



Microsoft Certifications Exam Vouchers in Volume Licensing

Frequently Asked Questions

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Microsoft Certifications in Volume Licensing

Overview

The **Microsoft IT Academy** program provides a complete technology education solution to secondary and higher education institutions. By becoming a Microsoft IT Academy program member, institutions can provide their students with an unparalleled path to achieving industry-recognized IT skills. Earning a **Microsoft Certification** is designed to validate students' technology skills, help them differentiate themselves and enhance their education and career prospects. With the ability to become a Microsoft IT Academy program member and order Microsoft Certifications exam voucher Class and Site Packs through a Microsoft Volume Licensing agreement, participating has never been easier.

Microsoft Certifications

1. In what languages are Microsoft Certification exams offered?

Microsoft Certification exams are offered in a variety of languages. To find out if a specific exam is available in a particular language, select the specific exam from the [full list of exams](#).

2. What curriculum options are available to prepare for the exams included in the Microsoft Certified Professional (MCP) Class Pack, Microsoft Office Specialist (MOS) Site Pack, and Microsoft Technology Associate (MTA) Site Pack?

Each exam has materials available to help prepare to take an exam. Select the exam within the [Exam List](#), and then click on the Preparation Materials.

Microsoft Certifications in Academic Volume Licensing

3. Does my institution have to be a Microsoft IT Academy to order a Microsoft Certification exam Class or Site Pack through Volume Licensing?

No. Any of the Microsoft Certifications exams within a Class or Site Pack available for purchase through Volume Licensing may be purchased and redeemed by any accredited institution.

4. How does my institution become a testing center?

If you are delivering Microsoft IT Certifications and MCP Site Pack exams, a Prometric testing center is required for delivery. Visit the [Prometric website](#) to learn how to become a Prometric testing center. MOS and MTA certification exams are delivered through Certiport testing centers. Visit the [Certiport website](#) to learn how to become a Certiport testing center.

Microsoft Certified Professional (MCP) Class Packs

5. What is the MCP Class Pack?

The MCP Class Pack is a set of 30 exam vouchers available through academic Volume Licensing programs.

6. Which Microsoft Certifications can a student earn by passing exams using an MCP Class Pack exam voucher?

MCP Class Pack exams include all 070 series exams which help students achieve credentials including the Microsoft Certified Solutions Associate (MCSA), the Microsoft Certified Solutions Expert (MCSE), and Microsoft Certified Solutions Developer (MCSD).

7. Which Microsoft Certification exams are included within an MCP Class Pack?

All 070 series exams are eligible to take using an MCP Class Pack exam voucher. View the [full list of exams](#) available.

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8. Can a student earn the Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), or Microsoft Certified Technology Specialist (MCTS) by passing the exams for which vouchers are available in the MCP Class Pack?

Yes. The existing MCTS, MCITP, and MCPD certifications are currently valuable in the market and will remain valuable as long as companies are using the technology covered in your certification. As new technologies are released, they will be released in the new solutions structure. Over time, the MCTS, MCITP, and MCPD certifications will retire and will transition to a legacy status. Legacy Microsoft Certifications will still appear on your transcript and will be designated as such. For more detail on the changes to the Microsoft Certification program, refer to the [FAQ](#).

9. Can a student earn an advanced certification, including Microsoft Certified Solutions Master (MCSM), Microsoft Certified Master (MCM), or Microsoft Certified Architect (MCA) by passing the exams for which vouchers available in the MCP Class Pack?

No, the Master and Architect level certifications are geared towards more experienced IT Professionals and Architects. The Microsoft Certified Solutions Master (MCSM) and Microsoft Certified Master (MCM) programs recognize the most experienced IT professionals who demonstrate and validate their deep technical skills to successfully design and implement technical solutions in a complex business environment. The Microsoft Certified Architect program recognizes and provides advanced certification to practicing architects in an enterprise setting.

10. Under which Volume Licensing Programs is the MCP Class Pack available?

The MCP Class Pack is available through the following Volume Licensing programs:

- ▶ Enrollment for Education Solutions (under both the CASA+EES and the OVS-ES contracts)
- ▶ School Enrollment (under a Campus and School Agreement)
- ▶ Select Plus for Academic

11. How is the MCP Class Pack fulfilled?

Once the order is placed with the channel partner and processed by Microsoft a list of exam vouchers is delivered via email to the Notices and Online Contact listed on the your Volume Licensing agreement/enrollment and referenced in the order.

12. Who should I contact for inquires about becoming a Prometric testing center or redeeming the exam voucher at a Prometric test center?

Contact [Prometric](#) directly.

13. Can the Second Shot offer be combined with the MCP Class Pack?

No, the Second Shot offer is only available on individual exam purchases and not available through Volume Licensing.

14. When do the MCP Class Pack exam vouchers expire?

MCP Class Pack exam vouchers expire one year after you receive the vouchers via email. Exams must be scheduled and taken prior to the voucher expiration.

15. How long does it take to fulfill an MCP Class Pack order?

From October 1, 2012 through June 30, 2013, it may take up to three weeks to fulfill the MCP Class Pack order as orders are fulfilled manually. After June 30, 2013, the fulfillment process should take less than 48 hours.

16. Are there any countries where the MCP Class Pack will not be available?

The MCP Class Pack is available for purchase in all countries where academic Volume Licensing is available.

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17. What kind of support is required to deploy an MCP Class Pack?

You need to choose who will receive the purchased vouchers within your organization and send to those individuals the provided instructions on how to register and utilize the vouchers. This can be done via email. Exam vouchers may only be redeemed at a Prometric testing center and MCP exams are taken at a Prometric testing center.

18. Can unused exam vouchers be rolled over to the next year?

No, exam vouchers expire one year after they are delivered.

19. Once a student receives a voucher from an institution, how does a student register to take an exam and find their testing center?

Students must register to take a Microsoft Certification exam using their exam voucher with a Prometric testing center by selecting Schedule an Exam from [this page](#). This will provide a list of Prometric testing centers available within their region.

Microsoft Office Specialist (MOS) Site Packs

20. Who benefits from the MOS Certification?

The MOS certification is designed to benefit technical and business students who want to present themselves as truly knowledgeable and differentiate themselves in a competitive job market. It may help hiring managers make job placement decisions. Managers who hire candidates with a MOS certification may minimize training costs.

21. What is the MOS Site Pack?

The MOS Site Pack provides academic institutions with a license to deliver up to 500 MOS exams to its matriculated students, faculty, or staff.

22. Can individuals who earn a MOS Certification earn college credit in the U.S.?

Through the American Council on Education college credit recommendation service, those who have received their MOS Certification can earn college credit at participating schools. For more information about how earning MOS certification can provide college credit, please review our [College Credit Information Page](#).

23. When will MOS Site Packs be available to order through Volume Licensing?

MOS Site Packs will be available through Volume Licensing on December 1, 2012.

24. Which exams are included in the MOS Site Pack and how can students prepare for the exams?

[Visit the website](#) to view the full list of MOS exams available along with related preparation material.

25. Are there any countries where the MOS Site Pack will not be available?

Yes, the MOS Site Pack is not available to order in Japan, Korea and Taiwan, but is currently scheduled to be available to order through Volume Licensing in December 2013.

26. What is the MOS testing experience like?

MOS exams are live-in-the-application tests that require individuals to perform tasks within Microsoft Office. This provides a rich and effective testing experience that truly validates user proficiency within Microsoft Office applications. Some of the MOS exams use software simulation where it is not possible to test within the application itself (for example, OneNote, SharePoint, Office 365), but most of the exams are performed within the applications themselves. To see a demo of what the MOS testing experience is like, watch our [MOS exam demo video](#).

27. What are the technical requirements to deploy an MOS Site License?

Your institution must be a Certiport authorized testing center, be a registered Certiport Academic Test Center, and comply with the technical requirements posted on the [Certiport website](#) to utilize the MOS Site Pack benefit and

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deliver MOS exams. If your institution is not a Certiport authorized testing center, it will need to go through this process to [become a Certiport testing center](#).

28. How is the MOS Certification exam certificate printed?

Watch [this instructional video](#) to learn how to print a MOS exam certificate.

Microsoft Technology Associate (MTA) Site Pack

29. What is MTA?

MTA is a Microsoft Certification that validates core IT infrastructure, software development, and database administration knowledge. Becoming MTA certified provides students with IT career exploration opportunities and confidence, while allowing them to demonstrate aptitude for more advanced certifications, internships, apprenticeships, and some entry-level jobs.

30. Who is the MTA Certification for?

MTA Certification is available to students, faculty, and staff of accredited academic institutions. MTA is the right entry point into the more advanced Microsoft technology certifications and as a way to validate aptitude and knowledge necessary to succeed in entry-level IT jobs. Students interested in exploring a career in IT as well as faculty seeking ways to validate knowledge of IT and development concepts are ideal candidates for MTA Certification.

31. What is the MTA Site Pack?

The MTA Site Pack provides academic institutions with a license to deliver up to 250 MTA exams to its matriculated students, faculty, or staff.

32. Which exams are included in the MTA Site Pack and how can students prepare for the exams?

Visit the [website](#) to view the full list of MTA exams available along with related preparation material.

33. Are there any countries where the MTA Site Pack will not be available?

The MTA Site Pack is available in all countries where academic Volume Licensing is available.

34. When will MTA Site Packs be available to order through Volume Licensing?

MTA Site Packs will be available to order for academic Volume Licensing on December 1, 2012.

35. What are the technical requirements to deploy an MTA Site License?

Your institution must be a Certiport authorized testing center, be a registered Certiport Academic Test Center, and comply with the technical requirements posted on the [Certiport website](#) to utilize the MTA Site Pack benefit and deliver MTA exams. If your institution is not a Certiport authorized testing center, it will need to go through this process to [become a Certiport testing center](#).

36. What is the MTA testing experience like?

The MTA testing experience aligns with industry standards for IT certifications. It is comprised of 35-50 select response questions that test a candidate's understanding of key IT, development and database principles. To preview the MTA testing experience, watch the MTA exam demo video in Certiport's [MTA video library](#).

37. What resources are available to educate students about the MTA Certification?

Visit the [MTA educator resource library](#) for access to free posters, success stories, student study guides, and certification roadmaps to help students understand the value of getting certified. Also, you'll find links to LinkedIn discussion groups and Microsoft Faculty Connection that can provide peer-to-peer connections to help you succeed with your MTA certification program.

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MOS and MTA Site Packs

38. What is the process for becoming a Certiport testing center?

[Visit the Certiport website](#) for a step-by-step guide to becoming a Certiport testing center.

39. Once I order a MOS or MTA Site Pack through Volume Licensing, how are they notified of access to the exam vouchers?

The customer will receive an automated email within 24 hours with instructions about how to access the Microsoft Certification Site Pack Management Site along with contact information for the Certiport Customer Service Department.

40. Is there an incremental proctoring fee required for students completing an exam from the MOS or MTA Site Pack?

No additional fees are required to complete the exams. Some institutions may choose to charge their students an exam fee, but this is not something required by Microsoft or Certiport.

41. Is there an expiration date on the MOS and MTA exam vouchers?

Yes, the vouchers expire 12 months from their activation within the Microsoft Certification Site Pack Management Site, at which time the customer must stop all exam delivery.

42. Can unused MOS or MTA exam vouchers be rolled over to the next year?

No, MOS and MTA exam vouchers are active for 12 months and unused vouchers may not be rolled into the next year.

43. How can I find out how many MOS or MTA exam vouchers exams are still available?

Within the Microsoft Certification Site Pack Management Site, designated management administrators have complete visibility into how many exams have been allocated, remain unallocated, and the voucher expiration date.

44. How is my institution notified if we are nearing the expiration date for our MOS or MTA exam vouchers?

You can view your Site Pack vouchers expiration date at any time through Microsoft Certification Site Pack Management Site and through their Certiport organization administrator account (www.certiport.com account). Please contact Certiport [customer service](#) if they have questions.

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