



# 4PSA Training Program Overview

**Building Knowledge Together  
For 4PSA Customers and Partners**

## Training Location

The training sessions are conducted at Rack-Soft's headquarters located in Bucharest, Romania, in a facility designed and equipped for the 4PSA Training Program.

Training sessions can also take place at the client's headquarters. In this case, the client must be willing to train at least three persons. The client must provide the facilities and infrastructure according to the nature of the training that is conducted at that location. Transport and accommodation expenses for the Rack-Soft trainer(s) will be supported by the client.

## Payment and Cancellation Policy

### Payment Policy

The completed **4PSA Training Program Enrollment Form** is regarded as a serious engagement in attending the training session. Upon receive of the Enrollment Form, Rack-Soft schedules the class in a training session and issues an invoice for the order. The invoice must be paid within 10 days, but no later than 15 days before the scheduled training session date, otherwise the client might lose the reserved seat(s). Seats are reserved in a class following the first arrived, first served rule. Attending the training session is conditioned by the payment of the scholarship fees.

Companies that enroll more than one student in a class will benefit of a 5% discount for the second student and 2% for each additional student, starting with the third one.

### Cancellation Policy

#### Participant Cancellation

Participants can request cancellation at least 15 days before the start of the training session. The student can opt for one of the following options:

- Training rescheduled to another date
- Refund of the registration fees, minus bank commissions

If the cancellation request is not received at least 15 days before the start of the training session, no scholarship taxes can be refunded. It is still possible to reschedule the training to another date. Training session reschedule is allowed only once and the rescheduling must be performed within six months.

In order to reschedule a training session, the student must fill in and send the **4PSA Training Program Reschedule Form**.

### Rack-Soft Cancellation

Rack-Soft is able to cancel a scheduled class when the company is not able to provide the qualified instructor or when more than 60% of the class seats were not booked.

The organizer will notify all the registered participants at least 15 business days before the training date, offering a reschedule of the training session. The participant may not accept the class to be rescheduled, in this case Rack-Soft will refund all paid taxes.

## Training Packages

- A. **Standard** Training Package. This package offers access in the training class, assistance from the instructor, certification examination, coffee, and soft drinks during breaks. The advertised price is for the standard package.
  
- B. **Advantage** Training Package. Everything in the Standard Training Package included, plus:
  - Accommodation in a \*\*\* hotel, breakfast included (upgrade to \*\*\*\* or \*\*\*\*\* is available, contact Training Program Team for more options)
  - Transfer from the hotel to the training location
  - Lunch for training days

The extra fee for the Advantage Training Package is 360Euro.

## Infrastructure

The standard configuration of the training lab offers 12 seats for students, one instructor seat, and one seat for the supporting technician.

Each student's workstation is equipped according to the following minimum requirements: CPU Intel P4 2 GHz, 512 MB RAM, 15" LCD display, 40 GB Hard disk, 100Mbps Ethernet connection. All workstations have installed the software packages required by the training program and are connected to the Internet and to the lab infrastructure.

Participants are allowed, according to their activity, to access the network and telephony equipment, servers, testing devices, etc.

The following equipment is available in the training room:

- Work desk containing the test infrastructure
- Video projector with a 1024x728 resolution
- Whiteboard (2.50m x 1.20m)
- Notebook + writing tools

The training room has redundant access to Internet and to the electric energy grid.

## Signing up

The **4PSA Training Program Enrollment Form** is available for download at:

[http://www.4psa.com/docs/training/4PSA\\_TP\\_Enrollment\\_form.pdf](http://www.4psa.com/docs/training/4PSA_TP_Enrollment_form.pdf)

The completed form must be sent by fax to +1 270-638-0988 or by email (scanned and attached) to [sales@4psa.com](mailto:sales@4psa.com)

## Certification

4PSA Training Program students can get certified after an evaluation exam.

The certification exam is conducted in the last day of training and is included in the training price. The certification exam is a hands-on lab session where students face real life situations. The time available to complete the evaluation exercises is 4 hours. The maximum score is 100 points. A student will receive the certification if he scores at least 60 points. Students who score more than 90 points will receive a 5% voucher that can be used to pay for any other 4PSA Training Program class.

The certification exam can be rescheduled for students that do not meet the 4PSA Certification Exam examination criteria. The reevaluation price is 279Euro and can be rescheduled within 6 months interval after the first evaluation.

## We Invite You to Evaluate Us

Rack-Soft wants you to evaluate us. Help us improve the quality of the training program, an important chapter of the Rack-Soft's quality commitment. Participants to the 4PSA Training classes are kindly requested to complete an anonymous feedback evaluation questionnaire.

Thank you for helping us improve our curriculum and training process.

If you have any question regarding 4PSA Training Program, do not hesitate to contact [training@4psa.com](mailto:training@4psa.com).