



# program guide

Microsoft IT Academy



# Welcome to the Microsoft IT Academy Program

Dear Microsoft IT Academy Program Member:

Thank you for subscribing to the Microsoft IT Academy Program! The Microsoft IT Academy Program helps bridge the skills gap by providing the curriculum, the training and the validation of skills that college and career bound students need to be successful. Today, Microsoft IT Academies around the world are **preparing students, creating successful schools and strengthening communities.**

The Microsoft IT Academy Program has evolved under the guidance of educators worldwide. The program's core mission is to enable academic institutions to offer technology skills courses to allow your students to obtain real world skills. Program members receive the curriculum and information necessary to enable dynamic learning experiences for all students and ensure they learn the Microsoft technologies in demand today. The Microsoft IT Academy curriculum is aligned to industry standards to ensure the skills taught can be validated with globally recognized industry certifications for potential employers.

Microsoft IT Academy Program resources are also designed to support the professional development of educators and staff. These resources provide instruction on how to use Microsoft technologies and software, curriculum resources to enable teaching with Microsoft software and industry recognized certification opportunities.

The content of this Welcome Kit offers critical details of your benefits as a program member. The benefits are robust, and taking advantage of these benefits will increase your program's effectiveness and success. As the designated program administrator, you are receiving these materials to distribute to the faculty and staff at your institution.

Distribution is easy, here's how to get started:

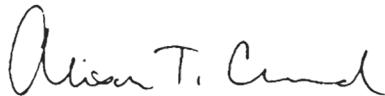
- Review this Welcome Kit and the contents of the USB drive.
- Follow the steps to activate your IT Academy Program membership sent via email.
- Share the content with faculty and IT Directors. It is very important they understand the steps to access IT Academy Program membership benefits and resources.
- Access the member website at <https://www.microsoft.com/itacademy/members>. This website contains extensive membership information and resources. (The member site is not for student use.)

Important: Don't let your institution miss out on these benefits. If you are not the correct IT Academy Program administrator for your institution, please contact us, to update your programs records and forward this information to the appropriate administrator.

- Find worldwide support contacts at [www.microsoft.com/en-us/itacademy/contact-us.aspx](http://www.microsoft.com/en-us/itacademy/contact-us.aspx).

Again, thank you and welcome to the IT Academy Program.

Sincerely,



**Alison Cunard**

General Manager

Microsoft

# Contents

1. PROGRAM OVERVIEW.....	4
2. Program Benefits Overview .....	4
3. CURRICULUM .....	5
4. ONLINE LEARNING COURSE PORTFOLIO.....	5
5. ONLINE LEARNING COURSE MANAGEMENT .....	5
6. MICROSOFT OFFICIAL ACADEMIC COURSE (MOAC) MATERIALS.....	6
7. LESSON PLANS.....	6
8. E-REFERENCE LIBRARY .....	6
9. MICROSOFT DIGITAL LITERACY .....	6
10. PROFESSIONAL DEVELOPMENT .....	7
11. MICROSOFT CERTIFICATIONS.....	7
12. MICROSOFT TECHNOLOGY ASSOCIATE EXAM REVIEW KITS .....	8
13. THE MICROSOFT CERTIFIED TRAINER PROGRAM .....	8
14. TESTING CENTERS .....	8
15. SOFTWARE .....	9
16. DREAMSPARK.....	9
17. MARKETING BENEFITS .....	10
18. MEMBERSHIP REQUIREMENTS.....	11
19. ELIGIBILITY.....	11
20. RESTRICTIONS .....	11
21. PROGRAM ADMINISTRATOR.....	11
22. IT ACADEMY PROGRAM MEMBER SITE .....	12
23. CURRICULUM .....	12
24. CONTENT ACCESS.....	13
25. PARTICIPATING IN OTHER MICROSOFT PROGRAMS .....	13
26. PROGRAM RENEWAL .....	13
27. FREQUENTLY ASKED QUESTIONS.....	14
28. CONTACT INFORMATION.....	16
29. NOTICE .....	16
30. CONTACT US / ASK QUESTIONS .....	16

# Introduction

Microsoft IT Academy Program (IT Academy Program) membership provides comprehensive resources and special savings for academic institutions to help enable innovative education. This IT Academy Program Guide provides an outline of key program benefits for your faculty, students and staff and the requirements to deploy the program benefits. The latest version of this Program Guide and additional program information is available on the IT Academy member site:  
<https://www.microsoft.com/itacademy/members/start-default.aspx>.

As the program administrator of the IT Academy Program benefits for your institution, this Guide provides you with the detailed information you need to implement the program benefits. Implementation information on setting up your benefits and other program resources are available through the member site:

<https://www.microsoft.com/itacademy/members/start-default.aspx>. In order to access the member website, you will need your IT Academy Program member ID number and unique program key that was sent to you in a welcome email. If you are unable to locate your member ID, please contact the Microsoft IT Academy Program team:

<http://www.microsoft.com/education/itacademy/Pages/contact.aspx>

Please note that you must be logged into the member website in order to access most of the links in this document.

## PROGRAM OVERVIEW

The IT Academy Program works with academic institutions to offer quality education training resources on Microsoft technologies to help students reach their academic and career potential. The program enables academic institutions to:

- **Offer quality technology curriculum** to help students acquire basic to advanced skills on Microsoft cutting-edge technologies
- **Provide rich online learning resources** available anytime and from any location to students, educators and staff
- **Ensure** students graduate with the Microsoft technology expertise required to be successful in today's job market
- **Prepare** educators and students to gain the technical expertise required to help obtain **industry recognized Microsoft Certification credentials**
- **Provide Professional Development opportunities** for educators and staff

## Program Benefits Overview

Microsoft updates the resources provided within the program on a regular basis. The items below provide a brief introduction to your benefits currently available as an IT Academy Program member. Visit the member website for a complete description of the latest program benefits.

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

You may need to use certain web sites or services to access and use the program benefits. If so, the terms of use and privacy statements associated with those web sites, applications or services, as applicable, apply to your use of them.

As required by COPPA or other similar laws, academic institution, and not Microsoft, must first obtain parental consent to collect information and open accounts for all individuals under the age of 18 to use the online program benefits before it provides that individual with access to the online program benefits or a link to or access code for the online program benefits. As an IT Academy member you are responsible to obtain any required consents and you will not allow personal data to be collected in jurisdictions where such collection is contrary to applicable law.

## CURRICULUM

Designed to save educators, students and staff time through a comprehensive curriculum including:

- Microsoft Official Academic Course (MOAC) for Microsoft Office and Microsoft Technology Associate content delivers a complete learning and teaching framework developed specifically for use in an academic setting
- Microsoft Online Learning portfolio offers rich, interactive Online Learning featuring content on core Microsoft technologies
- Instructor Online Learning Course Management Tools allow educators to provide content to students and view reports
- Lesson plans and Microsoft Technology Associate (MTA) exam review kits embedded with project-based learning on key technologies
- Microsoft Digital Literacy for essential computer skills training
- E-Reference Libraries for online access to all Microsoft Press books
- Access to expanded curriculum resources (additional fees may apply) such as Microsoft Official Course (MOC)

## ONLINE LEARNING COURSE PORTFOLIO

Unlimited access to a selection of Online Learning courses on Microsoft technologies specially chosen for their alignment to courses typically taught at IT Academy Program members' institutions. 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 technologies and skills they need. Faculty and staff may use Online Learning courses to enhance their professional knowledge, and to garner ideas for the classroom. The Online Learning course portfolio includes:

- Productivity courses for Microsoft Office applications, including Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft OneNote, and Microsoft Access
- IT Infrastructure courses on Windows Server, Windows client, Windows Internet Explorer, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Project, and Microsoft SharePoint
- Computer Science courses on Microsoft SQL Server, Microsoft ASP.NET, Microsoft Visual Studio, and Microsoft .NET Framework

Content is updated throughout the year. Refer to the Online Learning course list for the latest information:

<https://www.microsoft.com/en-us/itacademy/members/overview.aspx>

## ONLINE LEARNING COURSE MANAGEMENT

The Microsoft IT Academy Program provides educators and program administrators with flexibility and control to access Online Learning courses allocated through an online course management tool. Educators can create access codes for Online Learning courses, allowing them to assign content to students, and access usage reporting for each individual class.

- Manage and track your students' Online Learning access with the Learning Platform
- Resources and professional development for educators including access to the complete Online Learning portfolio
- Course completion certificates are available within the Learning Platform

## MICROSOFT OFFICIAL ACADEMIC COURSE (MOAC) MATERIALS

IT Academy includes Microsoft Office 2010, Microsoft Office 2013, Microsoft Technology Associate (MTA), and Microsoft Official Academic Course (MOAC) materials. The MOAC series includes an integrated program of student e-books, lab manuals, and instructor resources designed for classes that are taught over a period of 6 to 16 weeks. MOAC provides content academic instructors need to plan, prepare, and conduct hands-on classes. MOAC course materials cover Microsoft Certification exam objectives through their lessons based on real-world scenarios, wealth of hands-on practice exercises; and online instructor resource center that includes course setup ideas, lecture outlines, teaching tips, PowerPoint presentations, and instructor guides. You can download MOAC by product under the Resources section of the IT Academy member site. IT Academy Program members are also able to purchase the Microsoft Official Academic Course (MOAC) printed textbooks at an academic discount.

For additional information on the current list of MOAC titles available within IT Academy and to start downloading your course materials, visit the IT Academy Program member site:

<https://www.microsoft.com/en-us/itacademy/members/overview.aspx#itacurr>.

## LESSON PLANS

Microsoft IT Academy lesson plans are module and created in a concise format of small teachable units. Microsoft Office Lesson Plans provide an instructor-led classroom experience for students preparing for MOS certification. The student materials, teacher preparation, presenter materials and hands-on practice materials are flexible for both in-class and homework usage. Lesson plans provide an overview of the objective, detailed topics for students, quiz material, student projects, and references to other content. Lesson plans are ready to use as-is or can be customized for each class. Microsoft IT Academy lesson plans may be used only by faculty and staff, at the member institution. The lesson plans are located on the member website: <https://www.microsoft.com/en-us/itacademy/members/overview.aspx#itacurr>

## E-REFERENCE LIBRARY

IT Academy Program members receive five one-year educator subscriptions to the online E-Reference Library. The E-Reference Library is a premier online library for educators who want to learn or enhance knowledge of Microsoft software and technologies. There are over 700 Microsoft Press books (in e-book format) published on topics that you can teach in your classroom as well as use for your own professional development. For more information and the list of current titles visit: <https://www.microsoft.com/en-us/itacademy/members/benefits.aspx#books>

**Note:** The E-Reference Library is hosted by Safari Books Online, a third-party vendor.

## MICROSOFT DIGITAL LITERACY

The Microsoft Digital Literacy basic, standard, and advanced curriculum provides online essential computing skills for students new to computing. IT Academy Program members find that Digital Literacy curriculum is a great source for student remediation, and exploring new topics. The curriculum includes:

- Online Learning and assessment so that students can focus on the topics they need
- Local language learning in English, Thai, Spanish (Latin America), Portuguese (Brazil), Danish, Polish, Japanese, European Portuguese, French, German, Italian, Hungarian, Turkish, Russian, and Arabic
- Digital Literacy Test for students who want to demonstrate their mastery of all five courses

## PROFESSIONAL DEVELOPMENT SKILLS & CERTIFICATION

IT Academy provides resources to help members improve their teaching practice and create relevant and meaningful learning experiences for their students. Using IT Academy resources to prepare and pass Microsoft certification exams will add power and satisfaction to your work.

Evolve staff professional development using the following benefits:

- Utilize 10 vouchers for educator provided to all IT Academy members which can be redeemed for 10 Microsoft Office Specialist (MOS) exams, 10 Microsoft Technology Associate (MTA) exams, and 10 Microsoft Certified Educator (MCE) exams
- Download the professional development guides at the member site My Academy page Professional Development Skills & Certification section <https://www.microsoft.com/en-us/itacademy/members/my-academy.aspx>. The guides in the zip folder will link you to valuable resources in IT Academy to prepare you for taking the exams
- Demonstrate your measure educators foundational competency in the area of Information and Communication Technologies (ICT) integration into teaching and learning by supporting pursuit of Microsoft Certified Educator (MCE) certifications
- Receive academic pricing on additional select Microsoft Certification exams
- Receive one Microsoft Certified Trainer (MCT) membership and a 25 percent discount on additional MCT memberships for your qualified educators
- Access to curriculum for professional development including the Microsoft Educator Network: Teaching with Technology online professional development course
- Receive five subscriptions to E-Reference Library for educators' use to premier virtual online publications about Microsoft software and related technologies from Microsoft Press

## MICROSOFT CERTIFICATIONS

Microsoft IT Academy Program members receive academic pricing on select Microsoft Certification exams for their students, educators, and support staff. Microsoft offers a 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 exams are computer-administered in a way that measures the student's ability to perform a specific job function or set of tasks found 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 credentials in the IT industry, stressing both technical knowledge and real-world experience. By becoming certified in the Microsoft technology, educators in the IT Academy Program stay current with the IT industry and the technology they teach.

Students who obtain a Microsoft Certification enhance their credentials when entering college or into the IT workforce.

Earning a Microsoft Certification is designed to:

- Validate technical expertise, increase employability, and heighten college entrance acceptance
- Offer visible demonstration of your commitment to the IT profession
- Provide a reliable benchmark for employers
- Chart a career development path for ongoing advancement of Microsoft technology skills

See the website for full certification exams and offers:

<https://www.microsoft.com/en-us/itacademy/members/certification/certification-default.aspx>

## MICROSOFT TECHNOLOGY ASSOCIATE EXAM REVIEW KITS

Microsoft Technology Associate (MTA) Exam Review Kits consist of engaging learning experiences and instructor materials to help students acquire and apply concepts which can be tested by taking corresponding MTA Certification exams. The downloadable kits contain lessons designed to supplement and reinforce existing curriculum. The kits can be used in a variety of ways to meet the needs of individual educators and their existing courses. Use the kits to reinforce concepts and/or as a resource guide for creating additional learning experiences. Students can use the Student Study Guide (SSG) component to know which topics will be tested on the MTA exams and to check their knowledge about those topics. For a current list of the MTA content and exams, visit: <https://www.microsoft.com/en-us/itacademy/members/certification-exams.aspx>

## MICROSOFT CERTIFIED TRAINER PROGRAM

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

As a Microsoft IT Academy Program member, your institution is not required to use educators with an MCT credential; however, all educators 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 educator is included, and discounts are available for additional qualified educators seeking MCT certification. MCTs meet high initial and ongoing certification requirements and enjoy access to many benefits that enable them to be more knowledgeable instructors on Microsoft technologies.

For more information about the Microsoft Certified Trainer program, please visit

<https://www.microsoft.com/learning/en-us/mct-certification.aspx>

## TESTING CENTERS

Microsoft IT Academy Program member institutions that meet the requirements can become an exam delivery provider testing center and deliver Microsoft Certification exams on its own campus. Becoming a local testing center can make the Microsoft Certification testing process easy and accessible for educators and students.

Your pursuit of becoming a testing center will depend on the type of exams you are looking to deliver. As a Certiport testing center you are able to deliver Microsoft Office Specialist, Microsoft Technology Associate, and Microsoft Certified Educator exams. As a Pearson VUE testing center you are able to deliver Microsoft Certified Professional exams.

The benefits of becoming testing center include:

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

Note: EDPs are third-party vendors. You are solely responsible for evaluating, and determining whether becoming an EDP test center is appropriate for your institution. You may be required to enter into an agreement with the EDP to become one of their testing centers. Microsoft does not control, endorse, or sponsor the EDPs and Microsoft makes no warranties, express or implied, as to the EDPs or their offerings. Microsoft is not liable or responsible for any of the EDPs' products, services, or any dealings you may have with the EDPs.

For more information about this opportunity visit:

<https://www.microsoft.com/en-us/itacademy/members/testing-center.aspx>

## SOFTWARE

Microsoft IT Academy Program members that have executed a standalone IT Academy Program Agreement are granted a limited number of lab licenses to use select Microsoft Office and Microsoft Windows software in their institution's computer labs or physical classrooms for the term of their IT Academy Program membership.

**Note:** If your IT Academy Program membership was purchased under a Microsoft Volume Licensing agreement, software and lab licenses are provided to your program in accordance to your Microsoft Volume Licensing Agreement.

### Lab Licenses

The license to use the software is expressly conditioned on the IT Academy Program member's compliance with the following:

- The software will be accessed and used solely by IT Academy Program members' students and instructors and only in the lab or classroom located at the IT Academy Program member's facility
- The software will be used only for training and instructional purposes when teaching the content available under the IT Academy Program
- The End-User License Agreement accompanying the software
- This Program Guide and the agreement under which the IT Academy Program subscription was purchased

**Note:** The lab licenses granted via your IT Academy Program membership will immediately terminate upon expiration or termination of your IT Academy Program membership and you will not access or use any of the Microsoft software obtained under your IT Academy Program membership when you are no longer an active member of the IT Academy Program. You agree to delete from all your classroom and lab computers all Microsoft software obtained under your IT Academy Program membership. For clarification purposes, lab licenses are not granted for any other Microsoft software or for any other use.

## DREAMSPARK

Microsoft IT Academy Program members that have executed a standalone IT Academy Program Agreement are granted one (1) year free standard subscription to Microsoft DreamSpark program (DreamSpark). DreamSpark provides a complete solution for keeping academic labs, educators, and students on the leading edge of technology with the most industry-relevant Microsoft software.

- [DreamSpark](#): Access to Microsoft developer and designer tools, as well as beta and new releases (does not include Microsoft Office). Please see <https://www.dreamspark.com/> for a current list of benefits.
- DreamSpark Premium: Only for qualifying institutions, approval is required. DreamSpark Premium expanded Microsoft software titles is only for qualified higher-education science, technology, engineering, and math (STEM) departments.
- IT Academy Program members' students and educators receive member 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 educators to share and collaborate on.

**Note:** If your IT Academy Program membership was purchased under a Microsoft Volume Licensing agreement, the one-year DreamSpark membership is provided to you under your Microsoft Volume Licensing Agreement. Please contact your Agreement administrator to activate your DreamSpark membership or for more information.

For more information about this benefit visit: <https://www.microsoft.com/en-us/itacademy/members/benefits.aspx#software>

## MARKETING BENEFITS

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 distinguish your academic institution as a Microsoft IT Academy Program member by providing market-ready resources such as:

- 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. In order to use the Microsoft IT Academy Program Member logo, you must ensure the use of the logo will be compliant with the IT Academy logo agreement by accepting the IT Academy logo agreement. Find additional logo usage information and the logo available for download on the member site:  
<https://www.microsoft.com/en-us/itacademy/members/marketing-resources.aspx#item-ID0EGAAAAAAAABA>
- A wide array of marketing materials available for download from our marketing collateral page at including various brochures, posters, flyers, and email templates:  
<https://www.microsoft.com/en-us/itacademy/members/marketing-resources.aspx>
- A Communications Guide included in your Welcome Kit and on the IT Academy member website that gives you public relations templates and specific ways you can promote your IT Academy Program to distinguish your school within your community
- Monthly Microsoft IT Academy Webinar Series to get up-to-date information on IT Academy benefits, best practices in the classroom, student employability and teaching technology in the classroom
- Microsoft IT Academy social channels (blog, Twitter and Facebook) that provide daily information about Microsoft IT Academy and other education programs, events and latest resources for you and your students
- Microsoft IT Academy Program Welcome Kit, which includes a membership plaque and posters for you to display in your halls and classrooms
- A monthly newsletter that delivers the latest IT Academy Program updates and helpful educator and student resources right to your desktop. "Opt In" to receive the monthly newsletter:  
<https://profile.microsoft.com/RegSysProfileCenter/wizard.aspx?wizid=c25f59d2-f0fc-406c-bd3f-95c5c1128865&lcid=1033&ci=3070>

Your institution's name and information is publically posted in the IT Academy Program member Locator Tool:  
<http://www.microsoft.com/education/MSITAcademy/ITAPLocator.mspx>. This allows prospective students to find Microsoft IT Academy Program members. This referral service helps connect your academic institution to students, local industries, and the community by subscribing you give us permission to post.

Please notify your IT Academy Program Regional Service Center if you do not want your institution name and information to be listed in the IT Academy Program Locator tool.

As long as an institution is an active IT Academy member in good standing, the institution may reference the fact that they are a participant in the Microsoft IT Academy Program in plain text format on its website and other printed materials provided such use complies with the [General Microsoft Trademark Guidelines](#).

## **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 IT Academy Program's objectives. In support of this, Microsoft IT Academy Program members must meet the requirements below. For more information: [www.microsoft.com/education/MSITAcademy/requirements.mspx](http://www.microsoft.com/education/MSITAcademy/requirements.mspx)

## **ELIGIBILITY**

Membership is open to all primary, secondary, post-secondary, preparatory schools, vocational and trade or technical accredited educational institutions, libraries, museums and accredited sources of continuing education and those qualifying for Microsoft Volume Licensing academic agreements. For more information:

<http://www.microsoft.com/en-us/education/training-and-events/it-academy/eligibility/default.aspx#fbid=kYficjQmPXE>

IT Academy Program members must also meet minimum hardware and classroom setup requirements:

<http://www.microsoft.com/education/ww/buy/Pages/volume-licensing.aspx>

For more information about Microsoft education licensing options:

<http://www.microsoft.com/licensing/licensing-options/for-industries.aspx#tab=2>

## **RESTRICTIONS**

### **Private Training**

IT Academy Program members are not permitted to provide third-party organizations with training using content or software made available through the IT Academy Program. For example, members may not use program benefits to 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 physical location listed on the IT Academy Program registration form to students who are currently enrolled in one of their training classes.

### **Licenses**

The MOAC titles, software, the IT Academy Program logo, marketing materials, trainer materials, lesson plans and other content are licensed, not sold. Members and end users are required to abide by the licenses and other restrictions, terms and conditions that are applicable to, accompany, or are included with the MOAC titles, software, IT Academy Program logo, marketing materials, trainer materials, lesson plans, and other content.

### **Copyright**

**The courseware, textbooks, learning materials, software and other content provided to you as a benefit under the IT Academy Program is copyright protected in the U.S. and abroad and may not be distributed, electronically or physically, in any format, without the express permission of the copyright owner.**

## **PROGRAM ADMINISTRATOR**

During the online application process, your school designated a program administrator and provided their current email address. The program administrator assumes the following areas of responsibility:

- Primary point of contact to ensure consistent communications
- Provide educators with access to the IT Academy Program member site and appropriate program benefits
- Keep current contact information up to date for the IT Academy Program administrator
- Arrange payment for purchases made on behalf of the Microsoft IT Academy Program member

- Maintain student, educators, and institution records related to the program
- Obtain and secure all Volume Licensing Keys (if applicable)
- Assure that member's use of the program and benefits are compliant with the terms and conditions of the Microsoft IT Academy Program Agreement, this Program Guide, and any additional restrictions, conditions, licenses and other terms that are applicable to, accompany, or are included with any IT Academy Program benefit

## IT ACADEMY PROGRAM MEMBER SITE

After their institution's membership is active, the program administrator receives instructions for accessing the IT Academy Program member site for program benefit information. Access to the member site is managed using a Microsoft account or Office 365 identification.

Access to content is controlled by a membership ID, and/or Online Learning content enrollment codes created as part of your IT Academy Program membership. Access to the IT Academy Program member site is limited to your educators and staff. All access to content on Microsoft software and technologies available via the IT Academy Program is restricted only to:

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

## CURRICULUM

All training that an IT Academy Program member offers as part of the IT Academy Program shall primarily use the content available via the IT Academy Program, including: Lesson Plans, MTA Exam Review Kits (ERKs), MOAC, Microsoft Online Learning, and MOC as applicable. Members are permitted to supplement the training with other suitable materials. A member must meet the course delivery requirements below:

### Teaching MOC

IT Academy Program members will use only qualified, accredited educators who are proficient in the technology that is the subject of the MOC title for all training sessions using MOC. The qualified educator is not required to be an MCT, although becoming an MCT is highly recommended. IT Academy Program members may only deliver a maximum of 15 hours of MOC training per week for each training session using MOC. In addition, members are required to:

- a. Provide each student with computers that meet or exceed the hardware level specified in the applicable MOC title set-up guide.
- b. Have a valid licensed copy of the Microsoft software for each student workstation located in the training classroom at member's facilities.
- c. Purchase one (1) licensed copy of the MOC title used in the training class for each student attending the MOC training class and provide each student with their own copy of MOC. All MOC is licensed on a one (1) user per one (1) copy basis.
- d. Ensure that any student provided with a MOC title first acknowledges and agrees that:
  - i. Each course may be used only by one student, and
  - ii. Each student agrees that their use of such course will be subject to the terms and conditions of any end user license agreement, and other terms that are applicable to, accompanies, or is included with included with the course.

- e. Purchase licensed copies of MOC title only from the third-party suppliers designated by Microsoft under the program.
- f. Abide by the usage requirements, licenses and other terms that are applicable to, accompanies, or is included with the MOC titles and all other training materials provided under or associated with the MOC title.
- g. Ensure its educators strictly abide by the usage requirements, licenses and other terms that are applicable to, accompanies, or is included with the MOC titles and all other training materials provided under or associated with the MOC titles.

IT Academy Program members are prohibited from:

- a. Providing access to MOC title to any individual who is not (a) a student attending one of its training classes, or (b) a trainer teaching the MOC title in one of member's training classes.
- b. Distributing, sublicensing or selling **used** MOC titles.
- c. Reusing MOC titles.

Member assumes all responsibility for the distribution of the MOC titles to students and its educators.

## **CONTENT ACCESS**

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

- i. Students who are currently enrolled in its educational institution, including both academic and continuing education departments, whether such courses are provided on a credit or non-credit basis
- ii. Educators, staff, or technical employees at member's institution, provided that training is in the context of educators development courses
- iii. Educators may use the IT Academy curriculum to teach parents of enrolled student (primary and secondary schools only) as community outreach

Access to IT Academy benefits may not be sold or offered to the general public.

Microsoft IT Academy Program supports multiple identity provisioning options. Please refer to your welcome materials to know the model that is best for your institution.

## **PARTICIPATING IN OTHER MICROSOFT PROGRAMS**

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.

## **PROGRAM RENEWAL**

In order to remain as an active program member, and continue to utilize the IT Academy Program benefits, IT Academy Program renewal must be completed prior to your IT Academy Program membership expiration date.

If you choose to discontinue your program membership, upon expiration, or termination of your IT Academy Program membership, all benefits and all rights granted to you under the IT Academy Program are immediately terminated. Your institution(s) must immediately cease all activity related to the IT Academy Program, including:

- Access and use of any IT Academy Program benefits below:
  - IT Academy Program member site
  - Online Learning portfolio and course management

- E-Reference Library
- MOC and related trainer materials purchased as an IT Academy member
- MOAC course materials obtained via IT Academy Program
- Any other materials or content received as a result of participation in the program
- IT Academy provided Exam Vouchers for Professional Development Skills & Certification
- Use of the IT Academy Program logo and stop identifying institution as a participant in the IT Academy Program
- Use of software that has been licensed and received as an IT Academy Program benefit. All copies must be uninstalled and destroyed upon program termination. Upon request, you will provide Microsoft with a signed certificate of destruction
- Distribution of any IT Academy Program marketing materials

## FREQUENTLY ASKED QUESTIONS

### **What is the Microsoft IT Academy Program?**

The Microsoft IT Academy Program is an annual subscription membership program that enables academic institutions to deliver training on Microsoft Productivity, IT Infrastructure, and Computer Science technologies to their students, as well as to offer resources on the latest Microsoft technologies to their educators.

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 subscription program fee. Fees vary in different countries, so please visit [www.microsoftitacademy.com](http://www.microsoftitacademy.com) or contact your Regional Service 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 location must apply for and pay the annual program subscription 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 or visit [www.microsoft.com/licensing/licensing-options/for-industries.aspx](http://www.microsoft.com/licensing/licensing-options/for-industries.aspx)

For all other academic institutions, Microsoft provides an [online registration tool](#). The application process includes:

- Meeting the requirements to be a member of the IT Academy Program
- 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)
- Provide an active email address
- Completed application and acceptance of the IT Academy Program Agreement
- Submit payment for the membership fee
- Institution cannot concurrently be a member in the Microsoft Partner Network Learning Competency program

## **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 Program members?**

Microsoft is committed to maintaining the integrity and quality of the Microsoft IT Academy Program. Students have high expectations for Microsoft-approved training content, 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?**

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?**

IT Academy Program membership fees are non-refundable. 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 upon your institution's activation in the program.

## **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 that sign and comply with the IT Academy Logo License Agreement have access to the IT Academy 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 by following the instructions from the member site. You may use the Microsoft IT Academy Program Logo 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, this Program Guide and any additional licenses, requirements, conditions and terms, and (iii) your use of the logo complies with the Microsoft IT Academy Logo License Agreement.

## **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 newsletters with information such as program benefits, certification news, curriculum releases, and more. Please also refer to our member's site for questions.

## **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.

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:twppo@microsoft.com">twppo@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 [www.microsoft.com/itacademy](http://www.microsoft.com/itacademy). 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.

## **CONTACT US / ASK QUESTIONS**

If you have questions on how to use the IT Academy tools or cannot find what you need to successfully use the IT Academy benefits, please contact us. Call or e-mail for technical support or guidance with Online Learning or IT Academy benefits.

- Hours: 6:30am - 5:30pm PST
- Phone: 800-508-8454 for immediate help
- Email: [acadsupp@microsoft.com](mailto:acadsupp@microsoft.com) expect 24-48 hour response time

**Note:** when calling IT Academy Customer Support, we will need to validate your identity. You will be asked to answer three of the following questions regarding your school:

- IT Academy member ID number
- IT Academy School Name
- School Address
- School Phone Number
- Program Administrator's Name
- Program Administrator's email address

Revised September 2014

This document is provided "as-is." Information and views expressed in this document, including URL and other Internet Web site references, may change without notice.

This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes.

© 2014 Microsoft. All rights reserved.

Microsoft, Access, DreamSpark, Excel, Internet Explorer, Microsoft Press, Office 365, OneNote, Outlook, PowerPoint, SharePoint, SQL Server, Surface, Visual Studio, Windows and Windows Live are trademarks of the Microsoft group of companies. All other trademarks are property of their respective owners.

\*Some program benefits may be provided by a third party. Microsoft is not responsible for any program benefits provided by a third party and Microsoft does not sponsor or endorse the third-party vendors or its services or products. You are responsible for your dealings with any third party including the delivery of and payment for goods and services.

Program benefits may have additional terms, conditions, and licenses, which apply to your use of those program benefits. Your use of the program benefits is conditional based upon your agreement to the applicable additional terms, conditions, and licenses. If you do not agree to the additional terms, conditions and licenses, you may not use that benefit.