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AWS re/Start Program Guide

Updated December 19, 2024

# Introduction

Welcome

AWS re/Start is a cohort-based workforce development training program that prepares individuals for entry to mid-level cloud careers. AWS re/Start is free to the learner. After 2-3 months of in-person or blended training, collaborating organizations connect AWS re/Start program graduates with potential employers. AWS re/Start (“Program”) is further described at <https://aws.amazon.com/training/restart/>.

This Program Guide provides an overview of AWS re/Start including requirements and information about how a Collaborating Organization participates in the Program.

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## Additional Resources

Upon acceptance into this Program, you will have access to our AWS re/Start Collaborating Organization Portal which will include the following resources, which are referenced in this Program Guide:

* AWS re/Start Brand Marketing Guidelines
* AWS re/Start Co-Messaging Framework
* Learner Intake Guidance Document
* AWS re/Start Instructor Qualifications and Requirements Document
* AWS re/Start Graduation Requirements and Digital Badge Instructions
* Collaborating Organization Project Plan
* AWS re/Start Metrics Instruction Guide

Benefits for Collaborating Organizations

AWS re/Start Collaborating Organizations

AWS re/Start Collaborating Organizations receive a number of benefits including:

* Access to complete AWS-developed Curriculum;
* Course updates that reflect new AWS releases and best practices;
* Access to Learning Management System, online labs, and technical support;
* AWS Digital Badges for all verified AWS re/Start Graduates and Instructors;
* Your logo, linked to your website, on the AWS website;
* Access to AWS re/Start logos, branding, and joint Public Relations opportunities;

## Requirements for Collaborating Organizations

To participate in AWS re/Start, Collaborating Organizations must:

* Enter into an AWS re/Start Main Services Agreement (“Agreement”), any applicable Work Order (“WO”), and agree to all requirements described in this AWS re/Start Program Guide and referenced resources herein;
* Provide contact information for individuals responsible for the functions listed in the “Collaborating Organization Roles and Functions” section of this document;
* Submit an annual cohort plan and collaborating organization business plan (as requested);
* Agree with AWS upon how to talk about your organization in a Co-Messaging Framework;
* Provide each graduate with an opportunity for at least one job interview;
* Use AWS re/Start logos and branding in accordance with the AWS re/Start Brand Marketing Guidelines including co-branding of landing page for receiving Learner applications;
* Any third-party organizations contracted by the Collaborating Organization for AWS re/Start must also follow the AWS re/Start Brand Marketing Guidelines;
* Attend regular check-ins with the allocated AWS re/Start Program Manager on a pre-agreed cadence
* Submit metrics reporting as described in the AWS re/Start Metrics Instruction Guide;
* For AWS re/Start Foundation cohorts, identify and onboard at least one AWS re/Start Program Instructor before the cohort is scheduled – Look into cost and availability of a qualified instructor early on in the planning process;
* Administer and deliver the Curriculum for approved AWS re/Start cohorts, when required by the Program, as outlined in any applicable Work Order, using only use the most up-to-date Curriculum provided by AWS.

*AWS maintains the right to terminate agreements with Collaborating Organizations that fail to comply with Program requirements outlined in the MSA, WO, or this Program Guide.*

AWS re/Start provides two offerings for unemployed and underemployed learners, each one aligned with a different level of AWS certification.

Program Offerings

## AWS re/Start Foundation

There are two modalities for AWS re/Start Foundation. In each, graduates validate knowledge gained in this offering with the AWS Cloud Practitioner Certification at completion.

One modality is designed for a 12-week, full-time, instructor-led classroom delivery, this offering does not require learners to have any previous professional or IT exposure.

The other modality is optimized for a 9-week, full-time, instructor-led classroom delivery, this offering requires learners to have 3+ years of professional experience with an evidence of career progression and/or a college degree.

## AWS re/Start Associate

There is one modality for AWS re/Start Associate. Graduates validate knowledge gained in this offering with the AWS Associate level certification at completion.

Designed for an 8-week, asynchronous, guided experience, this offering requires learners to have previous non-cloud IT experience and AWS Cloud Practitioner Certification.

*AWS re/Start Associate is offered with limited availability and by invitation only.*

## If recruiting externally, Collaborating Organizations will host and maintain a co-branded website to advertise the Program to potential Learners and conduct recruitment of applicants and selection of Learners. The following are the AWS re/Start Learner criteria and the recommended stages that Collaborating Organizations should take when selecting Learners to enter into the Program.

Learner Criteria and Selection

## Selecting Learners for AWS re/Start: AWS re/Start Foundation

|  |  |  |
| --- | --- | --- |
| ***Stage*** | ***Description*** | ***AWS re/Start Learner Criteria*** |
| 1. Online application hosted on the Collaborating Organization’s Website | Collects basic information (location, age, employment status, or anything else applicable to Collaborating Organization cohort audience requirements) \*\* | Basic eligibility for cohort audience (note that the Program is intended for job-ready adults, 18 years old and up) |
| 1. Technical assessment conducted by the Collaborating Organization | Collaborating Organization measures aptitude for success in Program and subsequent employability | Aptitude for AWS re/Start |
| 1. Motivation assessment conducted by the Collaborating Organization | Includes personal interest in AWS re/Start and in a career in the cloud; Collaborating Organization determines if the candidate is a fit for movitavtion | Motivation for the AWS re/Start Program and employability including communication skills, professionalism, and interpersonal skills |
| 1. Collaborating Organization invites applicant to participate | Candidate is invited to participate in the Program (and given self-selection opportunity after receiving realistic insight into Program and role) | Commitment to completing the AWS re/Start Program and following through with job-seeking process |
|  |  |  |

Selecting Learners for AWS re/Start: AWS re/Start Associate

Candidates would meet the above selection criteria for Foundation plus the following:

* Individuals with previous non-cloud IT experience of 18 months
* AWS Cloud Practitioner certification
* Currently unemployed or under-employed individuals

*Collaborating Organizations may recruit and admit learners based on statutorily protected classes, however, Collaborating Organizations may not deny any individual participation in the Program on those bases, including limitation of learner selection based on quotas.*

AWS re/Start Curriculum is maintained by AWS. The AWS re/Start learning path is purpose-built for specific audiences.

Curriculum and AWS Certification:

AWS re/Start Foundation

## AWS re/Start Foundation

The AWS re/Start Foundation Curriculum must be delivered to Learners by a Program Instructor in a classroom environment or remote learning environment. Curriculum content may not be modified in any way, however, the Collaborating Organization can include examples that add relevance to the specific geography or audience type. Furthermore, additional non-technical content such as employability skills may be delivered by the Collaborating Organization to enhance the Learner experience as long as the AWS re/Start Brand Marketing Guidelines are followed.

## 

AWS re/Start Collaborating Organizations and Program Instructors must:

* Comply with the Agreement, any applicable WO, and requirements described in this Program Guide;
* Refrain from sharing AWS curriculum with anyone without prior AWS approval;
* Be approved by AWS for each AWS re/Start cohort they intend to deliver to Learners;
* Deliver AWS re/Start Curriculum in its entirety as-is (i.e. no AWS-related content additions, revisions, modifications, or deletions);
* Refrain from making any unauthorized changes to AWS re/Start material within the Learning Management System provided by AWS;
* Use the most up to date Curriculum to deliver the Program as provided by AWS;
* Deliver the AWS re/Start cohort to Learners in an Program Instructor-led classroom environment or remote learning environment;
* Refrain from adding individuals to the AWS re/Start environment in Canvas who are not enrolled Learners - any additional request for access must be sent to AWS for approval;
* If delivering in a classroom, provide an environment that meets the following criteria:
  + A safe, clean, and disabled person-accessible classroom;
  + Each Learner must be equipped with an individual computer which satisfies the requirements outlined at <http://aws.amazon.com/console/faqs/>;
  + Wi-Fi Internet access for each Learner and Program Instructor that can sustain a 5Mbps connection (as measured at speedtest.net) and support outbound RDP (TCP/3389) and SSH (TCP/22) traffic;
  + Projector and projection screen;
  + IT support;
  + Program Instructor workspace for session preparation, materials prep, printing, etc.
* Learners taking the AWS Certification exam will need identification (IDs) that meets the requirements outlined below in order to sit for AWS certifications:
  + All IDs must be valid government-issued originals (i.e. not a photocopy)
  + IDs must include the test-taker’s name and a recent, recognizable photo
  + The first and last name on the ID must match the first and last name used to register for the exam

## AWS re/Start Associate

Curriculum and AWS Certification:

AWS re/Start Associate

The AWS re/Start Associate Curriculum will be delivered to Learners in a self-paced and asynchronous manner in a remote learning environment with weekly assignments. Curriculum content may not be modified in any way. Additional technical content and support, such as weekly webinars and office hours will be delivered by the AWS Training and Certification team to enhance the Learner experience. Furthermore, additional non-technical content such as employability skills may be delivered by the Collaborating Organization to enhance the Learner experience as long as the AWS re/Start Brand Marketing Guidelines are followed.

AWS re/Start Collaborating Organizations must:

* Comply with the Agreement, any applicable WO, and requirements described in this Program Guide;
* Refrain from sharing AWS curriculum with anyone without prior AWS approval;
* Be approved by AWS for each AWS re/Start Associate cohort they intend to enroll Learners into;
* Ensure Learners consume AWS re/Start Curriculum in its entirety as-is (i.e. no AWS-related content additions, revisions, modifications, or deletions);
* Refrain from making any unauthorized changes to AWS re/Start material within the Learning Management System provided by AWS;
* Use the most up to date Curriculum to deliver the Program as provided by AWS;
* Refrain from adding individuals to the AWS re/Start environment in Canvas who are not enrolled Learners - any additional request for access must be sent to AWS for approval
* Learners taking the AWS Certification exam will need identification (IDs) that meets the requirements outlined below in order to sit for AWS certifications:
  + All IDs must be valid government-issued originals (i.e. not a photocopy)
  + IDs must include the test-taker’s name and a recent, recognizable photo
  + The first and last name on the ID must match the first and last name used to register for the exam

## Collaborating Organization Roles and Functions

Collaborating Organization Roles and Functions

AWS will provide Collaborating Organizations access to a Learning Management System curriculum content and customer support as needed and defined in the AWS re/Start Instructor Qualifications and Requirements Document. The list below contains various roles that can be assumed where applicable. Collaborating Organizations may identify the same person for multiple roles. The Main Point of Contact will have access to add, update and de-activate contacts via the ‘Contacts’ tab on the AWS re/Start Collaborating Organization Portal. The contact list should be reviewed at least once per quarter.

|  |  |  |
| --- | --- | --- |
| **Function** | **Role Definition** | **Tasks** |
| Executive Contact | Leadership Point of Contact in the Collaborating Organization | Provide executive point of contact |
| Main Point of Contact | Point of contact responsible for AWS re/Start operations; Project Manager; AWS Regional Program Manager will work directly with this person. | Manage project milestones and feedback loop to AWS; add, update and de-activate contacts in AWS re/Start CO Portal; commit to cohorts and assign instructors and course coordinators for cohorts in the AWS re/Start CO Portal |
| Metrics Lead | Point of contact in the Collaborating Organization who is responsible for submitting program data to AWS | Monitor and report metrics for Collaboraing Organization through the AWS re/Start CO Portal |
| Marketing Lead | Point of contact in the Collaborating Organization responsible for Marketing/PR | Work with AWS Regional Program Manager on announcements, media, messaging framework, and learner application website |
| Funding Lead | Point of contact responsible for securing funding | Grant writing, locating funding, allocating funding, etc. |
| Placement Lead | Person responsible for securing interviews for AWS re/Start learners and connecting learners to job opportunities | Build and maintain relationships with potential employers for AWS re/Start graduates |
| Legal Signatory | Point of Contact who can sign AWS NDA, MSA, and Work Order | Sign legal documents sent by AWS |
| Professional Skills Instructor | As an option, the CO can source an instructor that is assigned to teach the professional skills piece of the curriculum. They will NOT be given access to the technical curriculum. The CO is solely responsible for sourcing this instructor based on the CO’s qualification requirements, and must be confident that the instructor can teach professional skills. | Teach professional skills |
| Course Coordinator | The CO can assign an individual to manage the learners’ progress | Manage learner progress throughout program and provide classroom support |
| Instructor [Required for Foundation Only] | Qualified Program Instructor accredited by AWS to teach the program. This instructor can teach both the Technical and Professional Skills modules. | Teach the program |

Access to Program Resources

## Access to AWS re/Start Program Resources

Access to AWS re/Start Learning Management System content is provided to Collaborating Organizations based on roles. Access requests for the roles listed below should be initiated by filling out the relevant templates in the Collaborating Organization Project Plan and AWS re/Start Support Templates document.

|  |  |
| --- | --- |
| **Role Name** | **Access Provided** |
| Executive Contact | AWS re/Start Collaborating Organization Portal |
| Main Point of Contact | AWS re/Start Collaborating Organization Portal |
| Metrics Lead | AWS re/Start Collaborating Organization Portal |
| Marketing Lead | AWS re/Start Collaborating Organization Portal |
| Funding Lead | AWS re/Start Collaborating Organization Portal |
| Placement Lead | AWS re/Start Collaborating Organization Portal |
| Professional Skills Instructor | AWS re/Start Collaborating Organization Portal; Curriculum |
| Instructor | AWS re/Start Collaborating Organization Portal; Instructor Resources; Curriculum |
| Course Coordinators | AWS re/Start Collaborating Organization Portal; Curriculum |

**AWS re/Start Collaborating Organization Portal:** Includes this Program Guide, Collaborating Organization Project Plan, AWS re/Start Support Templates, Marketing resources including logo package, Curriculum and Job Skills information, and the other documents referenced in this Program Guide.

**Instructor Resources:** Includes relevant information for onboarding Program Instructors such as instructor guides, how to grant curriculum access to learners, graduation criteria, how to validate learner graduation, and more.

**Curriculum:** After identifying a qualified Program Instructor per the AWS re/Start Instructor Qualifications and Requirements Document, the Collaborating Organization should fill out the Instructor Request form in the AWS re/Start Collaborating Organization Portal requesting instructor accreditation.

If the Collaborating Organization plans to provide additional wrap-around content specific to the geography or audience, they can request access to the AWS re/Start curriculum for up to 2 individuals on a need-to-know basis. This can be requested via contacting AWS re/Start Support <https://support.aws.amazon.com/#/contacts/aws-restart>

Access to the Curriculum is on a need-to-know basis only, and the individuals receiving access must not share the material with anyone without proper authorization from AWS.

## Employer Engagement

Employer Engagement and Metrics Reporting

AWS re/Start provides opportunities for Learners to connect with Potential Employers so that they can begin their careers in the cloud. Collaborating Organizations will support AWS re/Start Learners with interview preparation and resume review in order to prepare them for job interviews. Collaborating Organizations must ensure that every Learner has an opportunity for at least one interview, and Collaborating Organizations must report Placements.

Placement is defined as paid work related to tech during or after the AWS re/Start program. This includes full time jobs, contract positions, paid internships, apprenticeships, part time jobs, and freelancer/entrepreneur positions. The AWS re/Start program celebrates the career success of all learners, regardless of the time it takes to secure their first technical role. Please record the first eligible job for all AWS re/Start learners by completing the ‘Placement’ form in the ‘Forms’ section of the CO Portal.

## Metrics Reporting

Collaborating Organizations regularly report metrics to AWS. Instructions for Metrics Reporting can be found in the AWS re/Start Metrics Instruction Guide.

AWS re/Start Collaborating Organizations are asked to complete metrics reporting in the following cadence:

**Before Cohort Start**

* Submit Funding Metrics Form to report funding sources for AWS re/Start in the AWS re/Start Collaborating Organization Portal under “Forms”

**Week 1 of Delivery**

* Submit Delivery Metrics Intake Survey in the AWS re/Start Collaborating Organization Portal under “Forms”

**After Graduation**

* Submit Placement Forms in the AWS re/Start Collaborating Organization Portal under “Forms”
* Submit total number of learners who scheduled the AWS certification exam and total number of learners who passed the AWS certification exam per cohort through the AWS Support Form

*All metrics reported through the AWS re/Start Collaborating Organization Portal should be anonymized and aggregated at the cohort level. Please do not include any personal data (for example, names or contact information of individuals). Also, please observe applicable laws and regulations related to data reporting in your location.*

AWS re/Start requires Program Instructors to deliver AWS re/Start Foundation. No Program Instructor from the Collaborating Organization is required to deliver AWS re/Start Associate, as instructional support for this offering will be provided directly by AWS.

Instructor Requirements

## AWS re/Start Foundation: Program Instructor Qualifications

* To deliver the AWS re/Start Curriculum, the Collaborating Organization must identify a Program Instructor who meets the AWS re/Start Program Instructor qualification requirements as outlined in the AWS re/Start Instructor Qualifications and Requirements Document and confirm with AWS that the Program Instructor is qualified to instruct the AWS re/Start course;
* Summary of Program Instructor requirements:
  + AWS SysOps Administrator – Associate certification or AWS Solution Architect – Associate Certification active through the duration of instruction. Professional level certifications in Solution Architect or DevOps are also accepted;
  + One year of experience in teaching technical IT content covering at least four of the five areas mentioned below:
    - Linux Operating System
    - Scripting languages such as Shell and Python
    - Networking and Security concepts
    - Relational Databases
    - DevOps Concept and Processes
  + Microsoft Office skills (Excel, Word, and PowerPoint)
* To optimize delivery quality and Learner experience, the Collaborating Organization should seek to engage a single Instructor to deliver the entire AWS re/Start course. If this is not possible, the Collaboration Organization may engage a sufficient number of Program Instructors to fully deliver the course.

## AWS re/Start Foundation: Program Instructor Onboarding and Access

* The Collaborating Organization must provide the credentials and contact information of Program Instructors to AWS at least three (3) weeks before the start of any cohort so that AWS can set up curriculum access for Program Instructors and so that the Program Instructor has sufficient time to review the Curriculum;
* AWS will provide Collaborating Organizations access to the Canvas Learning Management System which contains the referenced resources. The Collaborating Organization must ensure that all Program Instructors have familiarized themselves with all of the materials in the Instructor Resources section of the Learning Management System.

## Expectations for Graduation Validation

Graduation Requirements

All graduates of AWS re/Start are eligible to receive an AWS re/Start Digital Badge. Graduates meet the following requirements:

## AWS re/Start Foundation

1. Attendance
   1. Full attendance is expected - This is not a self-study program. If a leaner is absent, they need to provide a justifiable reason for the absence to the instructor;
   2. Learners need to catch up on any missed material.
2. Participation
   1. Learners are expected to engage actively in the classroom;
   2. Learners must complete all labs;
   3. Learners must complete all assessments;
   4. Learners must consume all curriculum content;
3. Progress
   1. Learners should score at least 70% overall on assessments (re-takes are acceptable).

## AWS re/Start Associate

1. Attendance
   1. During the course duration, Learners must complete the weekly assignments in a timely manner (before the end of Sunday every week). If this is not possible, the Learners need to provide a justifiable reason for the absence to the Collaborating Organization.
2. Participation
   1. Learners must attend a minimum of 70% of the live Webinar sessions. Sessions that cannot be attended live must be viewed through the recordings made available via the Learning Management System;
   2. Learners must engage in a minimum of 3 Office hours sessions throughout the course duration.
3. Progress
   1. Learners should score at least 70% overall on assessments (re-takes are acceptable).

## Digital Badge Deployment

AWS Digital Badges and

Post Graduate Resources

Graduates of AWS re/Start will receive AWS digital badges validating completion of the Program.

## Post Graduate Resources

After Learners graduate from AWS re/Start Foundation, AWS provides them access to study material including whitepapers, case studies, workshops and AWS documentation. Graduates have access to the AWS lab environment and new lab scenarios so they can continue practicing AWS core services.

No action is needed from the Collaborating Organization or the Instructors to enroll graduates in the resources, nor to support this effort after graduation. Collaborating Organizations can highlight the support the graduates will receive from AWS facilitating their onboarding with potential employers.



For further questions about the AWS re/Start program, contact a member of our team.

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