

# Center of Excellence

UNIVERSITY OF APPLIED SCIENCES ZAGREB

# About the project

University of Applied Sciences Zagreb has decided to develop and implement Center of Excellence as part of our service portfolio. Basic ground for this comes from the market need: employers (SMEs) want excellent candidates' skills in the field of networking technology. Many employers asked us to recommend candidates for certain job but we do not have possibility to test separately each candidate. We saw this as a great opportunity to broaden our service portfolio based on market need with a close cooperation with SMEs.

<http://www.netakademija.hr/centar-izvrsnosti>

# About the project

Through project activities, we have conducted market research on 216 Cisco Networking Academy former and current students. Results of the market research has been used in forming and defining clear guidelines for development of the pilot project. 20 students have gone through our pilot project – CCNA testing. Total of 5 instructors have been involved in development and conduction of the pilot project.

At the beginning of the project 47% of tested students have been employed, at the end of the project that percentage has gone up to 89%. 67% of pilot project students with Center of Excellence certificate are confident that the certificate made great value in improving their work position or acquiring new job position.

# Project activities

1. Market research
2. Development of the pilot project exams – CCNA
3. Testing of 20 candidates
4. Establishment of cooperation with „Center for career development” at University of Applied Sciences Zagreb

# Market research

Survey results show highly positive perspective towards the project idea with score of 3,86 (on the scale of 5)

## Center of Excellence perspective:

Positive	69%
Neutral	30%
Negative	1%

Concept acceptance score: 3,86

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### Positive reasons:

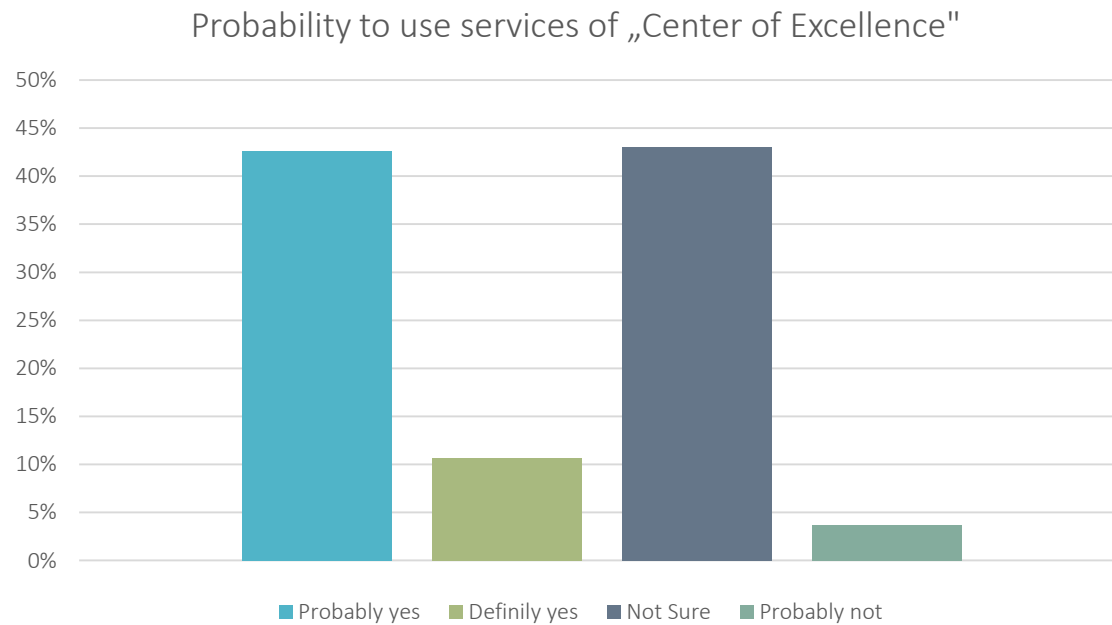
- Developing competition among education options
- Recognition of top candidates for employers
- Makes a difference between an expert and „expert”
- Makes better connection with practical skills
- Maintains certain level of skills
- Extra acknowledgement of gained competences
- Inspires people to be more „Achievement oriented”

### Negative reasons:

- Certificate is not necessarily an indicator of excellence
- Recognition of certificate value by companies is questionable
- Candidates may tend to disapprove an extra testing process
- University of Applied Sciences may not be recognized as adequate authority

# Market research

- 54% examinees are willing to use Center of Excellence services



# Exam development

- CCNA exam was developed in cooperation of 5 CCNA instructors with at least 5 year teaching experience
- Exam was designed to allow candidates to demonstrate 90% of CCNA skills
- Exam was based on CCNA 640-802 exam
- New exam for CCNA 200-120 is in development

# Exam topics

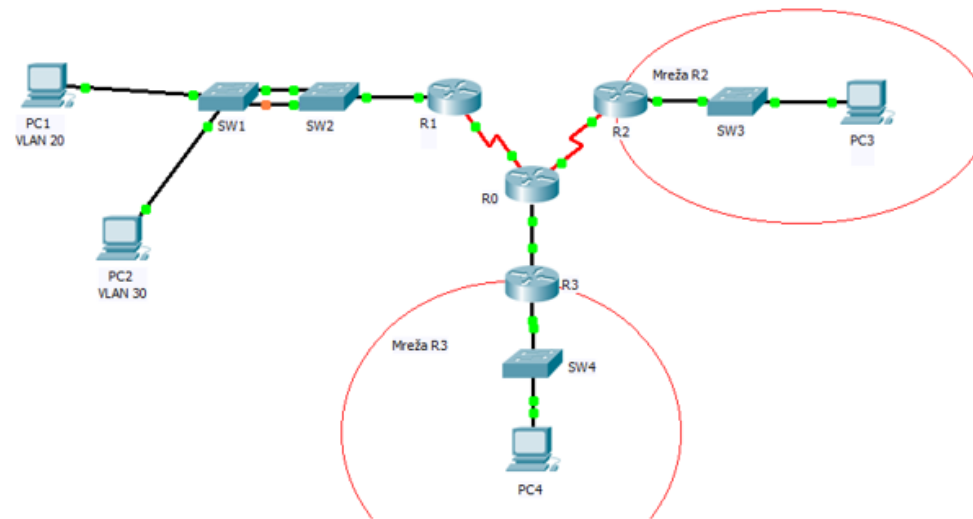
- IP subnetting
- Cabling devices
- Basic router, switch and PC settings (hostname, password, IP settings, etc.)
- Static and dynamic routing configuration
- VLAN, STP switch configuration
- ACL configuration
- NAT configuration
- PPP configuration



# Pilot project

- pilot project was done with 20 candidates during 6 months period
- testing included 20 question MOODLE exam and 100 minute skills exam on real equipment

Topology example:



# Cooperation

Cooperation was established with „Center for career development” at University of Applied Sciences and resulted with one pilot project candidate employment.

<http://www.netakademija.hr/centar-za-karijerno-savjetovanje>

# Project results

Results of the market research has been used in forming and defining clear guidelines for development of the pilot project. 20 students have gone through our pilot project – CCNA testing. Total of 5 instructors have been involved in development and conduction of the pilot project. Project summary has been sent out to 46 academies in Croatia, Bosnia and Herzegovina, Serbia and Slovenia. At the begging of the project 47% of tested students have been employed, at the end of the project that percentage has gone up to 89%. 67% of pilot project students with Center of Excellence certificate are confident that the certificate made great value in improving work position or acquiring new job position.

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