must redeem credits through participating Palo Alto Networks ATPs for all authorized Palo Alto Networks instructor-led training courses. Training credits cannot be used for non-Palo Alto Networks-related training, cash, or purchase of other products or services from Palo Alto Networks or resellers.

A unique Palo Alto Networks training credits identification number (Training Credits ID) is assigned for each purchase. This number must be presented by the customer to the participating ATP when registering for training.

Customers who do not have their Training Credits ID may contact their purchasing manager, Palo Alto Networks sales representative, or Palo Alto Networks Training Credits Administrator at [training-credits@paloaltonetworks.com](mailto:training-credits@paloaltonetworks.com) to obtain it.

If the cost of the ATP training is more than the number of available training credits, the customer is responsible for the remaining amount due, directly payable to the ATP.

- Customers are responsible for the following:
  - » The management and control of the training credits ID number. The purchase of training credits does not automatically guarantee a reservation in any specific class or event.
  - » Contacting ATPs to arrange for services at mutually acceptable delivery dates.
  - » Disclosing to the ATP the intent to use training credits as the method of payment for services.
- Multiple training credit balances may be used to pay for an authorized service.
- Credits are redeemed individually and are worth US\$100 each.
- Palo Alto Networks does not establish prices for training. The customer must contact the ATP directly to determine the cost of a training or service.
- Training must be scheduled and completed on or before the expiration date of the credits, or they may not be redeemed as payment.
- The ATP has full authority to set all prices and may price its services at a premium or discount when accepting training credits as payment.
- If a class is canceled by the ATP, the credits will be restored to the balance. Refunds for student cancellations are subject to the refund policy of the specific ATP involved. The original credit expiration date remains in effect.
- If a student wants to transfer their seat to another student, the customer must notify the ATP in advance of the start of the class. The ATP contacts the Training Credits Administrator to update the student information on record.
- If a customer defaults on paying the sales invoice associated with the sale of the training credits or the account is on credit hold (determined by Palo Alto Networks), the training credits account is deactivated, and the remaining credits are no longer available for redemption.
- When the customer's credit hold is removed, the training credits account is reactivated, and the credits are available for redemption. Under these circumstances, the original credit expiration date remains in effect.

## Redemption Process

The customer presents the Training Credits ID as payment to the ATP. The ATP validates the credit balance by contacting the Palo Alto Networks Training Credits Administrator. The Training Credits Administrator will reduce (reserve) the training credits balance by the amount provided. Once the services have been delivered, the Training Credits Administrator debits the balance permanently.

The training credits redemption process flow provides a quick visual guide to using training credits. In figure 2, the customer wants to use their training credits to purchase a seat in a class.

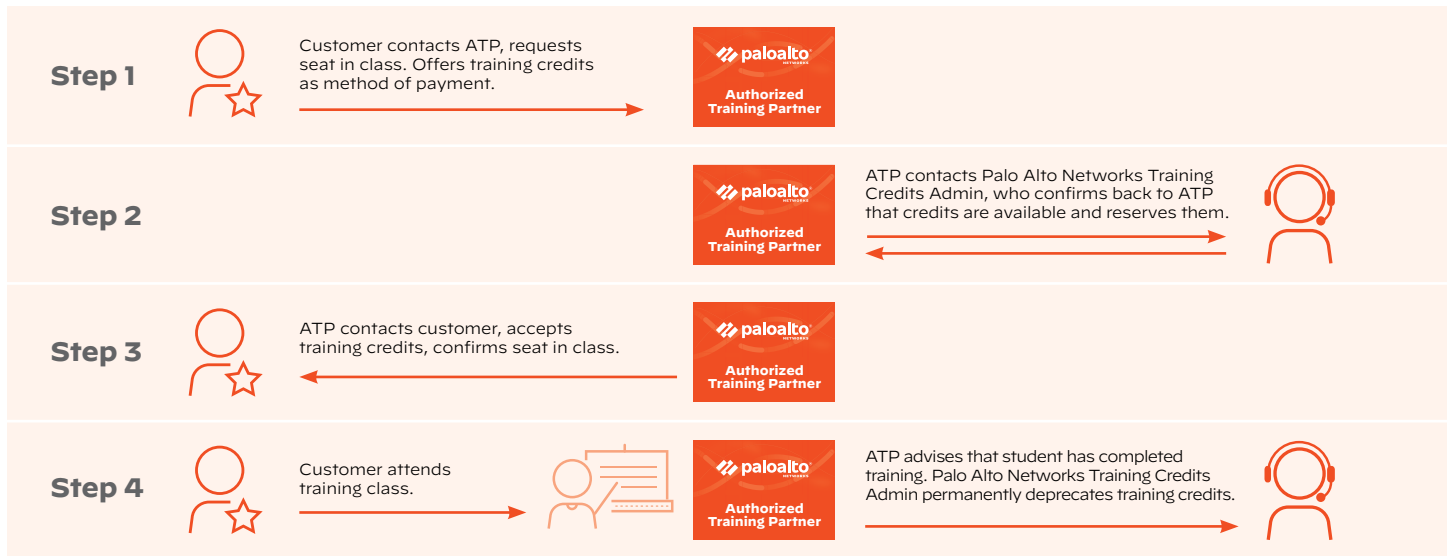


Figure 2: Training credits redemption process flow

**Note:** The training credits redemption process flow is provided as a reference and shows the relationship and interactions among Palo Alto Networks business divisions, participating ATPs, and training credits customers. Palo Alto Networks reserves the right to amend this and other process flows periodically.

## Managing Training Credits

Training credits balances are monitored by the Palo Alto Networks Training Credits Program Administrator. The administrator ensures:

- A balance is created in the Palo Alto Networks Training Credits Tracking System with customer contact information, available balance, and expiration dates aligned to the sales order on which the training credits were booked.
- ATPs have a single point of contact to validate training credits prior to scheduling.
- ATPs confirm service delivery details with the Palo Alto Networks Training Credits team when accepting training credits as payment.
- Customers receive expiration notices for any balance remaining at 90, 60, and 30 days to expiration. Customer questions sent to [training-credits@paloaltonetworks.com](mailto:training-credits@paloaltonetworks.com) are answered in a timely manner.

---

## Expiration Notice

Training credits expire one year from the date of sale. After they expire, the credits are no longer available for redemption. Palo Alto Networks places tremendous value on customer relationships and enablement, and makes reasonable efforts at reminding customers to consume their training credits prior to expiration. Education Services sends proactive reminders at the 90-, 60-, and 30-days-to-expiration milestones, encouraging customers to consume their remaining balances and providing course recommendations. The customer's sales representative is copied on the notices to ensure that all parties are aware of the training credits balance at risk of expiration. The expiration notices include:

- Name of the customer organization.
- Unique Training Credits ID derived from the sales order number.
- Number of training credits available (quantity purchased).
- Dollar value of training credits (quantity purchased x US\$100).
- Date of expiration (1 year from booking date of the sales order).
- Recommended Palo Alto Networks technical courses.
- Instructions for redeeming training credits, including a copy of this guide.
- A list of ATPs delivering training and a link to their contact information.

## Palo Alto Networks Commitment

- Under the structure of the Education Services Training Credits Program, Palo Alto Networks agrees to:
  - » Maintain training credits balances in a central tracking tool.
  - » Enable, incentivize, and support the Palo Alto Networks sales force in selling training credits.
- Palo Alto Networks shall be entitled to have a third party administer all or part of the Palo Alto Networks Training Credits Program on its behalf.
- By participating in the Palo Alto Networks Training Credits Program, the participant grants Palo Alto Networks the right to supply third parties with participant information as is required for performance of the program.
- Palo Alto Networks reserves the right to amend this guide periodically and agrees to employ reasonable efforts to provide advance notice of any changes to the guide or program.
- Participants are responsible for remaining informed of current program guidelines by reviewing the Program Guide on an ongoing basis.

## Resources

- The latest revision of this guide can be downloaded from [https://www.paloaltonetworks.com/services/education#Training\\_Credits](https://www.paloaltonetworks.com/services/education#Training_Credits).
- For any general questions regarding training, certification, or Palo Alto Networks Authorized Training Partners, contact [atp-program@paloaltonetworks.com](mailto:atp-program@paloaltonetworks.com).
- To locate the nearest ATP, visit [www.paloaltonetworks.com/services/education/atc-locations](http://www.paloaltonetworks.com/services/education/atc-locations).
- To locate a class from a consolidated ATP class schedule, visit: [atpschedules.paloaltonetworks.com](http://atpschedules.paloaltonetworks.com).



---

## About the ATP Program

### Palo Alto Networks 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.
- New product release technical training and resources.
- Ongoing product recertification and accreditation.
- Access to Palo Alto Networks technical subject matter experts (SMEs).
- Access to Palo Alto Networks ATP community discussion forums.

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

## Customer Support

Support for the Training Credits Program is provided by the Palo Alto Networks Education Services team. Send balance inquiries and program-related questions to [training-credits@paloaltonetworks.com](mailto:training-credits@paloaltonetworks.com).



3000 Tannery Way  
Santa Clara, CA 95054

Main: +1.408.753.4000

Sales: +1.866.320.4788

Support: +1.866.898.9087

[www.paloaltonetworks.com](http://www.paloaltonetworks.com)

© 2023 Palo Alto Networks, Inc. Palo Alto Networks and the Palo Alto Networks logo are registered trademarks of Palo Alto Networks, Inc. A list of our trademarks can be found at <https://www.paloaltonetworks.com/company/trademarks.html>. All other marks mentioned herein may be trademarks of their respective companies. parent\_wp\_parent\_guide\_training-credits-program-guide\_102623