

Microsoft Certified Trainer and Microsoft Certified Learning Consultant Program Guide 2009

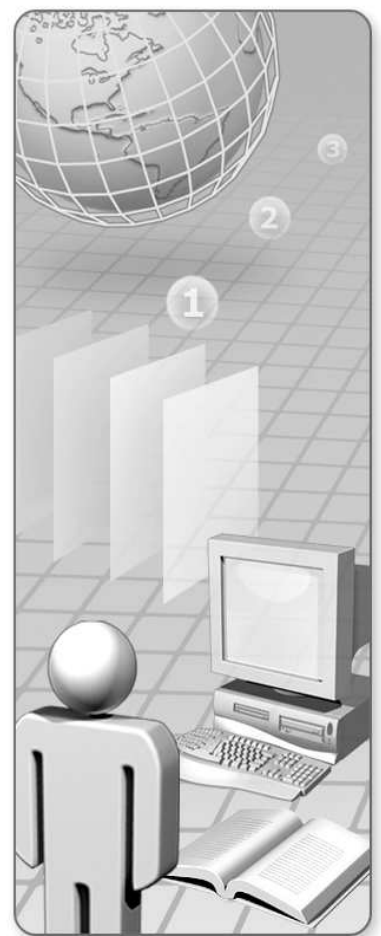
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Section 1: Benefits of Microsoft Certified Trainer (“MCT”) and Microsoft Certified Learning Consultant (“MCLC”) Certification

Microsoft certifies professional trainers and learning consultants who demonstrate and maintain technical and instructional expertise using Microsoft® technologies and who apply their skills to today’s learning environment for information technology (“IT”) and information worker (“IW”) professionals.

The Microsoft Certified Trainer credential allows students, training providers, and organizations to identify skilled professionals who can deliver training on Microsoft technologies and products. With an MCT Certification, trainers may have a competitive edge in their career and are a vital resource in today’s technical and IW training communities.

The Microsoft Certified Learning Consultant credential allows organizations and training providers to identify skilled professionals who can design, develop, and deliver consultative learning solutions based on Microsoft technologies and products.

To achieve MCLC status, in addition to other requirements detailed herein, MCLCs must first achieve MCT status. Therefore, unless stated specifically as applying to MCLCs, all references to MCTs will also apply to MCLCs.

In addition to industry recognition, Microsoft provides MCTs and MCLCs with a valuable set of resources to help them become some of the best technical instructional professionals in the world. These certified professionals will receive a number of program benefits, including:

Authorization to teach Microsoft Courses using Official Microsoft Learning Products and/or Microsoft Dynamics Learning Products and/or Microsoft IW Courses at Microsoft Certified Partner for Learning Solutions and Microsoft IT Academy locations. Because MCTs play such an important role in the training process, Microsoft requires that Microsoft Courses and Microsoft IW Courses delivered at or through Microsoft Certified Partners be delivered only by MCTs.

Internet access to Trainer Kits for all Official Microsoft Learning Products and Microsoft Dynamics Learning Products (including—but not limited to—Microsoft Official Courses, Microsoft Official Workshops, Microsoft Official Seminars and Microsoft Official Clinics). More information on the Official Microsoft Learning Product portfolio is available at <http://www.microsoft.com/learning/training/default.mspx>.

Trainer Kits are available to download through the MCT Download Center. Additional content is added throughout the year.

Internet access to all instructor resources for Microsoft Official Academic Courses upon textbook adoption. Resources are available via the MOAC Homepage hosted by Microsoft’s academic publisher, John Wiley & Sons (<http://www.wiley.com/college/microsoft>)

Access to the library of Microsoft Learning E-Learning products

Ability to acquire full-packaged Trainer Kits for Official Microsoft Learning Products and Microsoft Dynamics Learning Products and access to available online virtual labs. MCTs may acquire Trainer

Kits at a discounted cost from their local fulfillment center, and access to online virtual labs and E-Learning courses may be acquired at Microsoft E-Learning (<https://www.microsoftlearning.com>).

Trainer Kits are not currently available for Microsoft IW Learning Products; however, Microsoft IW Learning Products will be available through the established Microsoft distribution channel and/or the Trainer download center as Microsoft shall determine in its discretion.

Microsoft Certification Exam discounts. MCTs receive a forty-five percent (45%) discount on MCP and Microsoft Dynamics certification exams in countries where the exam cost is equivalent to US\$125 or more. In countries where the exam cost is less than the equivalent of US\$125, MCTs receive a twenty percent (20%) discount. In addition, MCTs are eligible for additional discounts (up to 65% total) when they take an exam within the first ninety days of its release. See the MCT Benefits page (<http://www.microsoft.com/learning/mcp/mct/benefits.mspx>) for specific rules and restrictions.

Invitations to beta exams. MCTs are among the first candidates to receive early invitations to take beta MCP exams. These invitations are posted to the MCT Member newsgroups.

Microsoft Press book discounts. Microsoft Press books are available in electronic format online via the E-Reference Library. MCTs may purchase a one-year subscription at a 60% discount. This subscription will give MCTs access to 600+ titles with more added each month for US\$99.99. MCTs may acquire Microsoft Press books from their local fulfillment center at a discount of up to 50%. (Please note: the Microsoft Press book discounts are not available to MCTs in Germany due to requirements of local laws.)

Free Microsoft TechNet Plus Direct Subscription . MCTs receive a free one-year subscription to TechNet Plus Direct for online access and use. MCTs still receive a 20% discount if TechNet Plus is ordered on media. TechNet Plus is the definitive technical resource collection for IT professionals—now with full versions of Microsoft software for evaluation purposes only. This is the comprehensive set of resources IT professionals rely on for solving technical problems, evaluating and planning Microsoft technologies, and building technical skills. (May not be available in all countries).

Visual Studio Professional + MSDN Premium Subscription discounts. MCTs who also hold an MCSD on Microsoft .NET or MCPD certification are eligible to receive a 50% discount on Visual Studio Professional with MSDN Premium Subscription. MSDN Premium Subscription provides continuous, priority access to the development tools and technologies you need to build a broad range of applications and Web services. (May not be available in all countries).

Free access to Microsoft Office OneNote 2007. MCTs receive a license for Microsoft Office OneNote 2007, an ideal tool to allow MCTs to make their own notes in their lab and class manuals. In addition, Microsoft Office OneNote 2007 is a powerful collection tool that allows for the gathering of information from multiple sources such as Microsoft Office Word 2007, Microsoft Office PowerPoint 2007 and Microsoft Office Excel 2007. This technology also allows for the use

of the OneNote Trainer Kits for preparation for the delivery of Microsoft Courses.

Virtual Hard Disk Images for Official Microsoft Learning Products and Microsoft Dynamics Learning Products. MCTs receive a set of DVDs containing the base images required to teach Virtual PC-enabled learning products. [Note: MCTs must use Virtual Hard Disk images in accordance with the License Terms that accompany them]

Courseware support. MCTs may use a special support alias (support@mscourseware.com) to ask questions or report problems about Official Microsoft Learning Products and Microsoft Dynamics Learning Products components. This support service can assist you with lab issues, content clarification, or other technical issues related to the Courseware materials. Coverage is worldwide, although resolutions are delivered in English only.

Exclusive access to the MCT Member Site and the monthly MCT Flash newsletter. The MCT Member Site and MCT Flash newsletter provide timely updates on MCT and MCLC Program announcements, Microsoft Certification and Courseware information, trainer events, and special promotions.

MCT Town Hall. The MCT Town Hall is a Web site that provides MCTs with access to exclusive live train-the-trainer sessions delivered by expert presenters. MCTs are entitled to two (2) vouchers per year, each redeemable for attendance at one (1) MCT Town Hall Session. Additional vouchers may be purchased at any time. Additionally, Microsoft will sponsor free events throughout the year that will not require a voucher.

MCT Radio. MCT Radio, hosted on MCT Town Hall, is an archive of recorded train-the-trainer events, community presentations, and other content of interest to MCTs. MCTs are encouraged to upload their own presentations and host their own “shows.” All MCT Radio content is provided at no charge to MCTs.

Microsoft Learning Nexus. A web tool that connects you to business opportunities with Learning Solutions Partners and with Microsoft. Use Microsoft Learning Nexus to find opportunities to teach classes, author content, attend events, and more.

Special Offers for the MCT Community. Many products and services are offered free of charge or at a discount for MCTs. These special offers can be found on the MCT 2009 Special Offers MCT Member Site.

MCT and MCLC Member newsgroups on the Internet. The newsgroups allow you to share training tips and exchange information with your peers and Microsoft.

Invitations and discounts to a select number of regional and national Microsoft events. These events include regional and international readiness and community events. Attending these events will help you stay current and competitive with Microsoft technology and Microsoft Courses and programs.

Microsoft Certified Trainer and Microsoft Certified Learning Consultant Logos. The MCT and MCLC Logos and other materials allow you to identify yourself to Microsoft Certified Partner for Learning Solutions (“**Learning Solutions Partner**”) and other Authorized Customers and students.

MCTs can find instructions for locating on [MCT Benefits web site](http://www.microsoft.com/learning/mcp/mct/benefits.mspx) at <http://www.microsoft.com/learning/mcp/mct/benefits.mspx>

Section 2: How to Become an MCT

To become an MCT, you must complete these steps, as further detailed below:

1. Earn an accepted Microsoft Certified Professional (“MCP”) or Microsoft Certified Business Management Solutions Professional credential
2. Prove your instructional presentation skills
3. Obtain a Metrics that Matter ID
4. Apply to become an MCT and pay the annual fee.

If you have questions about the MCT Certification requirements, please contact your region’s [Microsoft Regional Service Center](http://www.microsoft.com/learning/support/worldsites.mspcx) (<http://www.microsoft.com/learning/support/worldsites.mspcx>)

Step 1: Earn a Qualifying Microsoft Credential

Before you apply to become a Microsoft Certified Trainer, you must acquire either an MCP or a [Microsoft Dynamics](http://www.microsoft.com/learning/mcp/mct/guide/default.mspcx) credential for the MCT Program. To view the list of credentials visit the [Acquire a Valid Microsoft Certification](http://www.microsoft.com/learning/mcp/mct/guide/default.mspcx) Web site (<http://www.microsoft.com/learning/mcp/mct/guide/default.mspcx>).

The purpose of this requirement is to verify that MCTs have a proven technical base of skills and job role competency from which to teach. Earning a Microsoft Certification shows that you have demonstrated your proficiency in working with Microsoft products and technologies in a field or job role(s) associated with your credential. You may only teach Microsoft Courses and Microsoft IW Courses that map to the certifications you hold (see Section 3, MCT Competencies).

Step 2: Prove Your Instructional Presentation Skills

The following requirements are for MCT candidates in North America. MCT candidates outside North America may complete one of the following options, or may contact their local Microsoft Regional Service Center (“RSC”) at <http://www.microsoft.com/learning/support/worldsites.mspcx> for alternative requirements in their region.

To demonstrate that you possess instructional presentation skills, you must have completed at least one of the following requirements (please indicate on your MCT Application which one(s) you have achieved):

- Achieve the Certified Technical Trainer (CTT+) certification from CompTIA.
- Attend and pass an instructional presentation skills or train-the-trainer course taught by an approved Microsoft training provider, or by a training provider who is a member of the CompTIA Learning Alliance (CLA) Program. Find [approved training providers](http://www.microsoft.com/learning/mcp/mct/guide/default.mspcx) (<http://www.microsoft.com/learning/mcp/mct/guide/default.mspcx>).
- Provide evidence of your certified instructor credential from one of the following vendors:
 - Cisco Systems
 - Citrix
 - Novell
 - Oracle
- Provide evidence of your employment as an instructor by an Accredited Academic Institution

Step 3: Obtain or identify your Metrics that Matter (MTM) ID

Microsoft uses a program called Metrics that Matter (“**MTM**”) to enforce ongoing certification requirements. In order to enroll as a Microsoft Certified Trainer, you must acquire an [MTM account](#) (“**MTM ID**”) (<http://www.metricsthatmatter.com/NewMCTInMTM/EnrollMCT.aspx>). If you are already a user of MTM, you may use your current MTM ID. The MCT Enrollment Tool requires you to enter your MTM ID during enrollment. See Section 4 for additional details.

Step 4: Apply and Pay the Annual Fee

The MCT Enrollment Tool is available on the [MCP Member Site](#) (<https://mcp.microsoft.com/mcp/enrollment/enrollment.aspx>). You must complete the online Application, pay the annual program fee, and submit the appropriate documentation to the address that is specified in the MCT Enrollment Tool. (Note: Application process and timeline may vary by country. MCTs will be notified.)

Fees vary depending on your country of residence. The regular MCT enrollment/annual fee remains the same for MCTs delivering Microsoft Courses. However, MCTs that deliver only Microsoft IW Courses will pay the reduced, MCT-IW-enrollment/annual fees until such time that such individuals achieve MCT status in an IT Pro, Developer or Microsoft Dynamics Competency to deliver Microsoft Courses. Once an individual achieves such MCT Competency status to deliver Microsoft Courses, the individual is required to pay the difference between the MCT-IW enrollment/annual fee and the regular MCT enrollment/annual fee for the current program year. In the next program year, the individual must pay the regular MCT enrollment/annual fee.

Individuals who are active “Microsoft Office Specialist Master Instructors” in good standing in the Microsoft Office Specialist Program and/or “Microsoft Certified Application Specialist Instructors” in good standing in the Microsoft Business Certification Program may be eligible for participation in the MCT Program for the 2009 MCT Program year. An enrollment and approval process for such individuals was conducted by Microsoft from October 24, 2008 to March 30, 2009. MMIs and MSAC:Is that applied and enrolled in the MCT Program prior to February 15, 2009, the following applies:

- The MCT - IW annual fee is waived for the 2009 MCT Program year, which ends March 30, 2010, only if you deliver/are going to deliver training on Microsoft IW Courses or Microsoft IW Courses and other IW Courses.
- If you also deliver training on Microsoft Courses, you must pay the regular MCT annual fee.
- If you currently do not deliver training on Microsoft Courses, but plan to do so in the future, once you achieve MCT status in an IT Professional, Developer or Microsoft Dynamics Competency, you must pay the MCT annual fee corresponding to such status.

Please refer to the online fees table at <http://www.microsoft.com/learning/mcp/mct/guide/fees/default.aspx> for specific information.

Please allow at least two weeks for processing of required documents by the appropriate RSC. When your Application has been approved, you will be notified by e-mail, you will receive an MCT Welcome Kit, and you will be granted access to the MCT Member Site.

Section 3: MCT Competencies

The MCT Program encompasses the instruction of a wide range of Microsoft technologies to a wide range of audiences. To help ensure relevancy to particular audiences, MCTs are assigned to one or more Competencies based on the certification(s) that they hold. All competencies are found in the [Competency Document](#) located on the [Acquire a Valid Microsoft Certification](#) web site (<http://wwwstaging/learning/mcp/mct/guide/default.mspx>).

Restrictions on Microsoft Course Delivery

MCTs conducting Public Training are restricted to teaching Microsoft Courses and/or Microsoft IW Courses associated with their Competencies. A list of Microsoft Courses and Microsoft IW Courses associated with each Competency is available at [Microsoft Courses](#) and Microsoft IW Courses (<https://mcp.microsoft.com/mct/program/competencies.mspx>). The MCT's transcript will list the MCT's Competencies as well as the Microsoft Courses and Microsoft IW Courses that an MCT is qualified to teach.

¹Public Training using Official Microsoft Learning Products, Microsoft Dynamics Learning Products, or Microsoft IW Learning Products may only be taught at a Learning Solutions Partner location, a Microsoft IT Academy location, or on-line on behalf of a Learning Solutions Partner or a Microsoft IT Academy. MCTs may provide ²Private Training using Official Microsoft Learning Products, Microsoft Dynamics Learning Products, or Microsoft IW Learning Products at a Learning Solutions Partner's location or its customer's location or via a Microsoft Certified Partner at its location, its customer's location, or another classroom, as long as the hardware in any of such venues complies with the hardware requirements in the Trainer Kits that correspond with the Microsoft Course being taught. MCTs must comply with the terms of conditions of the EULA included with any Microsoft Courseware, Microsoft IW Learning Product, and/or the terms of the MCT Download Center, as applicable for the Courseware or Microsoft IW Learning Product being used.

MCTs that hold an MMI or MCAS:I credential may provide training using IW Learning Products at IW Customer locations, provided that Microsoft IW Learning Products may not be used to provide training for a non-Authorized Customer and/or at a non-Authorized Customer's location.

¹“**Public Training**” means open enrollment classes that a company or IT Academy offers and delivers to the general public in a classroom setting or via online delivery. These classes can include students from one to many organizations and include individuals not affiliated with a company or organization.

²“**Private Training**” means private, instructor-led training classes that a company offers and delivers to students employed by or contracted to a single organization with whom such company has a contract to teach a predefined learning objective.

Only Microsoft Partners who hold a Learning Solutions competency and IT Academy members may provide Public Training using Courseware and Microsoft IW Learning Products. Microsoft Certified and Gold Certified Partners who do not have a Learning Solutions Competency may only use Courseware and IW Learning Products for Private Training or internal, Microsoft Partner employee staff training. Learning Solutions Partners may also provide Private Training using Courseware and Microsoft IW Learning Products.

Multiple Competencies

MCTs may belong to more than one Competency, but they must hold all necessary certifications for each Competency to which they belong. Some Microsoft Courses or Microsoft IW Courses may require that the MCT belong to multiple Competencies in order to conduct training (see Restrictions on Microsoft Course Delivery above).

Section 4: 2009 MCT Program Requirements

Microsoft recognizes and promotes MCTs as professionals who are skilled in Microsoft software, technologies, and learning products. Because MCTs play such an important role in the learning process, it is important that MCTs perform instructionally and technically at the level required to deliver the best possible training to IT professionals and developers. For this reason, the MCT Program requires that MCTs consistently maintain a high level of customer satisfaction and a minimum level of training activity throughout the Program Term.

The 2009 Program Term is divided into four program quarters:

Quarter 1: April 1, 2009 through June 30, 2009

Quarter 2: July 1, 2009 through September 30, 2009

Quarter 3: October 1, 2009 through December 31, 2009

Quarter 4: January 1, 2010 through March 31, 2010

To simplify the process of collecting evidence in support of requirements, Microsoft will use information collected by the Metrics that Matter program to determine MCT Certification status. More information about the MTM program is available at (<http://www.knowledgeadvisors.com>).

**Keep your DSAT at
10% or lower**

On a quarterly basis, no more than 10% of your customer satisfaction scores as reported by the MTM program may be in the Dissatisfied (DSAT) range (1-4 points on a 9-point scale). Your MCT Certification will be rescinded if your DSAT scores exceed 10% in each of two consecutive quarters.

MTM reporting is provided to Microsoft automatically on an ongoing basis. At various times during the Program Term, Microsoft will conduct reviews and audits to ensure reporting compliance and integrity.

To remain an MCT in good standing, you must deliver at least one Microsoft Course using Courseware or one Microsoft IW Course using Microsoft IW Learning Products—in a valid venue (Learning Solutions Partner, IT Academy, Microsoft Partner’s customer site)—during your first year as an MCT. Compliance will be determined based on student evaluations received and recorded in the Metrics that Matter program.

The following are approved Courseware that may be used for delivering Microsoft Courses and specifically exclude any Microsoft learning products developed for information workers (e.g., Microsoft IW Learning Products):

- Official Microsoft Learning Products, (including Microsoft Official Courses, Microsoft Official Workshops, Microsoft Official Seminars and Microsoft Official Clinics, including both classroom and on-line training) developed for IT Professionals and Developers
- Microsoft Dynamics Learning Products
- Custom courses made up of at least fifty percent (50%) Official Microsoft Learning Products or Microsoft Dynamics Learning Products or three Official Microsoft Learning Product modules (whichever is less), provided that such courses are customized for a Learning Solutions Partner by a Microsoft authorized distributor
- Microsoft Official Academic Curriculum (“MOAC”) or Microsoft Academic Learning Series (“ALS”) courses, developed for IT

Professionals and Developers, when delivered at a Microsoft IT Academy or other Accredited Academic Institution

The following are approved courseware that may be used for delivering Microsoft IW Courses and specifically exclude any Courseware that is not a Microsoft IW Learning Product (e.g., not developed for Microsoft Windows, Windows Vista, Microsoft Office XP, Microsoft Office 2007):

- Official Microsoft Learning Products, (including Microsoft Official Courses, Microsoft Official Workshops, Microsoft Official Seminars and Microsoft Official Clinics, including both classroom and on-line training)
- Custom courses made up of at least fifty percent (50%) Official Microsoft Learning Products or Microsoft Dynamics Learning Products or three Official Microsoft Learning Product modules (whichever is less), provided that such courses are customized for a Learning Solutions Partner by a Microsoft authorized distributor
- Microsoft Official Academic Curriculum (“MOAC”) or Microsoft Academic Learning Series (“ALS”) courses when delivered at a Microsoft IT Academy or other Accredited Academic Institution

Audits and Reviews

Microsoft reviews MCT compliance with the requirements listed above on a quarterly basis. Microsoft will use data provided by the MTM program to determine whether MCTs are compliant with program requirements. Failure to remain compliant may result in decertification.

Microsoft will conduct audits each year to ensure that MCTs are fulfilling MCT Program requirements. You should prepare and keep a file with records that indicate delivery of Microsoft Courses and/or Microsoft IW Courses, as applicable. These proofs of compliance should match the items that you list in your renewal Application. If you are contacted regarding an audit, you will be required to provide proof that you fulfilled these requirements.

Audit candidates are selected randomly. However, your chances of being selected for an audit may increase if you meet one or more of the following conditions:

- Your average customer satisfaction score ranks in the top quartile of all MCTs.
- Your average customer satisfaction scores change significantly between two consecutive program quarters.
- A disproportionate number of your MTM evaluations (based on regional norms) are entered by you or a Learning Solutions Partner administrator rather than your students.
- A disproportionate number of your MTM evaluations (based on regional norms) are anonymous.

If the audit determines that you have intentionally falsified your credentials, or you cannot produce evidence of compliance, you will be decertified. Depending on the severity of noncompliance, you may be permanently decertified. This strict application of MCT Certification requirements is intended to protect the value of the MCT credential for the vast majority of MCTs who abide by the requirements of the MCT Program.

Losing Your MCT Certification

In addition to reasons delineated in the Agreement, MCTs may lose their MCT Certification for these reasons:

- Teaching a Microsoft Course or Microsoft IW Course without using student course materials in their original form (for example, using photocopied student or trainer materials).
- Teaching a Microsoft Course without using the relevant Microsoft Courseware.
- Teaching a Microsoft Dynamics Course without using the relevant Microsoft Dynamics Learning Product.
- Teaching a Microsoft IW Course without using the relevant Microsoft IW Learning Product.
- Cheating on MCT Program requirements.
- Falsifying MTM evaluations.
- Cheating on an MCP or Microsoft Dynamics exam or helping another candidate cheat on an MCP or Microsoft Dynamics exam. In this case, you will also permanently lose your MCP certifications.
- Cheating on a Microsoft Office Specialist or Microsoft Business Certification exam or helping another candidate cheat on a Microsoft Office Specialist or Microsoft Business Certification exam. In this case, you will also permanently lose your MCP certifications.
- Using the MCT Logo and/or MCLC Logo in a manner that violates the terms and MCT Agreement you signed in the MCT and MCLC Application.
- Not representing Microsoft or the Learning Solutions Partner, IT Academy, Microsoft Certified Partner, and/or IW Customer professionally and ethically.
- Using Courseware or Microsoft IW Learning Products, including any trainer materials, in a manner that is not consistent with the end-user license agreement (“EULA”) that accompanies such materials and/or the EULA on the MCT Download Center, as relevant to the specific materials.
- Teaching a Microsoft Course and/or a Microsoft IW Course in a Competency in which you are not certified.
- Teaching a Microsoft Course and/or a Microsoft IW Course and/or using Courseware and/or IW Learning Products not in accordance with the Agreement or the following:
 - Providing Public Training using Courseware and/or IW Learning Products at or for an entity that is not a Learning Solutions Partner or IT Academy, unless such entity is approved by Microsoft in writing to do so.
 - Providing any training using any Courseware or Microsoft IW Learning Products for an entity that is not an Authorized Customer.

Section 5: How to Become an MCLC

To become an MCLC, you must complete these steps, as further detailed below:

1. Earn the MCT credential
2. Submit a Case Study proving your consultative learning solution skills
3. Submit an attestation letter from the customer profiled in your case study.

If you have questions about the MCLC Certification requirements, please contact your region's [Microsoft Regional Service Center](http://www.microsoft.com/learning/support/worldsites.mspx) (<http://www.microsoft.com/learning/support/worldsites.mspx>) for assistance.

Step 1: Earn the Microsoft Certified Trainer credential

Before you apply to be an MCLC, you must first be an MCT in good standing. Although there is no minimum tenure requirement, you must have experience designing, developing, and delivering consultative learning solutions for your MCLC Application to be considered.

Step 2: Submit a Consultative Learning Solution Case Study

To demonstrate that you have skills and experience designing, developing, and delivering consultative learning solutions, you must submit a Case Study describing a project that you completed within the last two years, in which you played a lead consultative role, demonstrating the required competencies. For a further description of these competencies refer to Section H of the MCLC Application.

You may download the MCLC Application, which includes detailed instructions and a Case Study format and requirements from the MCT Member Site. Case Studies submitted without using this format will not be reviewed or processed.

MCLC Applications and Case Studies are accepted throughout the year.

As part of the MCLC Certification approval process, the MCLC Review Board will review, evaluate, and approve the Case Studies of Microsoft Certified Learning Consultant applicants. Microsoft will not provide personal identifiable information from your MCLC Application or MCT record to the Review Board (unless you put such information in your Case Study). Microsoft, or its subcontractor, will review your Application and attestation form (“**Letter of Attestation**”); however, only the information presented in your Case Study will be used by the MCLC Review Board in evaluating your MCLC Application. ***You must not include any identifying information (including your name, customer’s company name or their identifying information, project name, or customer contact name) in your Case Study. Your MCLC Application will be disqualified if there is any personal identifying information in your Case Study.***

Step 3: Submit an attestation letter from your customer

To verify the accuracy of your Case Study, you must submit a Letter of Attestation signed by an authorized representative of the customer profiled in your Case Study, attesting to your accuracy of the Case Study and your role in it. You may download the Letter of Attestation template from the MCT Member Site. Applications submitted without using this Letter of Attestation template will not be reviewed or processed.

You may submit the Letter of Attestation on customer letterhead to your [Regional Support Center](http://www.microsoft.com/learning/support/worldsites.mspx) (<http://www.microsoft.com/learning/support/worldsites.mspx>) by fax.

Approvals and Notifications

Upon confirmed receipt of both the MCLC Application and the Letter of Attestation, the MCLC Review Board will review your Case Study (your Letter of Attestation will not be forwarded to the Review Board to preserve anonymity). Following the MCLC Review Board's review and evaluation of your Case Study, you will receive one of the following notifications via email (to your email address on file).

- **Approval notifications** are sent to all successful candidates upon completed review of *all* submitted Case Studies. Microsoft intends to send these notifications within 90 days of when the MCLC Applications were received.
- **Incomplete notifications** are sent by your RSC individually and immediately if a preliminary review of your Application is not complete and/or does not include all of the required supporting documents and/or there is conflicting or incomplete information on the supporting documents. The email notification will include what components of your Application need revision and/or need to be included when you resubmit Application. Your Application will not be sent to the MCLC Review Board until this additional information has been received by the RSC.
- **Incomplete notifications** are sent individually if the MCLC Review Board believes your Case Study needs more supporting evidence in one or more required competency sections. An MCLC Application Status Form that will note the competencies of your Case Study that the MCLC Review Board considers to be incomplete will be sent with incomplete notifications. You will need to complete the section(s) of this form that are marked incomplete and return it with your Application when you resubmit it.

Section 6: MCT and MCLC Certification Status

Renewing MCT Certification

The MCT Program is an annual program for individuals. Individuals who are not currently MCTs may elect to join at any time during the Program Term. Individuals who are MCTs in good standing may renew their MCT status during the renewal period (April 1, 2009 through April 30, 2009). MCTs that do not renew their MCT status may still elect to re-enroll in the MCT Program later in the Program Term, but their transcript will reflect an interruption in their certification status.

Renewing MCLC Certification

You may apply to renew your MCLC Certification at the same time you apply to renew your MCT credential. In order to maintain your MCLC Certification, you must meet the following requirements:

1. You must re-commit to the MCLC Program on an annual basis by accepting the MCLC terms and conditions when you renew your MCT Certification.

If you choose not to re-commit to the MCLC Program, you will be decertified as an MCLC, but you will retain your MCT Certification if you successfully renew your MCT Certification.

Involuntary Decertification

MCTs that are decertified for cause (see Section 4 above) will not be allowed to re-enroll in the MCT Program for a period of one year following their decertification. Where the cause is sufficiently severe, the individual may be prohibited from re-enrolling in the MCT Program in perpetuity.

Section 7: –Applying for Microsoft Official Distance Learning (“MODL”) Authorization

Because the MODL experience differs from the traditional classroom training experience, you must complete the MODL authorization process in order to teach MODL courses. This process includes attending or viewing four recorded Microsoft Live Meeting sessions and reviewing the delivery of a MODL course by an authorized instructor. The final step is to demonstrate your distance learning facilitation skills by conducting a live, on-line teach back that will be reviewed, evaluated, and scored by a MODL authorization reviewer after you submit your teach back.

The MODL authorization process consists of the following steps:

1. Attend or view four recorded Live Meeting sessions on [MCT Town Hall \(http://mct.llift.com\)](http://mct.llift.com).
2. Review or attend the delivery of a MODL course module by an authorized instructor who teaches an actual class.
3. Deliver and submit your teach back in a non-commercial environment.

For detailed instructions, visit the MODL page on the MCT Member website: <https://mcp.microsoft.com/mct/modl/authorization/Default.aspx>

Section 8: Reinstating Your MCT and MCLC Certification

If you cannot or do not choose to renew your MCT Certification during the annual renewal period, you will be decertified. This means that you will lose your MCT benefits and will no longer be certified to provide training using Official Microsoft Learning Products or Microsoft Dynamics Learning Products. However, you may apply for reinstatement at any time.

To have your MCT Certification reinstated, you must apply by using the MCT Enrollment Tool, which you can access from the MCP Member Site. When you are reinstated, you maintain your MCT Certification start date although your transcript will reflect the interruption in your MCT Certification history. If you were an MCLC, your MCLC Certification may be restored as well.

Appendix 1: Definitions

All terms not defined in this Appendix 1 or the MCT and MCLC Program Guide will have the meaning given such terms in the Microsoft Certified Trainer and Microsoft Certified Learning Consultant Agreement that must be entered into by and between Microsoft (or such other entity indicated therein) and each MCT and MCLC (the “**Agreement**”).

“**Accredited Academic Institution**” in the United States and Canada, means

- An institution of higher education accredited by a recognized national or regional accrediting body. The following are considered such accrediting bodies:
 - Accrediting Commission of Career Schools and Colleges of Technology
 - Accrediting Council for Independent Colleges and Schools
 - Commission of the Council on Occupational Education
 - Accrediting Council for Continuing Education and Training
 - American Association of Educational Service Agencies
 - Bureau of Private Post-Secondary and Vocational Education
 - Middle States Association of Colleges and Schools
 - New England Association of Schools and Colleges
 - North Central Association of Colleges and Schools
 - Northwest Association of Schools and Colleges
 - Southern Association of Colleges and Schools
 - Western Association of Schools and Colleges
- A secondary institution accredited by the state or province.
- Military training institutions

Organizations belonging to the American Association of Educational Service Agencies are also eligible. In Canada, institutions must supply the proof that they have been granted Publicly Funded or Private Vocational Status by their respective provincial government.

Outside the United States and Canada, please contact the appropriate Regional Service Center for information about approved accrediting body in your region.

“**Competency**” means a classification system for MCTs that identifies the job roles and/or technologies in which the MCT has demonstrated proficiency by earning the Microsoft certification corresponding to a particular Competency.

“**Metrics that Matter**” or “**MTM**” means a program conducted by Knowledge Advisors, in cooperation with Microsoft, for collecting, compiling, and reporting customer satisfaction information.

“Microsoft Authorized Customers” (authorized education channels) include Microsoft Certified Partners for Learning Solutions (Learning Solutions Partners), Microsoft Certified Partners, and institutions in the Microsoft IT Academy Program (IT Academy) and/or such other entities as authorized by Microsoft in writing.

“Learning Solutions Partners” is the premier training channel authorized to teach Microsoft Courses to IT professionals. These companies are Microsoft Certified Partners who meet specific requirements to earn the Learning Solutions competency, which include the proper hardware, trainer, and training environment for Official Microsoft Learning Products, Microsoft IW Learning Products, and/or Microsoft Dynamics Learning Products.

“Microsoft Certified Partners” are independent companies that encompass a broad range of expertise and vendor affiliations. Microsoft Certified Partners who have not earned Learning Solutions competency status are authorized to acquire Official Microsoft Learning Products, Microsoft IW Learning Products, and Microsoft Dynamics Learning Products; however, they may only offer private training as part of a larger customer solution or training to their internal staff. They do not need to meet all of the same requirements as Learning Solutions Partners but may not advertise or offer public training using Official Microsoft Learning Products, Microsoft IW Learning Products, and/or Microsoft Dynamics Learning Products.

“Microsoft IT Academy Program” (“IT Academy”) includes Accredited Academic Institutions that are authorized to deliver Microsoft Courses and Microsoft IW Courses (less than 12 hours per week) to students enrolled at that institution.

“Program Term” means the MCT 2009 program term, which runs from April 1, 2009 through March 31, 2010. All MCT Program requirements must be met during this period.