

FAQ – Microsoft Office Specialist (MOS) 2010

Q: Why do we need a new Microsoft Office certification?

A: Microsoft Office 2010 is Microsoft's latest release of the world's most recognized document authoring and collaboration solution, presenting customers the ultimate business and personal productivity experience across PCs, browsers, and mobile devices. In conjunction with this exciting software release by Microsoft, Certiport and Microsoft Learning will release the latest **Microsoft Office Specialist (MOS) 2010** certification program, the next generation of Microsoft's industry-leading Office certification program that accounts for the delivery of over 1 million certification exams annually. MOS 2010 continues the legacy of the Microsoft Office Specialist certification programs, providing the world a standards-based credential for validating Microsoft Office skills. It is the premier credential chosen by individuals seeking to validate their skills and advance their careers. The credential enables individuals to tap the full features and functionality of the Microsoft Office 2010 system, resulting in heightened performance, confidence and differentiation.

Q: When is the Microsoft Office Specialist 2010 certification due for release?

A: On June 30, 2010, English versions of the Word and Excel exams will be available. Other MOS exams (PowerPoint, Outlook, Access, Project and SharePoint) in various languages will become available over the summer and fall of 2010.

Q: What is Certiport's role with the MOS 2010 program?

A: Certiport is the exclusive provider of Microsoft Office Specialist certification programs, and MOS is the only officially recognized certification for the Microsoft Office suite of products—including Microsoft Word, Excel, PowerPoint, Outlook, Project, Access and SharePoint. Certiport's partnership with Microsoft spans 10+ years, and is the result of far-reaching experience and expertise in the credentialing industry. With more than 12,000 testing centers worldwide, Certiport is strongly positioned to provide Microsoft users easy access to training and certification exams for the Microsoft Office Specialist 2010 certification.

Q: How does MOS 2010 benefit academic institutions?

A: MOS 2010 strengthens institution curriculum, programs, reputation and stature. It provides relevant, state-of-the-art learning to course offerings, especially business and technology classes. MOS also provides a comprehensive, cost-effective, easy-to-implement way to enhance instructor development programs and gives student the opportunity to develop skills they will need in the workplace.

Q: How does MOS 2010 benefit academic faculty?

A: MOS 2010 optimizes course effectiveness and classroom efficiency, because MOS certification accelerates student progress in the classroom. It also provides instructors with a powerful tool for measuring and developing digital literacy among their students.

Q: How does MOS 2010 benefit students?

A: MOS 2010 promotes academic success, individual differentiation and workforce readiness among students. MOS 2010 enables and empowers students with the following:

Success in the classroom. MOS certification helps students progress through coursework and curriculum with greater ease and efficiency. It enables them to focus on course content instead of the associated computing. As they tap the full capabilities of the Microsoft Office system, students are empowered through increased performance and heightened levels of confidence and self-esteem.

Individual differentiation. Students who acquire MOS 2010 credentials distinguish and set themselves apart from others as they pursue future academic admissions and employment.

Workforce readiness—Students who embrace new technology show they are at the top of their field and ready to put these new skills to work. They will also be increasingly exposed to real work problem-solving and job-like situations requiring increasingly higher levels of proficiency on applications and skills.

Q: How does MOS 2010 benefit large business and government organizations?

A: Simply put—MOS 2010 is good for business. The MOS credential maximizes productivity and efficiency among employees, which contributes significantly to the financial and operational health of an organization. Managers like MOS 2010 because it enables them to optimize a new technology investment and validate employee development & training programs. IT managers like MOS because it reduces organization-wide support time and costs.

Q: How does MOS 2010 benefit employees?

A: MOS 2010 increases job satisfaction and heightens career achievement. Employees certified with the MOS credential are more productive and effective, which serves to build self-confidence, increase job satisfaction and enhance professional standing among peers and managers.

Q: How does MOS 2010 enable Workforce Development entities?

A: MOS enables WFD entities to prepare and place job candidates, because it ensures job candidates possess the skills employers require. MOS also quantifies and validates the value and impact of workforce development and placement programs.

Q: How will the MOS 2010 program compare to preceding MOS programs in terms of structure and candidate requirements?

A: The MOS 2010 program is structured like preceding MOS programs with similar requirements, particularly MOS 2003. It features three certification levels including **Microsoft Office Specialist**, **Microsoft Office Expert** and **Microsoft Office Master**—all of which provide a continuum for skills qualification and validation.

Q: What will happen to previous generations of Microsoft Office certification programs?

A: Microsoft and Certipoint will continue to promote and support MOS 2007, as it is currently the most popular Microsoft Office certification across the globe. Microsoft and Certipoint will also continue to support the MOS 2003 program, although new candidates for this program are in significant decline. A retirement of the MOS 2003 program will likely occur within the next two years. MOS XP and 2000 are retired programs.

Q: Is there a “conversion” certificate for individuals who have been certified in prior versions of the Microsoft Office software?

A: No. Individuals interested in preparing for and certifying in the Microsoft Office 2010 system must take and certify their skills by passing MOS 2010 exam(s).

Q: Do I have to “retake the certification exam?”

A: No. Anyone having earned a Microsoft Office certification in Office 2007 (or before) continues to retain all the rights, prestige and privileges associated with their current certification. Those interested in verifying their computing proficiency in Microsoft Office 2010 must take and pass the MOS 2010 exam(s).

Q: Are the Microsoft Office Specialist exams similar in length to previous versions of the MOS certifications?

A: Yes. Each exam is approximately 50 minutes and includes approximately 30-35 questions.

Q: Is the actual test experience of MOS 2010 the same as previous versions of MOS certifications?

A: Yes. The exam experience is only different in that the candidate will use the Microsoft Office 2010 platform to answer exam questions.

Q: What happened to Microsoft Certified Application Specialist (MCAS)?

A: On June 2, 2010, the MCAS program was formally renamed Microsoft Office Specialist 2007 (MOS 2007). Replacing MCAS, MOS 2007 will continue as a globally recognized, standards-based certification program—a premier credential chosen by individuals seeking to validate their knowledge, skills and abilities relating to the 2007 Microsoft Office system.

Q: Who do I call if I have additional questions?

Lady Ray Computer Services, LLC 281-271-8527 or contact@ladyraycomputer.com

Microsoft Regional Service Center <http://www.microsoft.com/learning/en/us/help/assisted-support.aspx>