

## Databricks Blended Learning

This Service Description describes the scope of services (including associated Customer requirements) for the Databricks Training Service identified above (the “**Service**”), and applies to the Service under Customer’s accepted Services Order, for the duration of Customer’s purchased subscription period.

### Service Overview

*Accelerate the benefits of your Lakehouse implementation by taking advantage of Databricks Blended Learning.*

Transformation to an open, unified and scalable data and AI platform requires investment in skills development to ensure that staff are not only capable of leveraging the power of the platform, but are able to do so while applying best practices. Databricks provides a range of training services to help drive this necessary talent transformation, so teams with different levels of experience can get what they need to reduce risk and to accelerate their data and AI initiatives. **Blended Learning** is a cohort-based training offering for customers of all sizes that offers a blend of live and self-paced learning to optimize course completion and knowledge retention.

### Description of Services

Databricks Blended Learning helps Students develop skills with a variety of elements – live instruction and self-paced learning – that accommodate most learning styles as described below:

Benefit Areas	Service Features
<p><b>Overview</b></p> <p><i>Unlimited access to our full catalog of Cohort-Based Classes</i></p> <p><b>Learning Elements</b></p> <p><i>A blend of live and self-paced lessons to improve your Students’ expertise</i></p> <p><b>Learning Elements,</b></p>	<ul style="list-style-type: none"> <li>● <b>Duration.</b> The Service may be purchased for 1 or more annual periods. The Databricks Blended Learning Subscriptions entitlements described in this Service Description apply to each one-year subscription period purchased.</li> <li>● <b>Full Catalog Access.</b> Students can access any of our publicly available Cohort-Based Classes listed in our catalog</li> <li>● <b>Blend of Learning Elements.</b> Each Cohort-Based Class is a blend of live lessons, self-paced lessons, message boards, and support – all designed to maximize Student learning through the entirety of the Cohort-Based Class</li> <li>● <b>Timezone Friendly.</b> Live sessions are offered in both US/EMEA-friendly times, as well as an APJ/India-friendly time</li> <li>● Students may register for as many public Cohort-Based Classes across our standard role-based offerings as they like</li> <li>● Each Cohort-Based Class is typically four weeks and contains weekly live instruction and self-paced lessons that are each released on a weekly basis</li> </ul>

## Benefit Areas

## Service Features

*Continued*

### Labs

*On-demand, hands-on exercises*

### Training Support

*Support to keep your Students on track*

### Certification Preparation

*Assistance in preparing for certification*

### Discussion Boards

*Get to know, learn from, and support other Students*

- In addition to the lessons, Students are given access to Databricks workspaces to complete guided exercises in support of that week's learning objective
- Each Cohort-Based Class includes on-demand, guided lab exercises that align with each week's subject matter
- Instructors/Teaching Assistants (TAs) provide an overview of each week's material and may provide recaps of prior week's lessons based on Student questions
- Each Cohort-Based Class comes with synchronous and asynchronous training support
- Teaching Assistants (TAs) provide Student support via live session chat and discussion boards
- Databricks provides Student training support on a 24x5 basis, (Monday-Friday, Databricks business holidays excluded), to answer questions about the course materials and to aid Students in completing lab exercises
- Lab support is also available on a reasonable efforts basis from the Databricks Enablement team via Training Support tickets (link provided in the learning platform)
- All Cohort-Based Classes include one week of certification preparation
- Includes an overview of the exam registration process, exam policies, a review of exam topics, and sample questions
- Delivered as both pre-recorded videos and live instructor discussions
- Each Cohort-Based Class receives access to Cohort-only discussion boards for group discussion and support to increase Student engagement and knowledge retention
- Instructors, TAs, and Training Support team participate in the discussion boards to help guide and support Students

## Prerequisites

Throughout the engagement, Customer will assure that the following requirements are met, to enable the Services:

- **Academy Accounts.** Throughout the subscription term, all Students must have Databricks Academy accounts (for more information, visit [customer-academy.databricks.com](https://customer-academy.databricks.com)).
- **Student Pre-Registration.** Customer must provide Databricks its list of Databricks Academy user ids (email addresses) for each Student for whom you are purchasing a Databricks Blended Learning subscription license.
  - These user ids will be added to the allow-list granting each Student access to the Databricks catalogs during the subscription term.

## Out of Scope

- Databricks does not guarantee that Students will pass a Databricks Certification Exam after participation and completion of a course.
- Licenses are not transferable once assigned to a Student, nor can they be shared/used by anyone other than the Student. Sharing use of a Student's credentials may void that license at Databricks' discretion.
- Lab environments cannot be used for production purposes, or any other purpose other than accessing and using labs including running approved practice exercises.
- Training support cannot be used for troubleshooting of actual production issues and/or for technical support purposes, and training support tickets cannot be used to submit requests for technical support of Platform Services.
- Blended Learning does not include tailored or private classes, which are separately purchasable as Instructor Led Training.
- If a multi-year subscription is purchased, entitlements from a future annual period cannot be pulled forward into the current period, and unused entitlements cannot be rolled over for use in a subsequent period.

## Additional Definitions and Terms

- **"Agreement"** means your agreement with Databricks providing general terms for our Services.
- **"Cohort"** means a group of Students in the same Blended Learning class, participating in the same components and completing the same course materials at the same time.
- **"Cohort-Based Class"** means a class that is run across multiple weeks with the same Cohort.
- **"Services Order"** may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document.
- **"Student"** means a named individual who is registered to access and use the Service (and who may also be referred to as a user or learner).
- **"we", "us" or "our"** means Databricks, Inc. or its Affiliates.
- **"you" or "your"** means the Customer organization that placed the Services Order.