

MOS FAQ

Q. What distinguishes individuals who hold a Microsoft Office Specialist certification from their peers?

A.

Achieving a Microsoft Office Specialist certification helps validate important skills and demonstrates candidates' commitment to growing and documenting their skills.

Q. Who benefits from the Microsoft Office Specialist certification?

A.

The certification benefits business workers who want to present themselves as truly knowledgeable and differentiate themselves in a competitive job market. It also helps hiring managers make job placement decisions. Managers who hire candidates with a Microsoft Office Specialist certification are helping minimize training costs.

Q. What processes are in place to ensure high-quality exam questions?

A.

Microsoft Certification exams are developed and reviewed by a team of experts who have extensive experience using Microsoft applications in diverse business and educational settings. Every exam undergoes a pilot test and rigorous analysis before it is released. The purpose of this process is to eliminate exam questions that do not meet standards for technical accuracy, clarity, relevance, and fairness.

Q. What is the exam format?

A.

Exams are primarily performance-based and conducted in a "live," or simulated, environment. Exam candidates are asked to perform a series of tasks to clearly demonstrate their skills. For example, an Office Word 2007 exam might ask a user to balance newspaper column lengths or keep text together in columns.

Q. How long does a typical exam take?

A.

A typical exam takes up to 90 minutes. Individual efforts are measured for both knowledge and efficiency.

Q. What kind of exam preparation is necessary?

A.

Candidates can prepare for exams on their own or find outside training for the practice, resources, and support needed. Each exam has a preparation guide that lists available resources.

Q. Where can I take a MOS exam?

A.

All Microsoft Office Specialist exams are administered by Certiport. Direct your questions about exam schedules and pre-registration to the Certiport location where you intend to take the exam.

Q. Are MOS exams available in different languages?

A.

Yes, Microsoft offers localized exams for the MOS certification.

Q. Where can I find my exam results?

A.

Exam results are displayed on your screen immediately after you complete an exam. Those who pass will receive (by mail) an official certificate within approximately two to three weeks.

Q. If I do not pass an exam, can I have a refund?

A.

No, Microsoft does not offer refunds for exams you do not pass or exam appointments you miss.

Q. Can I still earn a Microsoft Certified Application Specialist (MCAS) certification?

A.

No. The certification formerly known as the Microsoft Certified Application Specialist (MCAS) has been renamed Microsoft Office Specialist (MOS). You can still earn a certification to demonstrate your skills in using the 2007 Microsoft Office System and the Windows Vista operating system, but the name of the certification has been changed from MCAS to MOS.

Q. I earned a Microsoft Certified Application Specialist (MCAS) certification. Is it still valid?

A.

Yes. Your MCAS certification is still valid. Your transcript will be updated to include the new certification name and you will be issued a new certificate. We will send you an e-mail message outlining the next steps. If your e-mail address is different from what we have on file, please contact us.

Q. Why was the name changed from Microsoft Certified Application Specialist (MCAS) to Microsoft Office Specialist (MOS)?

A.

Our partners, certified professionals, and the IT community at large requested we rebrand the Microsoft Certified Application Specialist (MCAS) certification and bring it under the Microsoft Office Specialist (MOS) umbrella to portray a stronger visible alignment with the Microsoft Office brand. Now all of the Microsoft Office certifications are under the same name: MOS. By leveraging the brand recognition of MOS, you can earn more recognition for the same certification. For example, earning a series of MOS certifications is more recognizable on a resume than a different certification name for each version of Microsoft Office. This branding applies to all versions of Microsoft Office programs, including Microsoft Office 2000, Microsoft Office XP, Microsoft Office 2003, the 2007 Microsoft Office System, and Microsoft Office 2010, as well as the certifications for Windows Vista and Windows 7.