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| **Microsoft Authorised Desktop Training Provider** New Zealand Program description, 2010 |
| What Microsoft needs in their**Authorised Desktop Training Provider partners** |
| Our priority is ensuring customer satisfaction through the Microsoft Authorised Desktop Training Provider channel. The ideal candidate for this program is a professional training business, with an emphasis on offerings to customers requiring training on our desktop and personal operating systems products. In addition, our Microsoft Authorised Desktop Training Provider channel is the key channel for training mapping towards Microsoft Office Specialist and Microsoft Certified Application Specialist, internationally recognised certifications for the Microsoft Office range of desktop products.Organisations appropriate for the Microsoft Authorised Desktop Training Provider Program must possess strong internal Microsoft product expertise and be highly skilled in the area of marketing end-user training which is reflected in the certification requirements within this description. Training services should have a significant component of value-added options for market differentiation, with the ultimate aim of ensuring customer satisfaction. For Microsoft Authorised Desktop Training partners, Microsoft will maintain a program that is concise and clear in its objectives and operation. This channel is branded across New Zealand, as the source for user training on the Microsoft desktop and personal operating system products, with focus on Microsoft Office Specialist training and certification. In particular this branding will be in conjunction with major product initiatives. Microsoft will provide clear benefits of participation in a program specifically designed to enable Microsoft Authorised Desktop Training Providers meet their customer needs.  |
| What our partners want from the Microsoft Authorised Desktop Training Provider (ADTP) program |
| Research has told us that partners need a program that is easy to understand, has very small administrative overhead and provides benefits relevant to their businesses. A clearly branded logo, beta product availability, full packaged product availability etc. are important. And finally our desktop training partners want a program that will be supported by Microsoft as the recognisable source for training on Microsoft’s desktop application products. |



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| Microsoft Authorised Desktop Training Provider- Benefits of participation - |
| Branding tools*This is the premier benefit of ADTP status. There is nationwide recognition of Microsoft branding and Microsoft training.* | 1. ADTP logo
2. ADTP plaque
3. Promotional materials: upon availability posters for applications products, ADTP branding posters etc.
4. Ability to provide all students completing ADTP courses on Microsoft desktop and personal operating system products, with an original Microsoft certificate of completion.
5. ADTP sites will be promoted on the Microsoft New Zealand Learning Web site.
6. Microsoft Customer Services will refer ADTP sites on a geographic basis to enquiring customers.
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| Core products - availability and support | 1. Upon availability, distribution of marketing beta software for desktop products
2. Prompt distribution of final release product
3. 100 Product usage licenses per desktop product, only available for training purposes. Desktop product includes Microsoft Office, Microsoft Project, Microsoft Publisher and Microsoft Visio.
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| **Resources** | 1. Opportunity to resell MS Press titles, available at a discount to ADTP sites for this purpose (extent of discount/distribution channel varies)
2. Opportunity to purchase Microsoft TechNet for a discounted price.
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| Microsoft Authorised Desktop Training Provider Requirements of participation – |
| **Core Requirements**- course offerings and promotions | 1. Courses offered by the Authorised Desktop Training Provider must include Microsoft Office (Word, Excel, Outlook, Access and PowerPoint) as well as the Microsoft Windows personal operating system products.
2. Courses offered by the Authorised Desktop Training Provider must at an absolute minimum map towards Microsoft Office Specialist exams at a “specialist” level for both Word and Excel.
3. ADTP sites must be in a position to offer updated courses within two months of the public release of new versions of these products. The range of software listed above may be altered from time to time
4. ADTPs must offer a minimum of two annual product-based promotional activities to their customer base per site.
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| **Certification** | 1. **Each site must have a minimum of**
2. **ONE** full-time employed/exclusively contracted Microsoft Certified IT Professional (MCITP). Full details of the Certification Program are available on <http://www.microsoft.com/learning/en/us/certification/cert-overview.aspx>
3. **TWO** full-time employed/exclusively contracted Microsoft Certified Application Specialists (MCAS) **or** Microsoft Office Specialists (in both Word and Excel)

(Please note: ONE individual can have both MCITP and Office certification requirements to meet these program benchmarks.* If an ADTP’s MCITP, MCAS or Microsoft Office Specialist leaves the organisation, you will have a period of 60 days in which to replace that certified individual. Microsoft must be notified in writing of any changes of certification staffing for an ADTP site.
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| **Customer satisfaction** | 1. All Microsoft-related, desktop courseware must include an insert (contents as provided by Microsoft) offering a contact at Microsoft for customer feedback.
2. Microsoft may audit an ADTP site at any time. This may be a random quality assurance audit or it may be prompted by customer feedback.
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| **Annual fee**  | 1. Annual program fee of NZ$1200 +GST (12.5%), $1350 inclusive
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| **Communications** | 1. ADTP sites and primary contacts must be able to utilise primarily electronic communications (electronic mail, Internet, etc)
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| **Courseware** | 1. It is important to note that the ADTP program requires all participants to source their own courseware for end-user students’ use.
* If you are interested in establishing a relationship with a courseware vendor please contact the Microsoft Learning Program Manager.
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| **General regulations** | 1. Logos and branding must be used strictly in accordance with usage guidelines
2. Each site will be individually approved by Microsoft at its sole discretion
3. ADTP sites must meet each product’s published recommended hardware requirements in all classrooms.
4. For the entire time a student attends ADTP course, they must be able to access a personal computer for training purposes
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| **Removal of ADTP status** | 1. Microsoft reserves the right to terminate the ADTP agreement at any time in accordance with the terms and conditions of that agreement if concerned that program standards and ideals are being compromised.
2. Status will be immediately removed from an ADTP infringing logo usage regulations; ADTP sites must not in any way infer or state that they are authorised to hold systems level courses for computer professionals (ie, courses that Microsoft Learning Solutions Partners are authorised to hold). ADTP status is strictly limited to training end users on Microsoft’s desktop products
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| Microsoft Authorised Desktop Training Provider- Application process – |
| A separate application must be completed for each individual site applying for ADTP status. No multi-site style (or ‘blanket’) agreements will be considered. |
| **Application components** | A completed application is to be forwarded to Microsoft New Zealand’s primary contact (as listed on ADTP application document)Incomplete applications will be returned to sender.  |
| **Assessment of application** | All applicants will be informed in writing of their status within 10 working days of receipt of their application. Please note that appointment decisions are at the sole discretion of Microsoft. All submissions will remain confidential.If you are unsuccessful in your application you will not be able to re-apply to the ADTP program for a minimum period of six months. You will be notified in writing and your program fee and cancelled contracts will be promptly returned. |
| **Appointment process** | Microsoft will notify (in writing) successful sites of their acceptance into the program and you will be issued with an invoice for the program fee: $1200 per site (plus GST). Payment to be made by bank deposit only. On receipt of payment we will forward ADTP Starter Kit. Contents of this Starter Kit include:1. ADTP plaque
2. ADTP logos
3. Start-up product delivery (includes the latest version of Microsoft Office)

ADTP sites will also be added to our desktop applications referral list at our customer services and our web site.  |
| How do I contact Microsoft? |
| **Microsoft New Zealand** | Mary KiddieProgram Manager, Microsoft LearningPO Box 8070Symonds StreetAucklandPhone: 09-362-5843Mob: 021-626-716Fax: 09-357-0868Email: i-mkiddi@microsoft.com |