What are Flexible Training Credits?

Flexible Training Credits (FTCs) are a convenient and cost-effective way of purchasing MuleSoft Training and Certification services. Each credit can be used to purchase $250 USD list value of training courses or certification exams.

Advantages of Flexible Training Credits

1. Allows procurement when the details of the required training and certification services are not known or readily available. For example:
   - Required courses, number of attendees, locations, and delivery methods are not defined yet.
   - Budget is set aside to later purchase training and certification services for previously unseen needs.
2. Easier to administer:
   - Can be purchased centrally and allocated to teams within an organization.
   - Allows students to self-register for services using credits while allowing an account administrator to approve usage.

Purchasing Flexible Training Credits

Flexible Training Credits can be purchased by a company using a MuleSoft Order Form or by an individual using a credit card on training.mulesoft.com.

Using Flexible Training Credits

After Flexible Training Credits are purchased, a Flexible Training Credit account is created for that company or that individual in our learning platform. Each Flexible Training Credit account has one or more Training Credit Account Administrators that can monitor the Flexible Training Credit balance. If you purchase Flexible Training Credits using a credit card on training.mulesoft.com, you will automatically become the Training Credit Account Administrator. If you purchase Flexible Training Credits using a MuleSoft Order Form, your MuleSoft Representative will contact you to designate the person or persons to be Training Credit Account Administrators. Once assigned, Training Credit Account Administrators will receive an email containing information about how to monitor and use their Flexible Training Credit account.

To manage and monitor the Flexible Training Credit balance as a Training Credit Account Administrator, log in to your training account on training.mulesoft.com and from your Dashboard you will see the Flexible Training Credits section. Here, you will find the account balance, a transaction history, and a list of the account administrators.
To use Flexible Training Credits, register for classes on training.mulesoft.com, and during the checkout process, select FTC as the payment method. You will then be prompted for Flexible Training Credits account which you wish to use.

When a Training Credit Account Administrator uses Flexible Training Credits for a purchase, the request will be automatically approved if the account has enough balance. If non-account administrators use the FTCs for a purchase, a Training Credit redemption request is sent to the Training Credit Account Administrators who have the ability to review and approve or decline the request.

**Flexible Training Credits terms of use**

- Flexible Training Credits are valid for a period of 12 months from the date of purchase.
- FTCs may not be used as a payment method for additional Flexible Training Credits.
- FTCs may not be used as a payment method for instructor travel and expense, when incurred.
- FTCs are non-transferable and non-assignable.
- FTCs may generally only be used for students in the region where the credits were purchased. Exceptions must be approved by the Training & Certification department.
- Services provided by 3rd party vendors may be excluded. Please consult with a member of the Training & Certification department with any questions.

**Prices in Flexible Training Credits**

See the [Course & Exam Catalog](#).