

Microsoft & Prometric Exam Delivery Provider Changes Frequently Asked Questions

Q. What did Prometric announce?

A. Prometric, a global leader in technology-enabled testing and assessment services will be delivering Microsoft professional certification and Microsoft Dynamics exams.

Q. When does the new Exam Delivery Provider (EDP) model become effective?

A. September 1, 2007. However, there will be a transition period with Pearson VUE through December 31, 2007, which is detailed later in this FAQ.

Q. Why did Microsoft Learning move to a new EDP model?

A. Microsoft Learning has determined that going with this model will ensure program enhancements and more consistency in the customer experience. It will also enable increased speed to market for exam innovations because of more streamlined internal processes. In a time when demand is growing for IT certifications, it is very important to us to deliver to our customers the best possible certification program and a consistent testing experience to achieve those certifications.

Q. How will Microsoft Learning ensure these enhancements are made?

A. Microsoft Learning is committed to training and certification enhancements over the next few years. Prometric, is being held to very high standards and expectations. To ensure accountability and success of these enhancements, Prometric is making major investments in key areas that will be important to customer satisfaction.

- **Better User experience**

- Prometric is making improvements in technology infrastructure, development and customer service. Specifically, Prometric upgraded its technology systems to a state-of-the-art data center in late 2006. Prometric operates this data center 24 hours a day, 7 days a week, and the upgrades help ensure a greater level of system reliability and performance. Additional upgrades to our test center scheduling systems and candidate results-processing engine are scheduled for release in 2007, in addition to enhancements to our payment-processing capabilities. Coupled with past and continued investments in our industry-leading test-delivery systems, Prometric can ensure a successful testing experience for the candidate—from scheduling and exam registration through delivery of exam results. Prometric has also invested in the systems and processes that support our customer service function in order to deliver rapid and accurate responses to all candidate inquiries.

- **Better Customer Value**

- **Customer Programs**
 - Prometric will work with Microsoft to create strategies and programs that improve the candidate experience for example, providing highly discounted exams and test preparation tools.

- **Test Center Migration**
 - Prometric's proven and scalable recruitment and readiness methodology is already in place; there are more than 50 regionally- based recruiters and readiness staff working solely on this transition. Working closely with regional Microsoft teams, we have targeted the sites for recruitment outreach. To become a Prometric test center, a potential test center site must Our efficient step-by-step process is dependent on the sites' ability to quickly complete four major steps:
 - **FIRST STEP:** Complete Prometric's Web Application found at www.prometric.com/microsoft/testsite.
 - **SECOND STEP:** Once the application is processed an email package of information will be sent within three business days. The package contains a new, streamlined contract; compensation terms; and other data required to get the site set up as a Prometric test center. A representative from the site must sign the contract, complete the enclosed forms, and return them to Prometric using the supplied DHL Express Package shipping number. Our Global Site Readiness team is available to guide the potential test center through the contracting processes. Once we review the returned package for completeness, the site will receive a link to complete the third step.
 - **THIRD STEP:** Test center personnel must complete Test Center Administrator (TCA) certification via our interactive, Web-enabled training and certification processes. Our Global Site Readiness team is available to guide the test center personnel through the certification process.
 - **FOURTH STEP:** Once we confirm a test center's TCAs are certified, we schedule a time for our Global Site Readiness team to guide the test center personnel through the software download, installation, and readiness processes. A new Prometric test center can expect to be ready to start testing within two business weeks, once we receive a properly executed contract and all required forms.
- **Global coverage**
 - Working closely with input from Microsoft regional management, Prometric has undertaken a comprehensive review of the global channel—all regions and countries were included with the immediate goal (September 1, 2007) to provide sufficient capacity to support the current certification demand across all established and growth markets. We have designated more than 600 markets in the top 30 certification-volume countries—our goal is that no candidate will need to travel more than 30 miles to reach a test center. The dynamic focus of Prometric's channel planning, in concurrence with guidance from Microsoft, allows Prometric to recruit and expand new testing capacity as market

certification demand warrants. Our long-term goal is to provide more than enough test centers to meet the demand for Microsoft Certification testing needs.

Q. What happens on September 1, 2007?

A. As of September 1, 2007, Pearson VUE will no longer sell Microsoft Certified Professional (MCP) vouchers. Pearson VUE will continue to register candidates for Microsoft Dynamics exams.

Q. What should customers do if they have a Pearson VUE voucher?

A. To accommodate customers who purchase MCP exam vouchers through August 31, 2007, Pearson VUE will continue to accept registrations from candidates using VUE pre-paid vouchers, and administer pre-paid exams through December 31, 2007. If you have any unused vouchers after December 31, 2007, please contact Microsoft Learning to request Prometric replacement exam vouchers.

If you have a discount voucher (a voucher that discounts the cost of the exam), you can use the voucher at either Prometric or Pearson VUE until August 31, 2007. Starting September 1, 2007, all MCP discount vouchers can be used only at Prometric.* If you are unsure what type of voucher you have, contact Microsoft Learning.

- [Contact Microsoft Learning about exam vouchers](#)

Pearson VUE will cease selling Microsoft Dynamics vouchers with a one-year expiration date after August 31, 2007. Pearson VUE will sell Microsoft Dynamics vouchers with a December 31, 2007, expiration date starting on September 1, 2007. Candidates may register and take a Microsoft Dynamics exam with Pearson VUE anytime between now and December 31, 2007.

***Note:** If you are a Microsoft Partner and have received a discount voucher through the Microsoft Partner program, you will be able to use the discount voucher through Pearson VUE until November 30, 2007. Voucher terms and conditions are subject to change; please check back regularly for updates.

- [Visit the Microsoft Partner program Web site](#)

Q. Can customers redeem Pearson VUE vouchers at Prometric test centers?

A. No. To accommodate customers who purchase exams through August 31, 2007, Pearson VUE will continue to administer the exams through December 31, 2007. If you have any unused vouchers after December 31, 2007, please contact Microsoft Learning for a Prometric replacement exam voucher.

Contact Microsoft Learning for a replacement exam voucher

Q. How can customers find a Prometric test center near them?

A. [Find a test center near you.](#)

Q. Will the costs of certification tests increase?

A. Microsoft currently has no plans to increase the exam fees.

Q. If a customer has been testing at a Pearson VUE test center, will new test results from a Prometric test center be combined with their existing results?

A. Microsoft has a record of the exams taken and certifications earned. We will continue to maintain our records with all exam results. If you feel you are missing any results from your transcript, you may send an e-mail message to mcphelp@microsoft.com or call a [Microsoft Regional Service Center](#). Please provide the following information.

- A copy of your score report and your Microsoft Certification ID (MCP ID)

or

- First and last name
- Address
- Microsoft Certification ID (MCP ID)
- Registration ID(s) of the missing results
- Date that exam was taken
- Location where exam was taken
- Exam number

Q. Pearson VUE maintains a transcript for me to view my exams. Where can I find my transcript in the future?

A. Microsoft-specific transcripts can be found on the [Microsoft Certification Member secure site](#), the [Microsoft Certified Trainer \(MCT\) secure site](#), and the [Microsoft Dynamics secure site](#). All other industry exams will remain with the exam delivery providers (EDPs).

Q. Are all tests offered by Pearson VUE also offered by Prometric?

A. Yes.

Q. What options are available to customers who prefer to test at locations other than Prometric test centers?

A. IT professional, developer, and Microsoft Dynamics exams will be offered only at Prometric test centers.

- [Find a nearby test center](#)

Partner and IT Academy questions

Q. As a partner, how do we change over to this model?

A. Each test center use Prometric's systems for exam scheduling, delivery, and result processing. The test center will need to install Polaris, which is Prometric's site-specific scheduling application.

Q. Who do I contact at Prometric to set up my new test center?

A. [Visit the Prometric Microsoft Test Web site for information.](#)

Q. Is there a fast track to become a Prometric test center?

A. Please refer to our description on Test Center Migration above.

Q. Will the set-up procedures and exam delivery for Prometric be the same as they have been for Pearson VUE?

A. Although similar, there are subtle differences in set-up procedures and exam delivery.

- [Visit the Prometric Microsoft Test Web site for information](#)

Q. We have Pearson VUE vouchers that have not yet been distributed. What do we do with them?

A. You may use any pre-paid vouchers at Pearson VUE through December 31, 2007. If you have any unused vouchers after December 31, 2007, please contact Microsoft Learning to request replacement vouchers.

- [Contact Microsoft Learning to request replacement vouchers](#)

Q. We sold Pearson VUE vouchers to students who have not yet redeemed them. What should we do?

A. To accommodate customers who purchase MCP exams through August 31, 2007, Pearson VUE will continue to administer pre-paid exams through December 31, 2007. If you have any unused vouchers after December 31, 2007, please contact Microsoft Learning to request Prometric replacement exam vouchers.

If you have a discount voucher (a voucher that discounts the cost of the exam), you can use the voucher at either Prometric or Pearson VUE until August 31, 2007. Starting September 1, 2007, all MCP discount vouchers can be used only at Prometric.* If you are unsure what type of voucher you have, contact Microsoft Learning.

- [Contact Microsoft Learning about exam vouchers](#)

Pearson VUE will cease selling Microsoft Dynamics vouchers with a one-year expiration date after August 31, 2007. Pearson VUE will sell Microsoft Dynamics vouchers with a December 31, 2007, expiration date starting on September 1, 2007. Candidates may register and take a Microsoft Dynamics exam with Pearson VUE anytime between now and December 31, 2007.

***Note:** If you are a Microsoft Partner and have received a discount voucher through the Microsoft Partner program, you will be able to use the discount voucher through Pearson VUE until November 30, 2007. Voucher terms and conditions are subject to change; please check back regularly for updates.

- [Visit the Microsoft Partner program Web site](#)

Q. Where do we purchase the new exam vouchers?

A. [Get information about purchasing Microsoft exam vouchers from Prometric.](#)

Q. Will we have an account manager for Prometric like we did for Pearson VUE?

A. Yes, each test center will be assigned a district or territory operations manager.

Q. How do we schedule exams for Prometric?

A. Scheduling is performed through Polaris, Prometric's site-specific scheduling application.

- [Visit the Prometric Microsoft Test Web site for information](#)

Q. If a customer has been tested at a Pearson VUE test center, will new test results from a Prometric test center be combined with their existing results?

A. Yes, Microsoft has a record of the exams taken and certifications earned at all test centers. We will continue to maintain our records with all exam results. If any customers feel they are missing any results from their transcript, they may send an e-mail message to mcp@help@microsoft.com or call a [Microsoft Regional Service Center](#). They will need to provide a copy of their score report and their Microsoft Certification ID (MCP ID) or the following information.

- First and last name
- Address
- Microsoft Certification ID (MCP ID)
- Registration ID(s) of the missing results
- Date when exam(s) was taken
- Location where exam(s) was taken
- Exam number

Q. We have discounts with Pearson VUE; will Prometric give us the same discounts?

A. Prometric offers the same Microsoft corporate discounts as Pearson VUE. Prometric will consider any additional discounts on a case-by-case basis.

Q. Will there be two identification numbers for our customers now or will Prometric have access to Pearson VUE ID numbers?

A. All Microsoft candidates receive a Microsoft Certification ID once they have taken a Microsoft certification exam. In some instances, a candidate may receive a duplicate Microsoft Certification ID. Prometric and Microsoft will be able to merge the records together in order to ensure candidates have one ID. For further details, please see the preceding question, **If a customer has been testing at a Pearson VUE test center, will new test results from a Prometric test center be combined with their existing results?**

Q. Will there be a minimum exam delivery volume requirement to be a test center?

A. Aligned with the Microsoft certification growth objectives, Prometric offers compensation based on volume of exams delivered. The more exams a test center can deliver, the more revenue it can generate. Prometric's compensation is quarterly based. A test center that delivers between 46 and 299 exams per quarter is designated a Base Camp partner site. A test center that delivers 300 or more exams quarterly are designated a Summit Partner site. Prometric has no minimum delivery requirements in order to be a Prometric test center; however, a test center must deliver a minimum of 45 exams to be eligible for compensation. Prometric is willing to consider a different volume compensation model for the IT Academies.

Q. What is the cost of set up and what are the required standards to become a Prometric test center?

A. There is no additional cost incurred and no incremental standards to become a Prometric test center beyond meeting the minimum hardware and software test delivery requirements from Microsoft. If a test center is currently delivering Microsoft certification exams, it should already be compliant with these standards.

Q. Will we need to buy new hardware to offer exams for Prometric? What are the hardware and software requirements?

A: The following list outlines the current minimum workstation and requirements for test centers.

- IBM PC or compatible
- Workstation: Pentium III CPU, 1 gigahertz (GHz) or faster
- RAM: 512 MB
- Hard disk space: 4 GB
- Monitor
- Peripheral: CD ROM, rated at a minimum speed of 8x
- Network interface card
- Operating system: Windows 2000 Professional or Windows XP Professional (In mid-2008, Microsoft Windows Vista Business Edition will be required, but it is **not supported** today)
- Browser: Internet Explorer 6.0
- 100 megabits per second (Mbps) Internet connection (Windows platforms)
- Virus detection software

Beginning in mid-2008, Prometric will require the following mandatory and preferred hardware and software requirements.

Mandatory Workstation Requirements:

- Display monitors: 17 inch CRT or 15" Flat Screen
- Display resolution: 1024x768, 24 or 32 Bit color
- Workstation: PentiumIII® CPU, 1 GHz or faster

- Operating system: Windows XP Professional SP 2 (In mid-2008, Microsoft Windows Vista Business Edition will be required, but it is **not supported** today)
- Peripherals: DVD drive (on at least one workstation) or CD ROM Drive (on at least one workstation)
- RAM: 1 GB
- Hard Disk Space: 8.5 GB free disk space
- Browser: Internet Explorer 6 Service Pack 2 or newer
- Audio Output capability
- Internet Access Capability

Mandatory File Server Requirements:

- PentiumIII® CPU, 1 GHz or faster
- Operating system: Microsoft Windows 2000 Server, Microsoft Windows 2003 Server
- Peripherals: DVD drive or CD ROM drive
- RAM: 1 GB
- Hard Disk Space: 8.5 GB free disk space
- Browser: Internet Explorer 6 Service Pack 2 or newer
- Internet Access Capability
- Network throughput: 100 MBPS

Preferred Monitor and Visual Specifications:

- Display Monitors: 19 inch
- Graphics memory: 32 MB

Mandatory TCA Station Requirements:

- Display monitors: 17 inch CRT or 15 inch flat screen
- Display resolution: 1024x768, 24 or 32 Bit color
- Workstation: PentiumIII® CPU, 1 GHz or faster or AMD Athlon equivalent
- Operating system: Windows XP Professional SP 2 (In mid-2008, Microsoft Windows Vista Business Edition will be allowed, but it is **not supported** today)
- Peripherals: DVD drive or CD ROM drive
- RAM: 512 MB
- Free Hard Disk Space: 4 GB
- Network through put: 100 MBPS
- Browser: Internet Explorer 6 Service Pack 2 or newer

[Learn more details about hardware requirements](#)

Q. What kind of training does my staff need to administer exams for Prometric?

A. The test center owner/operator will assign a minimum of one person, (two or more are strongly recommended), to be trained and certified as a Prometric Test Center Administrator (TCA). A prospective TCA must be fluent in English and over the age of 18, and must accomplish the following.

- Complete the annual Prometric Standard Operating Procedures Training Course.
- Earn a passing score on the Prometric TCA Certification exam.
- Engage in periodic continuing education modules.

***Note:** Individuals holding or pursuing IT certifications cannot serve as TCAs.

[Learn more about test center staff training](#)

Q. Other than the required training and exams, what is expected of a TCA?

A. A certified TCA will manage daily test center operations, including the following duties

- Administer and proctor tests skillfully and securely
- Provide high-quality customer service to all candidates
- Handle difficult situations with professionalism
- Manage daily test center communications, including online communications with Prometric and communications with Prometric district and territory managers

***Note:** An active TCA must not be involved in any activities that might suggest a conflict of interest regarding the tests to be administered. An active TCA must not hold IT industry certifications (such as MCSE), pursue an IT industry certification, or participate in or train a preparatory course for any IT tests delivered on behalf of Prometric and its testing clients.

Q. We have questions about converting our test center to Prometric. Who do we talk to?

A. [Find your regional contact for questions about converting your test center to Prometric](#)

Q. We are an IT Academy (ITA) and all academic exams are discounted. Does this mean that if you are a Pearson VUE/ITA test center and have bought academic exam vouchers, you have until August 31 to use those vouchers within your current Pearson VUE test center?

A. Academic exam pricing can be somewhat misleading. Microsoft provides academic pricing on academic exams. The academic exams are a subset of all of the exams that are geared toward academic audiences. More specifically, the exams are part of what we consider career-enabling certifications (such as MCDST, MCSA, MCAD, and Technology Specialist exams). The pricing is based on the commercial exam price, reduced by a certain percentage, but is an established price and is not a discount that is applied when paying for the exam. If an IT Academy or academic institution purchases vouchers from Pearson VUE intended for academic exams, those vouchers are considered pre-paid vouchers that can be used for academic exams exclusively, and will be valid until December 31, 2007.

Q. We are a Pearson IT Academy (ITA) test center. Does this new policy require all academic exam vouchers to be used at the Pearson VUE test center by no later than August 31, 2007?

A. If an IT Academy or academic institution purchases vouchers from Pearson VUE intended for academic exams, those vouchers are considered pre-paid vouchers that can be used for academic exams exclusively, and will be valid until December 31, 2007.

Q. If an ITA is a Pearson VUE test center and becomes a Prometric test center, can they continue to use their vouchers?

A. If a Pearson VUE ITA becomes a Prometric test center, it will be able to receive replacement vouchers for any unused vouchers after December 31, 2007. It is permissible for an ITA to be a Pearson VUE test center and a Prometric test center at the same time.

Q. What happens if Pearson VUE ITA test centers do not use all of their vouchers before August 31, 2007?

A. They will have until December 31, 2007, to redeem the vouchers.

Q. Some ITA test centers also deliver non-discounted (commercial) exams. Can vouchers for commercial exams be used until December 31 or must they be used by November 30 because they are part of the Microsoft Partner Program?

A. All Partner Program vouchers can be used at both Pearson VUE and Prometric test centers until November 30, 2007. All pre-paid vouchers will be honored through December 31, 2007.

Q. Do we need to exchange all academic vouchers purchased by Pearson VUE ITA test centers before September 1, 2007?

A. Candidates may use Pearson VUE pre-paid vouchers (vouchers that pay for the entire amount of the exam) until December 31, 2007.

Note As of September 1, 2007, a candidate will not be able to register and pay for an exam with a credit card—or with a credit card and a discount voucher (a voucher that pays for part of the expense of an exam)—at the Pearson VUE Web site. Only vouchers that pay the entire amount of the exam can be used at Pearson VUE after September 1 and through December 31, 2007.

Q: What are the test center business hours?

A: Each test center worldwide manages and sets their individual business hours to meet their customers' needs. Many testing centers provide weekend and off hour testing. To find test center details, including business hours and locations near you, please go to www.prometric.com/Microsoft.

Q: How can a customer register for an exam?

A: Exam registration is simply done through one of three methods; web registration, onsite registration, and call center registration. Prometric's schedule, reschedule, and cancellation policies are as follows:

- **Schedule**
 - **Same day:** Customers can use onsite registration
 - **More than 24-hours in advance:** Customers can use web, onsite, or call center registration
- **Reschedule**
 - **Same day:** Customers can use call center registration
 - **More than 24-hours in advance:** Customers can use web, onsite, or call center registration
- **Cancel**
 - **Same day:** Customers can use onsite or call center registration*
 - **More than 24-hours in advance:** Customers can use web, onsite, or call center registration

*The testing center network and seat availability is based on candidate demand. Cancelling within 24-hours of an actual testing event will cause forfeiture of payment.

Q: How can we become a Prometric test center?

A: All test centers, including IT Academies, can become a Prometric testing center. There are no additional costs or exam delivery minimums to meet*, however, centers are required to meet minimum hardware and software requirements. Prometric's Online Application to become a test center can be found at www.prometric.com/microsoft/testsite. Testing sites that convert to Prometric may replace their current Pearson VUE vouchers with Prometric vouchers immediately; all others may replace their vouchers after December 31, 2007, by submitting their request to mslvouch@microsoft.com.

Supporting all test centers is vital and a fundamental concern for Prometric. To support our commitment and ensure excellence within our testing centers, we have staffed our Global help desk with over 125 employees providing support in 12 languages through phone, e-mail, and eChat.

*Although there are no exam delivery minimums to meet, there are exam delivery minimums to meet in order to be compensated for exam delivery.