

# Microsoft® IT Academy Program

## Global Program Guide

## A Note to Educators

At Microsoft, we recognize that it is no easy task for academic institutions to provide the relevant and engaging computing courses that students need to expand their life skills and enhance their employment opportunities. Academic institutions are the center of the skills development ecosystem, working with communities, education stakeholders, and local industries to transform learning into real-world employment skills in a way that resonates with today's students.

The Microsoft IT Academy Program evolved under the guidance of educators with the core mission to help enable academic institutions to offer world-class computer technology curriculums enriched with real-world skills. Microsoft IT Academy members are provided with the infrastructure and information needed to design the right course offerings, align to industry hiring needs, and deliver a dynamic learning experience to a diverse community of students, all in the context of the most cutting-edge Microsoft technologies in demand today.

Educators and students are the center of the Microsoft IT Academy Program. Program benefits are designed to enable instructors to plan, manage, and deliver courses effectively and efficiently, using the latest in time-saving resources. Benefits provide students with a rich and resonant learning experience, using not only the best available textbooks, but also E-Learning and software so that students garner hands-on experience with Microsoft's industry-leading software. The curriculum alignment to industry values ensures that the skills achieved can be validated both in terms of personal accomplishment and professional qualifications for potential employers.

In the following pages, we invite you to explore the Microsoft IT Academy Program benefits in detail. We hope you find that the benefits offered are compelling and of value for your institution. We look forward to welcoming you into the Microsoft IT Academy community, and to collaborating with you in improving student access to technology skills for the future.

Sincerely,

A handwritten signature in black ink that reads "Heidi Johnson". The signature is written in a cursive, flowing style.

Heidi Johnson

Worldwide Microsoft IT Academy Program Manager

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## Introduction

Microsoft IT Academy Program (IT Academy Program) membership provides comprehensive resources and special savings for academic institutions to help enable innovative IT education. This IT Academy Program guide (Program Guide) provides an outline of the key program benefits and requirements to help you assess whether the IT Academy Program is a match for your institution's needs. The latest version of this Program Guide and additional program information can be found at [www.microsoftitacademy.com](http://www.microsoftitacademy.com).

Once you become a member of the IT Academy Program, you will receive the detailed information you need to implement the program benefits at your institution. IT Academy Program benefits are solely for the IT Academy Program member's location listed in the program registration form. Implementation information on setting up your benefits and other program information can be accessed through our members-only website at <http://members.microsoft.com/itacademy>. You will need your IT Academy Program member ID number and a Microsoft Live ID to access this site.

## Program Overview

The IT Academy Program works with academic institutions to offer top-quality education programs on Microsoft technologies in order to help students reach their academic and career potential. The program enables academic institutions to:

- **Offer world-class technology curriculum** to help students acquire cutting-edge, job relevant IT skills
- **Provide rich online learning resources** for learning—anytime and anywhere—for both student hands-on learning and for instructor professional development
- **Link academic learning to real-world job skills** to help students graduate with the technology skills they need to help them be successful in today's job market
- **Create a skilled workforce for employers** so that applicants with the right technology education and skills are available
- **Connect students and instructors to Microsoft** for continued engagement for lifelong personal and professional technology skills development

## Program Benefits as a Volume Licensing Customer

For institutions that teach IT professional, developer, and information worker courses tied to Microsoft Certification. If your institution has a current Microsoft Volume Licensing agreement, you have the option to purchase your subscription to the IT Academy Program as an add-on to your agreement. Volume Licensing members enjoy all the benefits of the traditional membership, except your lab licenses are provided under your Microsoft Volume Licensing agreement. To learn more about the benefits of attaching the IT Academy Program to your Volume Licensing agreement, go to <http://www.microsoft.com/education/MSITAcademy/campus-school-agreements.msp>

## Program Benefits Overview:

### Curriculum:

- Save teachers time through comprehensive curriculum:
  - Rich, interactive E-Learning: The Microsoft E-Learning portfolio is available to students and faculty
  - Lesson plans and exam review kits that are embedded with project-based learning on key technologies
  - Microsoft Digital Literacy for essential computer skills training

- Academic pricing on Microsoft Official Academic Course (MOAC) textbooks for semester—and quarter—based courses
- E-Reference Libraries for access to select Microsoft Press books online

## Certification:

- Validate skills through Microsoft Certification:
  - Receive academic pricing on select Microsoft Certification exams
  - Become a testing center and offer students and faculty convenient, onsite Microsoft Certification testing at your academic institution
  - Receive one free Microsoft Certified Trainer (MCT) membership and a 25 percent discount on additional MCT memberships for qualified faculty members
  - Receive ten Microsoft Office Specialist (MOS) and twenty Microsoft Technology Associate (MTA) certification vouchers

## Software:

- Reduce institution costs through lab resources including: DreamSpark, TechNet, and lab licenses on select Microsoft software
  - Microsoft software: lab licenses for use in campus computer labs
  - A one-year subscription to DreamSpark: With DreamSpark, students and faculty can install Microsoft platform, server, and developer software or designer software on their personal computers for classroom use
  - A one-year subscription to Microsoft TechNet, which offers software, Knowledge Base articles, service packs, how-to articles, security updates, resource kits, tools, and utilities

## Educator Tools:

- Resources and professional development for educators including Learning Management System and access to E-Learning portfolio and E-Reference Library
  - Manage and track your students' E-Learning access with the Learning Management System (LMS)
  - Create your own E-Learning courses by using the Learning Content Development System (LCDS) at: <http://www.microsoft.com/learning/en/us/training/lcds.aspx>
  - Generate course completion certificates for your students when they complete a Microsoft course available under the IT Academy Program

## Marketing Resources:

- Promote your school by using IT Academy marketing resources, Locator Tool, and case studies found on the member website
  - Get started with your IT Academy Program membership using resources that are sent to you in your Welcome Kit
  - Use the Microsoft IT Academy Program member logo to market your institution
  - Be discovered by potential students with your institution's listing on the IT Academy member Locator Tool
  - Get free posters, videos, and other marketing collateral on the IT Academy Program member site

## Microsoft IT Academy Program Benefits in Detail

Please note that some program benefits may only be available in English and benefits may vary by location. If you have questions about any particular benefit or a benefit's availability in your language or region, please contact your local Regional Service Center; see the *Contact Information* section at the end of this Program Guide.

Some program benefits may be provided by a third party. Microsoft is not responsible for any program benefit provided by a third party and Microsoft does not sponsor or endorse the third-party vendors or its services or products.

Program benefits may have additional terms, conditions, and licenses. You may not use a program benefit if you do not agree to any applicable additional terms, conditions, and licenses.

## Microsoft E-Learning Portfolio

Microsoft IT Academy Program members receive unlimited access to a selection of award-winning E-Learning courses on Microsoft technologies specially chosen for their alignment to technology courses typically taught at Microsoft IT Academy Program members' institutions. This expanded portfolio offers E-Learning courses organized into collections. Students will find that the multimedia learning experience adds a rich, interactive dimension to the class concepts, and enables them to get more hands-on practice with the concepts and skills they need. Instructors may use the E-Learning to expand their professional skills and concepts, and to garner ideas for the classroom. Microsoft IT Academy lesson plans are ready to use as-is or can be customized for each class. These lesson plans include recommended E-Learning courses and modules, and can be found on the IT Academy member website.

The E-Learning portfolio includes:

- Information worker courses for applications included in Microsoft Office 2010 including Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, and Microsoft Access
- IT Professional courses on Windows Server 2008, Windows 7, Windows Internet Explorer, Microsoft Exchange Server, and Microsoft SQL Server
- Developer courses on Microsoft SQL Server, Microsoft ASP.NET, Microsoft Visual Studio, and Microsoft .NET Framework. The E-Learning platform is available in the following languages: English, Portuguese, French, German, Italian, Japanese, Korean, Simplified Chinese, Danish, Swedish, Czech, Dutch, Polish, Russian, and Norwegian.

Refer to the Microsoft E-Learning course list for the latest information at:

<http://www.microsoft.com/education/MSITAcademy/benefits/elearningcourses.aspx>

## Instructor E-Learning Course Management Tool

To provide faculty or program administrators with flexibility and control, E-Learning is allocated through a course management tool that can be accessed online. Upon registering for the E-Learning benefit, instructors are provided with access codes to securely log in to the course management tool. Here, educators can create classroom-level access codes for E-Learning courses, allowing them to manage class-level messaging, and access usage reporting for each of their classes.

## E-Reference Library

IT Academy Program members will receive five complimentary one-year subscriptions to the E-Reference Library.

The E-Reference Library is the premier virtual library for educators who want to learn about Microsoft software and related technologies. With the E-Reference Library, members can search across over 120 technology books published by Microsoft Press. Hosted on the Safari Online website, the E-Reference Library allows users to search by topic, technology, and

subject and add books to a personal bookshelf. Members can also bookmark, make notes, and download chapters to use in the classroom with students, as well as for self-study and professional development.

The E-Reference Library includes Microsoft Press books on the following topics: Microsoft Office & Productivity Applications, Microsoft Operating Systems, Microsoft Databases & Reporting Tools, and Microsoft Web Applications & Services.

## Microsoft Digital Literacy

The Microsoft Digital Literacy curriculum provides essential computing skills for learners new to computing. IT Academy Program members find that Digital Literacy is a great source for remediation for some students and a means of exploring new topics for others. The curriculum:

- Consists of five courses: Computer Basics, The Internet and World Wide Web, Productivity Programs, Computer Security and Privacy, and Digital Lifestyles (which covers digital media)
- Includes E-Learning and assessment so that students can focus on the topics they need to round out their skills set
- Provides local language learning in English, Thai, Spanish (Latin America), Portuguese (Brazil), Danish, Polish, Japanese, European Portuguese, French, German, Italian, Hungarian, Turkish, Russian, and Arabic
- Offers a Digital Literacy Certificate Test for students who want to demonstrate their mastery of all five courses

## Microsoft Official Courseware (MOC) (fees apply)

Microsoft Official Courseware (MOC) are instructor-led training courses designed for IT professionals and developers who build, support, and implement solutions using Microsoft software and technologies. MOC is developed from a close collaboration between the Microsoft courseware and software product teams to ensure the highest technical quality and accuracy. It is designed to cover the topics employers know are mission-critical in the real world. The courseware team works with industry-leading companies to undertake job task analyses to create an objective domain that aligns to how professionals use technology on the job.

MOC training is available in several formats:

- **Course:** A guided instructor-led learning experience combining lecture and practice regarding Microsoft software or technologies
- **Workshop:** A collaborative, hands-on learning environment based on real-world scenarios
- **Clinic:** A detailed how-to presentation of technical information about Microsoft software or technologies illustrating features, functions, and demonstrations
- **Seminar:** A dynamic presentation of early and relevant information about Microsoft software and technologies featuring business scenarios, case studies, and success stories

IT Academy Program members can purchase MOC at academic pricing only when ordered through a Microsoft-designated MOC distributor in your local region.

A list of distributors can be found at: <http://www.microsoft.com/education/MSITAcademy/benefits/moc.msp>.

**Note:** Delivery of MOC courses through the IT Academy Program is restricted to a 10 hour maximum per week per MOC course title. MOC courses may only be taught by a Microsoft Certified Trainer who is also certified in the Microsoft technology taught in the MOC course.

## Microsoft Official Academic Course (MOAC) Textbooks (fees apply)

Microsoft Official Academic Course (MOAC) textbooks are available to academic institutions only. This is a best-selling textbook series published by John Wiley and Sons, in partnership with Microsoft. Specifically designed for semester-based or quarter-based courses, MOAC textbooks provide a rich pedagogical foundation for faculty and students to expand their knowledge of Microsoft technologies and acquire the real-world skills they need to succeed in today's technology careers.

The MOAC textbook series includes:

- Market-leading textbook and full coverage of Microsoft Certification exam objectives; lessons with real-world scenarios; and a wealth of hands-on practice exercises
- Online instructor resource center including course setup ideas, lecture outlines, teaching tips, virtual labs, assessments, PowerPoint slide presentations, and instructor guides

## Lab Licenses

Microsoft IT Academy Program members that have executed a standalone IT Academy Program Agreement are granted the following limited lab license for classroom use for the following Microsoft software for the term of their IT Academy Program membership:

Members are granted a license to install and run up to a total of one hundred (100) of the following Microsoft software: Windows 7, Microsoft Office Professional 2007, and Microsoft Office Pro Academic 2010 **provided use of the software is:**

- Solely by IT Academy Program members' students and instructors in the lab or classroom located at the IT Academy Program member's facility,
- Only for training and instructional purposes when teaching the courseware available under the IT Academy Program,
- Compliant with the terms of the End-User License Agreement accompanying the software,
- Compliant with the Global IT Academy Program Guide and the Agreement under which the IT Academy Program subscription was purchased, and,
- All software is a valid licensed copy of the Microsoft software

The lab licenses granted here will automatically terminate upon expiration or termination of your IT Academy Program membership. For clarification purposes, lab licenses are not granted for any other Microsoft software or for any other use.

## Microsoft TechNet Professional Subscription

Microsoft IT Academy Program members receive one (1) Not for Resale (NFR) subscription to Microsoft TechNet Professional. Microsoft TechNet provides a wealth of resources for students mastering IT professional concepts and skills and for instructors seeking to expand their professional development. Access to the latest authoritative technical information on Microsoft solutions, straight from the source, helps ensure that your students and instructors have the same information that practicing IT professionals have. Keep skills up to date and industry-relevant by incorporating the rich selection of classroom resources and services available from TechNet subscriptions.

**Note:** The NFR version of TechNet Professional does not include technical support calls. The NFR version is only available for an initial 12-month subscription period and may not be purchased. At the end of the subscription period, you may choose to purchase a new subscription to one of the other available TechNet subscriptions.

## DreamSpark Subscription

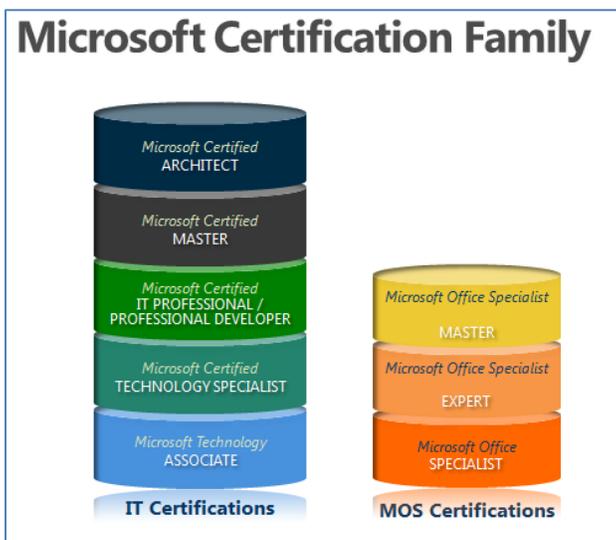
DreamSpark is a subscription program available to any higher-education accredited institution, providing an easy and cost-effective way for institutions to make the latest Microsoft software available in labs, classrooms, and on student PCs. DreamSpark provides a complete, inexpensive solution for keeping academic labs, faculty, and students on the leading edge of technology with the most industry-relevant Microsoft software. A complimentary one-year subscription to DreamSpark is available to active IT Academy members.

As a Microsoft IT Academy member, your institution can enjoy DreamSpark benefits *free of charge for one year*, including:

- Free access to Microsoft developer and designer tools, as well as beta and new releases (does not include Microsoft Office)
- Students and faculty may install Microsoft software on their personal computers for use in coursework and development projects related to the curriculum
- Students and faculty receive member website access to the DreamSpark community website that features a wide range of resources such as tutorials, code samples, projects, white papers with an academic focus, case studies, and other content that is appropriate and useful for faculty members to share and collaborate on.

## Microsoft Certifications

Microsoft IT Academy Program members are eligible to receive academic pricing on 73 selected Microsoft Certifications exams for their students, educators, and support staff.



Microsoft offers a wide range of certifications that cover the spectrum of professions within the IT industry. These certifications are carefully developed by a process involving experts from the workforce to ensure validity and reliability. The resulting exams are computer-administered in a way that measures the student's ability to perform a specific job function or set of tasks as in the real world. These rigorous exams go well beyond testing knowledge of a software or terminology. Test takers are presented with situations in which to apply their knowledge, analyze technical solutions, solve problems, and make decisions.

Microsoft Certification is one of the most demanding and respected endorsements in the IT industry, stressing both technical knowledge and real-world experience. To date, Microsoft has certified more than three million IT professionals worldwide.

Faculty members of Microsoft IT Academy institutions can stay current with the IT industry by becoming certified in the technology about which they teach. Students who obtain a Microsoft Certification to augment their academic achievements will have an edge when entering into the IT workforce. Microsoft Certification is designed to:

- Validate technical knowledge and skills
- Provide a competitive edge in the job market
- Offer visible demonstration of commitment to the IT profession
- Provide a reliable benchmark for employers to consider in addition to a certificate or degree
- Chart a career development path for ongoing advancement of Microsoft technology skills

## Testing Centers

A Microsoft IT Academy Program member institution that meets the requirements can become a Prometric and/or Certiport testing center and offer Microsoft Certification exams on its campus. Providing a local testing center makes the Microsoft Certification testing process easy and accessible for faculty and students.

There are two Exam Delivery Provider (EDP) vendors to choose from, depending on the Microsoft Certification exams you wish to offer. The EDPs are Certiport and Prometric.

The benefits of becoming a Certiport and/or Prometric testing center include:

- Enables access to discounted exams vouchers to take select Microsoft Certification exams
- Provides a valuable and convenient service for students and faculty
- Uses existing classroom lab equipment for a testing facility or can be set up as a dedicated testing center

## The Microsoft Certified Trainer Program

Microsoft Certified Trainers (MCTs) are the premier technical and instructional experts in Microsoft software, technologies, and solutions. The MCT program provides tools, resources, and other benefits to help educators thrive as professional technical trainers. The MCT benefits can help educators build, maintain, and prove their expertise on Microsoft software and technologies, as well as help them prepare for, teach, and support blended learning solutions.

As a Microsoft IT Academy Program member, your institution is not required to use faculty with an MCT credential; however, all faculty are encouraged to be Microsoft certified within the technology they are instructing. Through your Microsoft IT Academy Program membership, the MCT program enrollment fee for one qualified faculty member is included, and discounts are available for additional qualified faculty members seeking MCT certification. MCTs meet high initial and ongoing certification requirements and enjoy access to many benefits:

- The complete library of Official Microsoft Learning Products
- Substantial discounts on exams, books, and Microsoft products
- Members-only newsgroups and online community resources
- Invitations to exclusive events and programs

For more information about the Microsoft Certified Trainer program, please visit: [www.microsoft.com/learning/mcp/mct](http://www.microsoft.com/learning/mcp/mct)

## Marketing Benefits

Microsoft IT Academy Program members enjoy access to a variety of marketing opportunities. Becoming a Microsoft IT Academy Program member can help your institution be recognized as a provider of top-quality education on cutting-edge Microsoft technologies by industry professionals, prospective students, and other stakeholders in the academic ecosystem. These marketing opportunities are intended to help you promote your academic institution as an IT Academy Program member by providing market-ready resources such as:

- The Microsoft IT Academy Program Welcome Kit, which includes a membership plaque and posters for you to display in your halls and classrooms.
- A wide array of marketing materials available for download from our marketing collateral page at <https://www.microsoft.com/education/itacademymembers/marketing.msp>, including various brochures, posters, flyers, and email templates.

- Testimonial videos created by other IT Academy members describe how they get the most out of the IT Academy Program, which resources they find most useful, and how they help their students succeed after graduation. See the videos at <http://www.microsoft.com/education/MSITAcademy/success.mspix>
- The Microsoft IT Academy Program Member logo for use in your advertising and marketing materials to demonstrate Microsoft IT Academy Program value to prospective students and potential employers of graduates from your program. Before using the Microsoft IT Academy Program Member logo, you must accept the IT Academy logo agreement. Find additional logo usage information and logos available for download on the member site. <https://www.microsoft.com/education/itacademymembers/ITALogo.mspix>
- Placement in the public IT Academy Locator Tool at: <http://www.microsoft.com/education/MSITAcademy/ITAPLocator.mspix>, which allows prospective students to find local Microsoft IT Academy Program members. This referral service helps connect your academic institution to students, local industries, and the community.
- A monthly newsletter that delivers the latest IT Academy Program updates, information about new marketing opportunities, and helpful educator and student resources right to your desktop. Subscribe to the IT Academy member newsletter at: <https://profile.microsoft.com/RegSysProfileCenter/wizard.aspx?wizid=c25f59d2-f0fc-406c-bd3f-95c5c1128865&lcid=1033&ci=3070>

## Membership Requirements

Microsoft is committed to building and supporting the highest quality IT skills programs. Institutions participating in the Microsoft IT Academy Program are expected to represent the high standards of Microsoft and ensure that their offering is aligned with the program's objectives. In support of this, Microsoft IT Academy Program members must meet the requirements below. For more information, visit

<http://www.microsoft.com/education/MSITAcademy/requirements.mspix>.

To assist students in locating a Microsoft IT Academy Program member in their region, member information is included in the Locator Tool found on the Microsoft IT Academy Program website at <http://www.microsoftitacademy.com>.

## Eligibility

Membership is open to all primary, secondary, post-secondary, preparatory schools, vocational and trade or technical accredited educational institutions, and accredited sources of continuing education.

Applying organizations must be accredited or government sponsored educational institutions (for example, satisfying the requirements of an "educational institution," as described within the first part of the "qualified education user" definition of the Microsoft Academic Volume Licensing eligibility requirements). For more information, visit [www.microsoft.com/Education/Eligible.mspix](http://www.microsoft.com/Education/Eligible.mspix). Members must also meet minimum hardware and classroom setup requirements.

## Restrictions

### Private Training

Microsoft IT Academy Program members are not permitted to provide third-party organizations with training using content made available through the IT Academy Program. For example, members may not provide training to employees, contractors, customers, or constituents of third-party companies and agencies. All training must take place at the IT Academy Program member's location listed on the IT Academy Program registration form.

## Application and Payment

Microsoft Volume Licensing customers can contact their Volume Licensing reseller for information on how to enroll in the Microsoft IT Academy Program.

All other institutions must complete the Microsoft IT Academy Program online application process and accept its terms and conditions. A fee schedule and payment methods are posted on [www.microsoftitacademy.com](http://www.microsoftitacademy.com).

## Program Administrator

During the online application process, prospective members must designate a program administrator and provide their current email address. The program administrator assumes the following areas of responsibility:

- Be the primary point of contact to ensure consistent communications
- Supply names of educators using the E-Learning benefit
- Provide current contact information for IT Academy Program administrator
- Arrange payment for purchases made on behalf of the Microsoft IT Academy Program member
- Maintain student, faculty, and institution records related to the program
- Obtain and secure all Volume Licensing Keys (if applicable)
- Assure that all use of the program and licensing benefits is compliant with the terms and conditions of the Microsoft IT Academy Program Agreement, this Program Guide, and any licenses and other terms that are applicable to, accompany, or are included with any IT Academy Program benefit.

## IT Academy Program Members-Only Website

After their institution's membership is active, the program administrator receives instructions for accessing the IT Academy Program members-only website for program benefit information. Access to the members-only website is managed using Windows Live ID technology.

## Curriculum

All courses on Microsoft software and technologies that a member offers using the IT Academy Program benefits shall be primarily based on MOC, MOAC, and Microsoft E-Learning, as available. Members are permitted to supplement the training with other suitable materials. Note this requirement does not affect training you offer outside of this program. A member must be able to meet the course delivery requirements as described below.

## Course Delivery

Each member agrees to only provide training through its IT Academy Program membership to the following:

- (i) Any student who is officially enrolled in its educational institution, including both academic and continuing education departments, whether such courses are provided on a credit or non-credit basis, and/or
- (ii) Faculty, staff, or technical employees at member's institution, provided that training is in the context of faculty development courses

**Note:** Only MCTs who hold the Microsoft Certification to teach a particular Microsoft technology can provide training using MOC.

## Participating in Other Microsoft Programs

Members can participate in the Microsoft Unlimited Potential Program. Please note that this program is separate from the Microsoft IT Academy Program and members must abide by the requirements of each program independently and must not use the benefits of one program under the other.

Member institutions cannot be enrolled concurrently in the Microsoft Partner Network Learning Competency program and the Microsoft IT Academy Program. Members must select the single program that best suits their core business needs.

## Frequently Asked Questions

### What is the Microsoft IT Academy Program?

The Microsoft IT Academy Program is an annual membership program that enables academic institutions to deliver training on Microsoft IT professional, developer, and Office technologies to their students, as well as to offer resources on the latest Microsoft technologies to their faculty.

Membership is open to all primary, secondary, post-secondary, preparatory schools, vocational and trade, military or technical accredited educational institutions, and accredited sources of continuing education.

### Is there a membership fee?

Yes. Program members pay an annual fee. Fees vary in different countries, so please visit [www.microsoftitacademy.com](http://www.microsoftitacademy.com) or contact your Regional Support Center (RSC) for details. See the Contact Information section for information on how to contact your RSC.

### If an institution has multiple campuses, must each location complete a separate application to be approved for the Microsoft IT Academy Program?

Yes. Each campus location must apply for and pay the annual program fee independently of each other. Contact your RSC for details.

### How do I become a Microsoft IT Academy Program member?

If you are a Volume Licensing customer, please contact your academic reseller.

For all other academic institutions, Microsoft provides an online registration tool. The application process includes:

- Completing an online application
- Accepting the Microsoft IT Academy Program Agreement and other terms and conditions and submitting the required documentation
- Remitting your payment

### What are the requirements for participating in the Microsoft IT Academy Program?

Microsoft IT Academy Program members are required to submit the information requested by Microsoft for consideration and admittance into the program. Program benefits will become available when all application requirements are fulfilled, which may include:

- Proof of academic accreditation by an approved accrediting body or government sponsorship
- Proof of non-profit status (if applicable to your institution)
- Tax I.D. (not required for Asia Pacific)
- Have an email account
- Completed application and acceptance of the IT Academy Program Agreement
- Remit annual membership fee
- Institution cannot concurrently be a member in the Microsoft Partner Network Learning Competency program

### Can we use curricula materials other than MOAC, MOC, E-Reference, and E-Learning?

Where available in your local language, MOAC, MOC, E-Reference and/or Microsoft E-Learning courses should represent the foundation of your content for delivering training on Microsoft technologies under the IT Academy Program membership. Your institution may supplement this content with additional other materials. IT Academy Program members in geographies that do not have MOAC, MOC, E-Reference or Microsoft E-Learning in their local language may substitute

local language curriculum that covers the same objective domains of the Microsoft Certification exams. For more information about objective domains, visit [www.microsoft.com/learning/mcpexams/policies/examdev.mspx](http://www.microsoft.com/learning/mcpexams/policies/examdev.mspx).

## **Do our instructors need to be full-time employees of the institution?**

No, your instructors may be adjunct or part-time employees.

## **Why does Microsoft periodically audit IT Academy institutions?**

Microsoft is committed to maintaining the integrity and quality of the Microsoft IT Academy Program. Students have high expectations for Microsoft-approved instruction, and members benefit by being affiliated with a quality-controlled program. One way for Microsoft to audit the program members is to visit member institutions.

## **What is required to show proof of our institution's academic accreditation, if requested?**

A copy of a government-issued certificate that includes your institution's name and verifies your institution's accreditation is required. Government-sponsored institutions are not required to show proof of accreditation, but must submit a statement of their government-sponsored status on school letterhead. For more information on requirement options, contact your Regional Service Center.

## **Can we cancel our membership and receive a refund?**

You may cancel your membership, however, you will not be provided with a refund. All of the benefits that are extended to you can be accessed immediately upon your institution's activation in the program. Your membership fees assist in covering the cost of those benefits.

## **How will this program benefit our students?**

Professional IT skills are highly advantageous. For students and prospective employees, Microsoft Certification status can translate into enhanced job opportunities in today's high-tech marketplace. Certification:

- Helps students meet hiring criteria. Many companies have introduced certification into their hiring decisions. For businesses, certification provides an objective, reliable benchmark to aid in hiring, promoting, and planning employee career paths, or outsourcing services and development. Your institution can help prepare your students to become job-ready with the business and professional IT skills they need.
- Provides early access to new Microsoft technology skills. Microsoft IT Academy Program members are in a select group that receives early information and training on new software releases, beta versions, guidelines and tips on new courses—both online and instructor-led training. This means that your students will have access to courses on newly released Microsoft technologies that will help keep them ahead of the industry curve.

## **How will our institution be able to distinguish itself from other academic institutions that are not Microsoft IT Academy Program members?**

The Microsoft IT Academy Program brand was created with distinction in mind. By adding Microsoft as a prominent element to the branding of this program, it signifies that authorized IT Academy Program members are delivering Microsoft-approved curriculum. Program members have access to a logo and marketing collateral they can use to promote their membership status.

## **When can we begin using the Microsoft IT Academy Program logo?**

The Microsoft IT Academy Program logo will be available to a member institution upon activation of your Microsoft IT Academy Program membership and your acceptance of the Microsoft IT Academy Logo License Agreement. You may access the Microsoft IT Academy Program Logo Agreement if you follow the instructions from the members-only website. You may use the Microsoft IT Academy Program Logo in accordance with the Microsoft IT Academy Logo License Agreement, as long as your institution (i) maintains Microsoft IT Academy Program member status, (ii) follows the

curriculum and course delivery requirements as described in the IT Academy Agreement, Program Guide and any applicable license agreements.

## What type of support can our institution expect?

Program support is provided by our customer support staff via phone and email. Upon acceptance in the Microsoft IT Academy Program, members are provided with contact information for the support center in their geographic area. Members also receive e-newsletters with information such as program benefits, certification news, curriculum releases, and more. Please also refer to our member's-only website for questions.

## What is the curriculum source for the E-Learning?

The E-Learning provided to IT Academy Program members is a portfolio of Microsoft commercial E-Learning courseware.

## Contact Information

### Regional Service Centers (RSC)

For additional information about the Microsoft IT Academy Program, please visit [www.microsoftitacademy.com](http://www.microsoftitacademy.com) or contact a Regional Service Center. To find a service center in your area, visit [www.microsoft.com/education/msitacademy/itapcontactus.msp](http://www.microsoft.com/education/msitacademy/itapcontactus.msp)

| Region  | Email  |
|---|--|
| Europe, the Middle East, and Africa   | <a href="mailto:msitacademy@msdirectservices.com">msitacademy@msdirectservices.com</a> |
| United States and Canada  | <a href="mailto:acadsupp@microsoft.com">acadsupp@microsoft.com</a>                     |
| Latin America and the Caribbean   | <a href="mailto:itacadla@microsoft.com">itacadla@microsoft.com</a>                     |
| Singapore, Malaysia, Indonesia, Philippines, Thailand, Vietnam, Brunei,           | <a href="mailto:msscsea@microsoft.com">msscsea@microsoft.com</a>                       |
| Australia, New Zealand, Papua New Guinea, Fiji Islands, Cook Islands, and Vanuatu | <a href="mailto:apacresc@microsoft.com">apacresc@microsoft.com</a>                     |
| India, Sri Lanka, and Bangladesh  | <a href="mailto:msscisc@microsoft.com">msscisc@microsoft.com</a>                       |
| China, Hong Kong, Macau and Korea   | <a href="mailto:msschk@microsoft.com">msschk@microsoft.com</a>                         |
| Taiwan  | <a href="mailto:twwpo@microsoft.com">twwpo@microsoft.com</a>                           |
| Japan   | Use the online form to contact us  |

## Notice

This Program Guide provides an overview of the benefits and requirements of the Microsoft IT Academy Program. The latest version of the Program Guide and program information can be found at <http://www.microsoftitacademy.com>. Microsoft reserves the right to change the program or any aspect of it at any time, including the right to change the program requirements, the program benefits and/or the Program Guide without prior notice.

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