Microsoft Certification Voucher FAQs

Through the Microsoft IT Academy agreement with Microsoft and the Washington State Library, KCLS has a limited number of vouchers that staff can use to take tests to become certified in a variety of Microsoft programs. General information about Microsoft IT Academy is available at https://intranet.kcls.org/Departments/PublicServices/AdultServices/Pages/Microsoft-IT-Academy-Information.aspx

Who Can Use These Vouchers?

These vouchers are available to all KCLS employees with supervisor approval. However, the certification that you are seeking must be related to your current position with KCLS.

How Many Vouchers Can I Use?

At the current time, each staff member may apply for **one (1) voucher** in each of the first three quarters of 2014. Vouchers will be available on a first-come, first-served basis until supplies are gone. KCLS has been allotted a total of 480 vouchers. The vouchers are set to expire on **September 1, 2014**. If you apply for a voucher, you must plan enough time to make sure that you can study for and take the certification test before the voucher's expiration date.

Do I Get Paid to Study For and Take the Certification Test?

The time you spend studying for and taking the certification test is considered work time. However, you need your supervisor's approval before starting the certification process. You and your supervisor are required to sign the Microsoft Certification Voucher Agreement and submit it to Staff Development.

Where Do I Take the Certification Test?

The certification test must be taken at a Certiport Authorized Testing Center Location. There are two locations in King County: (1) TSS Redmond, 8461 154th Ave NE, Bldg G, Redmond, WA 98052, 425-749-3004, and (2) Bellevue College, North Campus, 14673 NE 29th Place, Bellevue, WA 98007, 425-564-4006. For more information, see the Certiport Authorized Testing Center Location Locator: http://www.certiport.com/Portal/desktopdefault.aspx?page=common/pagelibrary/Using_TC_Locator.htm

Who Pays the Proctoring Fee to Take the Test?

TSS Redmond (http://www.tssredmond.com/Solutions/Pages/Testing.aspx) and Bellevue College (http://www.bellevuecollege.edu/ce/test-center/) charge a proctoring fee for the public to take certification test at their locations. This proctoring fee will be paid by KCLS. However, you need to complete and submit a Training Funding Request for Individual Development to receive reimbursement for this fee. This Individual Development funding request should be submitted to your APT member, and the request must be approved before scheduling your certification test.
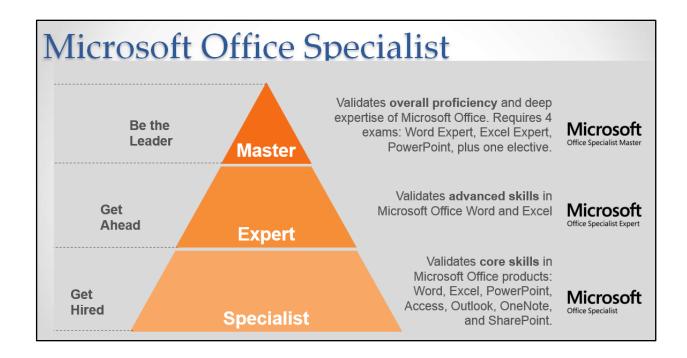
Who Pays Mileage for Me to Drive to the Testing Location?

This is paid out of your branch's mileage budget. For information on mileage reimbursement, see the Mileage Reimbursement Policy in the Business Office Manual. Also, the Mileage Reimbursement Form 2014 is available on the Business Office's page of the Intranet.

What Certification Tests Can I Take?

The available vouchers are for the **Microsoft Office Specialist (MOS)** certification. There are three levels to MOS certification (see illustration below). Generally speaking, you may only apply for the **Specialist** level certification for the following programs: **Word, Excel, PowerPoint, and Outlook**. If your current job requires substantial knowledge of Access, OneNote, and/or SharePoint, you may also apply to take those certification tests, though you must specify how this knowledge is related to your current position.

If you believe that your current position with KCLS requires a higher degree of knowledge than required for the Specialist level, you may apply for the Expert and/or Master level certification, although you must specify in your application how the higher level is related to your current position with KCLS.

Microsoft Office Specialist

Be the Leader	Master	Validates **overall proficiency** and deep expertise of Microsoft Office. Requires 4 exams: Word Expert, Excel Expert, PowerPoint, plus one elective.	Microsoft Office Specialist Master
Get Ahead	Expert	Validates **advanced skills** in Microsoft Office Word and Excel	Microsoft Office Specialist Expert
Get Hired	Specialist	Validates **core skills** in Microsoft Office products: Word, Excel, PowerPoint, Access, Outlook, OneNote, and SharePoint.	Microsoft Office Specialist

How can I Prepare for the Certification Test?

Preparing for a certification test is self-directed. You may take Microsoft IT Academy classes or SkillSoft online classes, read books, use databases, etc. A number of resources are available on the Technology Tips page on the intranet. Microsoft has created detailed information about the different certifications, available at https://www.microsoft.com/learning/en-us/mos-certification.aspx Here are some links to study materials for the Specialist level certification tests:

- **Word** – Microsoft IT Academy Course: 70158 Microsoft Word Essentials (exam 418)
  Link to study guide: MOAC MOS 77-418: Word 2013
- **Excel** – Microsoft IT Academy Course: 70148 Microsoft Excel Essentials (exam 420)
  Link to study guide: MOAC MOS 77-418: Excel 2013
- **PowerPoint** – Microsoft IT Academy Course: 70154 Microsoft PowerPoint Essentials (exam 422)
  Link to study guide: MOAC MOS 77-418: PowerPoint 2013
- **Outlook** – Microsoft IT Academy Course: 70153 Microsoft Outlook Essentials (exam 423)

How Will I Know If My Request For A Voucher Has Been Approved?

Staff Development will email you within two weeks of receipt of your completed Microsoft Certification Voucher Agreement to let you know whether your request for a voucher has been approved. If it is approved, the email will contain the Voucher Number that you will need to register with the testing location.

What Do I Do With My Voucher Number?

Take the Voucher Number with you when you take the certification test at one of the Certiport Authorized Testing Center Locations. You will be asked for the Voucher Number at that time.

What if I Fail the Certification Test?

If you fail the certification test, you are not required to re-take it. However, if you want to re-take the test, you need to submit a new Microsoft Certification Voucher Agreement to request a new voucher, and submit another Training Funding Request for Individual Development to cover the proctoring fee. You will also need to work with your supervisor to make sure you have adequate time to prepare for the certification test.

What if My Question Isn't Answered Here?

If you have any questions about Microsoft certification vouchers, email training@kcls.org