
CIW Authorized Training Provider (CIW ATP) Program Guide

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Introduction

Note: This Program Guide is referenced in the Authorized Training Provider Schedule to the Authorized Partner Contract. The Terms and Conditions contained in this document are part of those agreements.

Welcome to the *CIW Authorized Training Provider (CIW ATP) Program*. This Program Guide includes an overview of the CIW ATP program, as well as guidelines and recommendations that will help you establish successful CIW training at your organization. If you have any questions after reviewing this guide, contact the CIW ATP Department at CIW.ATP@CIWcertified.com, or access the CIW program Web site at www.CIWcertified.com for up-to-date information.

Note: The most current copy of this Program Guide is available in the CIW ATP Partner Community at www.CIWcertified.com.

CIW

CIW certification validates the competency in information technology (IT) job roles such as network administration, security, Web design, Web development and Java programming. CIW job roles are based on internationally recognized job-role standards accepted by employers around the world. IT workers in more than 100 countries have earned more than 40,000 CIW certifications since the program's inception in 1998. As one of the fastest growing IT certifications ever, CIW is accepted and endorsed by governments, employers and academic institutions.

The CIW Certification Council determines the architecture and objectives of CIW. IT vendors, employers, educators and CIW candidates join together as the CIW Certification Council to oversee and promote CIW. The Council adheres to international standard processes and utilizes the IT job cluster framework created by the National Science Foundation (NSF)-funded, and National Skills Standards (NSSB)-approved, National Workforce Center for Emerging Technology (NWCET).

ProsoftTraining

ProsoftTraining, a leading provider of ITC certifications and content, manages the CIW program and administers CIW trademarks and intellectual property. For more information on ProsoftTraining visit www.prosofttraining.com.

CIW Authorized Training Provider (CIW ATP) program

The CIW ATP program allows qualified learning organizations to designate themselves and courses they offer as CIW-Authorized. Authorized training programs are sought out by individuals and employers as a method to differentiate one training provider from another and ensure that the training organization adheres to a rigorous set of standards and uses high-quality materials.

Members of the CIW ATP program also gain access to a number of benefits including listings on the CIW Web site, marketing materials, CIW logos, program training, instructor support and leads.

The primary requirements an organization must meet to become a CIW ATP and offer authorized training are:

1. Adhere to high-quality standards for training, facilities, materials and student support.
2. Use Official CIW course materials.
3. Teach each CIW course in its entirety.
4. Use CIW Certified Instructors (CIW CIs), when required, to teach a CIW Course.

As a member of the CIW ATP program, a training business distinguishes itself from its competitors and builds a business in the most important technology job roles emerging today.

Partnership Responsibilities

A mutually beneficial partnership will result from a clear understanding of each partner's responsibilities. Following is a list of key responsibilities for ProsoftTraining (the CIW program) and the CIW ATP.

ProsoftTraining responsibilities

ProsoftTraining is responsible for:

- Managing and ensuring overall CIW program quality and integrity.
- Developing and refining training programs, including the CIW and CIW CI instructor programs, to meet information technology industry needs.
- Authorizing qualified CIW ATP applicants.
- Renewing current CIW ATP authorization status based on established criteria.
- Developing and providing up-to-date CIW marketing materials.
- Developing instructor certification programs to support CIW CIs.

- Ensuring program compliance and customer satisfaction by periodically auditing CIW ATPs.
- Reviewing and updating program and certification exam materials based on technology changes.
- Providing online access to key program support material (available on the Internet at www.CIWcertified.com).

CIW ATP responsibilities

CIW ATPs are training organizations that are authorized to offer ProsoftTraining's CIW courses. Responsibilities include:

- Ensuring customer satisfaction by using high-quality CIW authorized training and sufficient quality control processes and measures.
- Managing and scheduling CIW courses held at their locations, and registering students in a professional manner.
- Providing and maintaining training facilities, including the hardware, software and audiovisual equipment needed for instruction, as outlined in this CIW ATP program guide.
- Employing at least one CIW CI per site.
- Ensuring that only CIW CIs teach authorized CIW courses.
- Scheduling and marketing authorized CIW courses.
- Ordering and using only CIW Official Curriculum or Official CIW Self-Study Series products in class, and ensuring that all course objectives and guidelines are met during class.
- Teaching internal sales and customer support staff about CIW program details.
- Collecting student course evaluations and course rosters after each CIW class and maintaining them for at least one year for auditing purposes.
- Developing marketing and advertising plans to promote the CIW program availability in the local market.
- Complying with CIW, CIW ATP and CIW CI program requirements and policies.
- Keeping accurate site and contact information on the online Partner Profile.
- Supplying a CIW training schedule to the CIW program team upon request.

Communication Plan

Industry and program information changes frequently; therefore CIW staff considers it critical to continually communicate these changes directly to you. To facilitate this communication, we use the following methods.

CIW ATP Partner Community on www.CIWcertified.com

As a CIW ATP, you will have access to a private CIW ATP Partner community at www.CIWcertified.com. This site will be the primary communication connection between ProsoftTraining and your organization, and will give you important CIW program information and tools to help you administer the program at your training location. You will find a variety of sales training tools, details of instructor certification programs, marketing materials, and program guides and forms on the ATP Partner Web site.

Electronic CIW News Flashes

You will periodically receive an electronic CIW News Flash that highlights important program-related news and communicates information about new tools and resources that are available to you, your staff and your students. Your location will be automatically added to the distribution list when your organization has been approved as a CIW ATP.

CIW ATP program e-mail communication

To support your organization, the CIW Program team can answer program-related questions via the following e-mail addresses. Additional contact information is located on the last page of this document.

- CIW ATP program issues: CIW.ATP@CIWcertified.com
- CIW Certified Instructor (CIW CI) issues: CIW.CI@CIWcertified.com
- CIW sales training issues: Salestraining@CIWcertified.com
- CIW exam information: exam@ciwcertified.com

Online profile

To ensure that all program and industry-related information reaches you, your CIW CIs and students, you must keep all contact information up to date. Online profiles can be accessed through www.CIWcertified.com by entering one of the site's private communities (CIW ATP, Instructor or Candidate).

CIW Program Overview

The CIW program

CIW education enables individuals of all skill levels to start a new career or build more skills in an existing job. CIW certification validates an individual's accomplishments at the entry, professional and master levels.

The following section describes the levels of CIW certification and the job skills that are part of each certification.

CIW Associate

The CIW program begins with foundational Internet and IT knowledge and progresses toward job roles that require higher skill levels. Candidates earn the CIW Associate designation after passing the CIW Foundations exam. Today's e-business jobs require an individual to demonstrate basic hand-on skills and knowledge evaluated by CIW Foundations. Topics covered in CIW Foundations include basic knowledge of Internet technologies, advanced Internet user skills, introduction to networking and Web page authoring using HTML. A passing score on the CIW Foundations exam allows participants to progress into higher levels of CIW certification.

CIW Professional

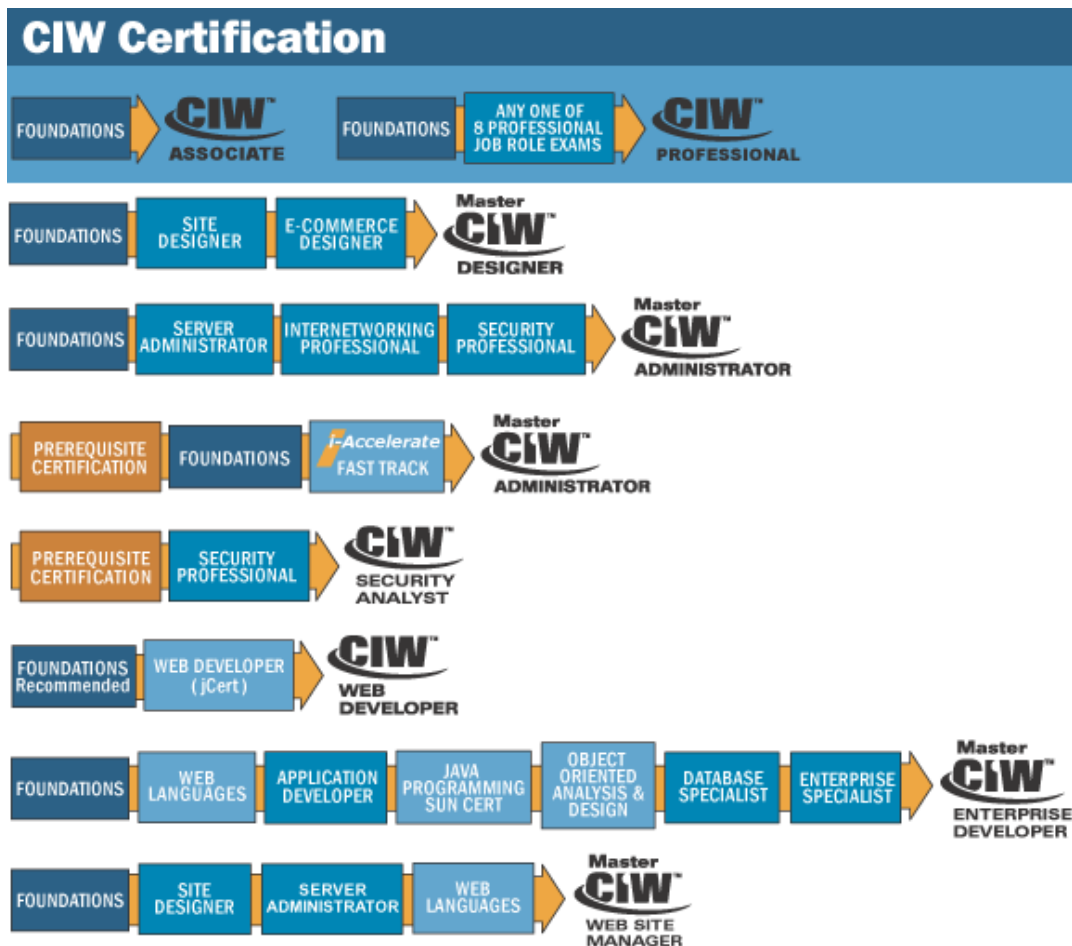
A CIW Professional certification demonstrates skill in a specific IT job role. CIW Associates must reach the CIW Professional designation to demonstrate readiness for a specific IT job.

CIW Associates earn a CIW Professional designation by passing any one of eight CIW job-role exams. Professional-level CIW courses allow experienced and vendor-certified professionals to build on existing technical skills while expanding into new areas. CIW professional designations are available in Web site design, e-commerce design, Web server administration, network administration, security, Web application development, database development and enterprise application development using Java.

Master CIW

Reaching Master-level CIW certification requires extensive knowledge within a given subject area. Individuals who master a "track" or series of related CIW job roles earn a Master CIW designation. Master CIW certification demonstrates that an individual is ready to work on mission-critical projects, lead e-business project teams or manage technology deployments. CIW offers Master designations for Web site design, enterprise development, administration and Web site management. CIW professionals earn a Master CIW designation by passing all job-role series and programming language exams within a Master CIW track.

The following illustration depicts the CIW program. For more information on the various Master CIW tracks and course information, refer to www.CIWcertified.com.



For more information about the CIW program and available certification tracks and courses, go to www.CIWcertified.com.

CIW ATP Program Overview

Benefits

As a CIW ATP, your organization will be able to provide outstanding IT skills training and certification for all your customers. In addition, you can increase your revenue by differentiating your training from competitors' training when you add the CIW program to your course offerings. Your organization will also be authorized to market, promote, sell and provide instruction on CIW to students and other organizations. When you offer the CIW program, your students will get the education, skills and hands-on experience they need to increase their achievement levels and reach their technical goals.

Membership in the CIW ATP program includes the following additional benefits.

- **Recognition:** CIW ATPs are the premier suppliers for CIW training. CIW ATPs are authorized to deliver CIW Official Curriculum and use CIW logos, marketing tools and documents to emphasize CIW ATP credibility.
- **Preferred pricing:** As a CIW ATP, you receive preferred pricing on other certification and training solutions. ComputerPREP, a leading supplier of high-quality materials and a division of ProsoftTraining offers CIW ATPs discounts on courseware for A+, Network+, MOUS, CTP, Microsoft, Cisco and other technical topics.
- **Access to a private online partner community:** As a CIW ATP, you have access to a wide range of information and tools that will help you maximize success with the CIW program. These tools include comprehensive sales training materials and online training courses for your sales staff, up-to-date preparation materials for your instructors, marketing tools to support your sales efforts, and much more. You can access the CIW ATP Partner community at www.CIWcertified.com.
- **Referral opportunities:** Your organization is eligible to receive customer leads and referrals through the CIW program. These professionals can find out about your company through the official CIW ATP Training Locator search engine on the CIW program Web site at www.CIWcertified.com, or through the CIW ATP Program Department. Be sure to update your contact information for this purpose.
- **CIW Certified Instructor resources:** As a CIW ATP, you have access to a specialized certification program to prepare your instructors to teach CIW courses.
- **Partner marketing programs:** Pre-designed marketing and promotional campaigns are available for your use, including CIW brochures and logos, flyers, advertising materials, handouts and more. For more information about available marketing support, go to www.CIWcertified.com.

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- **CIW logo usage:** As a CIW ATP partner, you have the right to use all CIW ATP logos, plus CIW Associate, CIW Professional and Master CIW logos for Web sites, marketing materials and other documentation. Please refer to page 31 for information about applicable trademark guidelines.
- **Educational updates:** You will receive electronic CIW News Flashes that contain program and industry news to help your staff and assist with business planning.
- **Program support:** Your CIW training efforts will be supported by professional staff members who can answer questions or provide support worldwide.

CIW ATP program requirements

To ensure the quality of the CIW program and the satisfaction of certification candidates, all CIW ATPs must fulfill certain program requirements. To maintain CIW ATP authorization, your organization must agree to maintain the following minimum requirements for instructors, hardware standards, communications and course delivery.

For all classes (public and private)

- **Assign at least one exclusive CIW Certified Instructor (CIW CI) per site.** CIW CIs can be full-time or part-time employees, but each instructor can represent only one CIW ATP site. If your organization has multiple locations, you must have at least one CIW CI per site regardless of site location. These instructors must have earned the CIW Certified Instructor (CIW CI) status outlined in the CIW CI program requirements.
- **Teach all CIW courses by using only CIW CIs.** All CIW CIs must have passed the certification test for the course(s) they plan to teach.
- **Maintain minimum hardware and software requirements.** See the section on facility requirements or go to www.CIWcertified.com for more information.
- **Meet ATP Membership Requirements.** Before your annual renewal date, you will receive a notice from ProsoftTraining that your annual fee is due. *Renewal fees must be received on time for your organization to stay active in the program.*
- **Adhere to ProsoftTraining CIW curriculum guidelines.** As a CIW ATP, you must use only CIW Official Curriculum or Official CIW Self-Study Series material when delivering courses preparatory to a CIW certification. Although other content may be used to supplement CIW content, other curricula may not be substituted for any of ProsoftTraining's CIW offerings or classes. Curriculum that has been shortened or rearranged is not authorized. Also unauthorized is any curriculum not considered official curriculum, or classes taught with altered materials.
- **Establish and publish quality control and general customer-satisfaction policies.** These policies need to be made available to every student before enrollment and payment. The policies should include money-back guarantees, instructor evaluations, options for retaking a class at no additional charge, and similar implementations. CIW ATPs should adhere to best practices for the training industry in their regions. ProsoftTraining follows up on customer complaints. Continuous complaints may lead to probation or termination of your CIW ATP status.
- **Agree to site inspections and audits.** With prior notification, ProsoftTraining may conduct inspections and audits during normal business hours. As background for these inspections, you should maintain student and CIW CI records and class schedules for one year.
- **Issue a completion certificate to each student who completes a CIW course.** Remember to include the full course name on the course completion certificate.

Course delivery guidelines

- Teach all CIW courses using only CIW Certified Instructors (CIW CI). This rule applies to both public and private classes.
- Give each student a new (unused) copy of the CIW Official Curriculum student kit.
- Maintain a maximum class size of 16 students.
- Maintain a 1:1 computer-student ratio for all instructor-led training classes.
- Maintain minimum hardware and software requirements.
- Use CIW official curriculum to deliver instructor-led courses.
- Observe CIW Official Curriculum or Official CIW Self-Study Series copyright guidelines. As a CIW ATP, you may not copy, modify, reproduce or translate the CIW courseware.
- Issue course completion certificates. You must give all CIW students a course completion certificate at the end of the course.
- Collect and submit student evaluations. After each CIW class, your staff is required to collect and maintain student evaluations for at least one year (in case of an audit).
- Promote the CIW program in a positive manner. All staff members are required to speak positively about the CIW program, and the technology mentioned in the program, to students before, during and after CIW classes.
- Maintain quality-control procedures. To ensure a positive learning experience for all CIW students, your organization is required to maintain center-specific quality control procedures.

You may submit customer complaints, comments and questions directly to the attention of the CIW ATP program department at CIW.ATP@CIWcertified.com.

Public classes

Public classes are defined as classes offered to the general public, whether individuals or groups, in a classroom setting or online. In addition to the above, as a CIW ATP offering public classes, you are required to:

- **Publish schedules.**
- **Advertise classes to the general public.** In your advertising, state that the class will use ProsoftTraining courseware and will be delivered by CIW CIs.
- **Conduct classes at your designated CIW ATP education sites.** You may not use another site for public CIW ATP training without written permission from Prosoft.

Offsite classes

A CIW ATP may offer offsite classes only if the following additional requirements are met or if Prosoft has provided written permission:

- Offsite class is not advertised to the public
- Offsite class is provided for employees or affiliates of a single organization
- Offsite facilities meet minimum hardware and software requirements for the course

Corrective Action Procedures

If a complaint against your organization is brought to the attention of ProsoftTraining, it will be investigated with the person or company lodging the complaint, as well as with your staff, and appropriate action will be taken. If the problem has been verified and is considered serious and a reasonable resolution has not been offered to the complaining student, your status as a CIW ATP may be revoked.

CIW Official Curriculum

In addition to using CIW Official Curriculum to teach CIW courses, CIW Official curriculum may also be used to teach non-CIW courses if the topics are relevant to other courses. Non-CIW-courses may not be promoted as authorized. This section explains how to take advantage of the benefit of CIW Official Curriculum.

Curriculum availability and pricing

As a CIW ATP, you will have access to current CIW official curriculum through selected distributors worldwide. For updated curriculum availability, go to www.CIWcertified.com and select ATP Community. You can place orders directly by contacting your distributor's account manager or customer service representative. If you do not have his or her contact information, you can access it at www.CIWcertified.com. If you have registered to use our on-line ordering system, you can also place orders at www.onaccount.computerprep.com.

Curriculum revision strategy

Because Internet technology and products change rapidly, ProsoftTraining releases updated CIW Official Curriculum as the need arises. Each CIW course is reviewed and evaluated during revision cycles to determine whether a revision is necessary, and to what extent, based on the following factors.

- New technologies
- Software version updates
- New industry standards
- Outdated references
- Errata (updates between major revisions)

Between revisions, feedback is collected from CIW ATP partners, clients and instructors. This feedback is reviewed, and any update information is posted in the ATP Community on the official CIW program site at www.CIWcertified.com.

Blueprints and outlines for all upcoming new and revised CIW courses are posted in the ATP Community section at www.CIWcertified.com at least 60 days before the course's release date..

Updated Instructor Guides/Classroom Setup Guides prepare instructors to teach the CIW courses, and are available for download from www.CIWcertified.com on the date new or revised courses are released. Current Instructor Guides/Classroom Setup Guides are always available on the site. Older versions of revised courseware are available for three months after the latest version has been released. However, we recommend that you begin using the new version as soon as it is available.

Curriculum inventory management and return procedures

Our goal is to provide you with 100-percent error-free service. However, we do ask that you please check your materials upon receipt and notify us immediately if your order is not as requested, or if the materials were damaged in shipping.

KEY NUMBERS/CONTACTS FOR YOUR CONVENIENCE

To place your order or to reach a CIW Customer Care Specialist (CCS) please call (800) 228-1027 and press option #1. You may also submit your order to our “Orders Only” fax number (602) 225-9144, or send your orders via e-mail to fulfillment@prosofttraining.com (USA/Canada) or customerservice@prosofttraining.com (outside the USA/Canada).

We are also pleased to inform you that CIW materials can now be ordered online at www.onaccount.computerprep.com.

To ensure a smooth and speedy process, please include your Customer Account Number when placing orders. If you are not sure of your Customer Account Number, your Customer Care Specialist (CCS) will be glad to provide it to you for future reference. Our Customer Care Department is open from 6 a.m. to 5 p.m. Pacific Time (-0700 UTC).

CHANGES TO ORDERS

If you want to change an order in progress, we will make every effort to assist you in receiving the materials you need. However, because we use a rapid order processing and distribution system, it may not be possible to amend an order after it has been entered. Please help us provide the best possible service to you by double-checking your order before sending it.

RETURN/EXCHANGE POLICY FOR CIW COURSEWARE

Physically defective products will be exchanged or returned at no charge. Customized or co-branded materials, self-study products, and software products (includes e-learning) may not be exchanged or returned. **Only unopened/unused** CIW products in their original packaging are eligible for return or exchange subject to the provisions below.

All returns / exchanges require a Return Merchandise Authorization number, which must be clearly visible on the outside of the box. Please contact a Customer Care Specialist at 1-800-228-1027 for additional information or to request a Return Merchandise Authorization (RMA) number and return shipping address. **Do not return products to the shipping point of origin.** Customers outside the USA/Canada may also submit return requests to customerservice@computerprep.com.

Within **60 days** from the date of invoice, **one** previous version of any CIW courseware title (subject to exceptions noted above) may be exchanged on a one-for-one basis for the newest version without a restocking fee. The exchange order must be placed at the time the RMA is requested.

Other returns or exchanges must be made within **60 days** from the date of invoice and are subject to approval by an account manager and a 15% restocking fee. Returns received more than **60 days** from the date of invoice or without an RMA number on the outside of the box may be refused or subject to additional restocking charges.

Return/exchange policies are subject to change.

Facilities and Equipment Requirements

As a CIW ATP, your organization is required to maintain the following minimum facility and equipment requirements for public classes held throughout your CIW ATP membership. Please refer to the official CIW Web site at www.CIWcertified.com - ATP Community for additional hardware and software requirements for each CIW track. If you are not yet a CIW ATP, contact your CIW regional account manager for additional information. Contact information is available at www.CIWcertified.com.

The following facility requirements must be met.

- Hold your CIW classes in a facility owned or leased by the CIW ATP.
- For U.S. partners, hold your CIW classes in rooms with adequate ventilation, lighting and furniture in compliance with the Americans with Disabilities Act and other applicable federal or state guidelines.

Hardware

The following table summarizes the minimum hardware requirements for all courses in the CIW program. Each classroom should be equipped with 13 personal computers (1 instructor station and 12 student stations).

Note: The CIW hardware requirements are similar to the lowest system requirements for Microsoft implementation (Level 1 requirements) except that CIW requires less RAM (128 MB). This comparison may be helpful for the many training centers that implement CIW and are also CTEC because personnel at these centers are familiar with the Microsoft hardware specifications.

CIW hardware specifications	Greater than or equal to the following
Processor	Intel Pentium II (or equivalent) personal computer with processor speed greater than or equal to 300 MHz
L2 cache	256 KB
Hard disk	8-GB hard drive
RAM	At least 128 MB
CD-ROM	32X
Network interface card (NIC)	10BaseT or 100BaseTX (10 or 100 Mbps)
Sound card/speakers	Required for instructor's station, optional for student stations
Video adapter	At least 4 MB
Monitor	15-inch monitor

CIW hardware specifications	Greater than or equal to the following
Network hubs	Two 10-port 10BaseT or 100BaseTX (10 or 100 Mbps) hubs
Router	Multi-homed system with three NICs (Windows NT 4.0/2000 server)*

** Must meet universal CIW hardware requirements.*

Software

Software requirements for each course vary. For current software requirements, refer to the official CIW program Web site at www.CIWcertified.com – ATP Community option. If you are not yet a CIW ATP, contact your CIW regional account manager for additional information.

Instructor Resources

CIW CIs are professional instructors with practical experience in supporting, developing and using various information technologies and software packages. In addition, CIW CIs have certified CIW skills that qualify them to teach the CIW courses.

CIW CI application process

To apply for the CIW CI program, please follow these steps:

1. Download the CIW Certified Instructor Program Guide and carefully review it in its entirety.
2. Fill out the online CIW Certified Instructor application and submit it.
3. If necessary, locate the nearest training provider offering CIW courses by accessing the CIW Authorized Training Provider Locator at www.CIWcertified.com. Enroll and attend the appropriate CIW course. Fax your class attendance certificate to the ProsoftTraining Certification Department, Attention CIW CI Department at (714) 245-7245.
4. Pass the associated certification exam at Prometric or VUE for CIW Foundations.
5. Fax proof of instructional experience from the following checklist to the ProsoftTraining Certification Department, Attention CIW CI Department at (714) 245-7245. Documentation can include a technical instructor certificate or transcript, a Train-the-Trainer certificate, an accredited teaching certificate, or a combination of a current resume, two letters of recommendation, and 10 student evaluations.
6. After ProsoftTraining receives and reviews all necessary paperwork you will be notified via e-mail regarding your instructor status within two weeks.
7. Upon approval, you will receive a temporary logon to access the CIW CI Private Community. Within four weeks, you will be issued a unique user name and password to the CIW CI Private Community. This information will be included in your approval letter that you will receive with your CIW CI Certificate. *Note: It is important to update your contact information by sending an e-mail request to CIW.CI@CIWcertified.com.*
8. To become certified to teach additional CIW courses, repeat Step 4 for the course you want to teach, and fax your exam score report to the ProsoftTraining Certification Department, Attention CIW CI Department at (714) 245-7245.
9. Prepare to teach classes by reviewing course delivery guidelines in the CIW CI Program Guide, course outlines and additional instructions available in the CIW CI Private Community.

10. Check the CIW CI Private Community at www.CIWcertified.com frequently for new program information to make sure you keep your certifications up to date in the future.

CIW CI Application Process Checklist

	Option 1	Option 2	Option 3	Option 4	Option 5	Option 6	Option 7
	Existing Industry Teaching Certifications	Experienced Instructors	Professional Certification	CIW Faculty Institute Attendance	New Instructors (AAP)	Train-the-Trainer Attendance	New Instructors
CIW CI Application	Required	Required	Required	Required	Required	Required	Required
Online Certification Agreement	Required	Required	Required	Required	Required	Required	Required
CIW Foundations Exam	Required	Required	Required	Required	Required	Required	Required
Instructional Skills Documentation	Approved Technical Trainer Certificate or transcript (i.e. MCT, CTT or CNI)	Accredited Teaching Certificate OR Current resume, two letters of recommendation, and 10 student evaluations OR Letter from institution stating the CI candidate is qualified to instruct and has one or more years of IT instructional experience	Accredited Teaching Certificate OR Train-the-Trainer Certificate OR Current resume, two letters of recommendation, and 10 student evaluations OR Letter from institution stating the CI candidate is qualified to instruct and has one or more years of IT instructional experience	CIW Faculty Institute Completion Certificate	Not Required	Train-the-Trainer Certificate	Not Required
CIW Foundations Class Attendance	Not Required	Submit course completion certificate	Submit CIW Professional-level exam score report	Submit CIW Faculty Institute completion certificate	Submit CIW Faculty Institute completion certificate	Submit course completion certificate	Submit T-Prep course completion certificate

Please submit required paperwork by fax to the ProsoftTraining Certification Department, Attention CIW CI Department at (714) 245-7245, or by postal mail to the following address:

ProsoftTraining
Certification Department
2333 N. Broadway
Suite 300
Santa Ana, CA 92706
Attention: CIW CI Department

If you have any questions about the program, please contact CIW CI Program Department at CIW.CI@CIWcertified.com

Additional instructional resources

Subject to availability, a CIW ATP may request to contract with a CIW CI directly from ProsoftTraining. For more details about this option, please contact your CIW account manager.

Certification Testing

The CIW program has formed partnerships with Prometric and VUE testing centers to deliver technology-based certification exams that assess the knowledge of CIW certification candidates. The CIW certification exams are offered at these authorized testing centers worldwide.

Offering certification testing at your center

Providing certification-testing services to students is a value-added service that many training organizations offer. If your organization is currently not a testing center for either of the vendors mentioned previously, you can apply to become one by contacting Prometric (www.prometric.com) or VUE (www.vue.com).

Exam registration process

The exam registration process may vary by country and testing provider, so candidates should always check with Prometric and VUE directly for country-specific procedures. This section explains the normal exam registration process in the United States.

Note: CIW exam candidates must complete a registration process with either VUE or Prometric, schedule an exam appointment, read and agree to the CIW Candidate Agreement on the CIWcertified.com Web site, and arrange to pay the candidate fee.

VUE

Candidates can register for CIW exams online with VUE's CIW exam registration page at www.vue.com/ciw. They may also register in person at any authorized VUE testing center. Note that CIW exams cannot be taken at VUE Centers in the Asia-Pacific region (except Japan).

Prometric

Candidates can register for CIW exams online with Prometric by going to www.2test.com and choosing Information Technology Certifications. Candidates will be prompted for a Prometric Web user name and password. They may then select "CIW" in the drop-down box to continue the registration process. CIW candidates in the United States and Canada may also call Prometric CIW exam registration at (800) 380-EXAM (3926).

For telephone registration in other countries, please consult the Prometric registration site at www.2test.com for a list of registration phone numbers and Authorized Prometric Testing Centers.

Candidates who have previously taken CIW exams at Prometric should have their candidate identification numbers available. This number is usually a government ID number (national health insurance, Social Security, and so forth) or a six-character Prometric candidate number.

Testing process

All CIW testing candidates should arrive at the testing center at least 15 minutes before the scheduled exam. They should bring the following.

- A current photo ID (driver's license, company photo ID or security badge)
- Another form of ID, such as a major credit card, a passport or a birth certificate

Exam results

As soon as a candidate completes a CIW certification exam, he or she will see the score results immediately on the computer screen. The candidate will also receive a hard copy of the score report from the testing center manager. The score report should print immediately after the candidate completes the CIW exam. This score report shows whether the candidate passed or failed the exam, and indicates the score on each section of the exam. The score report does not include any information on specific questions. Partial credit is not awarded on questions. For more information on certification exams, go to www.CIWcertified.com – ATP Community.

To pass a CIW exam, the candidate must:

- Answer all questions on the exam.
- Correctly answer at least 75 percent of all questions.

CIW certificates

After a candidate passes the exams necessary for CIW certification, he or she will receive the CIW certificate(s) in the mail approximately eight weeks after agreeing to the CIW Certification Agreement found at CIWcertified.com. *Note: Postal delivery times may vary outside the United States. Please do not contact Prometric or VUE regarding CIW certificates.* Certificates are awarded after a candidate has completed the requirements for a certification track at the CIW Professional or Master level. Consult www.CIWcertified.com – ATP Community for more information.

If a candidate has not received a certificate within 90 days of passing the certification exam and agreeing to the certification agreement, he or she should contact exam@CIWcertified.com. The candidate should include his or her full name, postal address, exam date(s) and registration number(s) in the message.

Exam follow-up

After a certification candidate has passed the appropriate CIW certification exam, consented to the CIW Certification Agreement at www.ciwcertified.com/apps/certAgreement.asp, and received an exam score report, he or she will also receive a unique CIW Certification ID from the CIW Program Department.

Staff Training

One of the most important factors for the successful launch of a new program or product is internal staff training. If your staff is not properly trained, they may not be supporting your initiatives and objectives effectively. Remember that internal training initiatives should include not only the sales department but also other departments whose daily responsibilities will be affected by the new product or program. These departments may include operations (scheduling classes, printing course schedules), facilities (equipment and facility requirements and setup procedures), and customer service (knowledge of available classes, certification testing).

Several tools are available to help you train your internal staff on the CIW program, as follows.

Sales staff

CIW Program Training and components

CIW Program Training provides everything you need to stay ahead of the market and up to date on the latest CIW products and certifications. This program will also teach your staff how to solve customer problems with CIW certification. CIW Program Training includes the following components, all of which are available in the CIW ATP Community under Program Training.

- CIW Program Training Guide
- Online CIW Program training
- Pre-arranged calls and/or visits with your CIW Account Manager
- PowerPoint presentations for CIW Program training
- CIW Program Specialist exam
- CIW Program Specialist logos

CIW Program Training Guide

The CIW Program Training Guide contains information on CIW certifications, links to helpful Web sites, course information for every CIW series and track, and technology terms. This CIW Program Training Guide was created to help CIW ATPs better understand the CIW program and its products, and to provide information to pass the CIW Program Specialist exam.

A continually updated online version is available at www.CIWcertified.com – CIW ATP Community – Program Training. Always use the most current version of the guide.

Online CIW Programs training

CIW online training is available as part of CIW Program Training and should be used in combination with the CIW Program Training Manual and other tools. This self-paced training product is available at www.CIWcertified.com – ATP Community – Program Training. PowerPoint presentation for CIW Program training

A PowerPoint presentation, complete with notes pages, is also available to illustrate major points of the CIW Program Training Guide. Used with the CIW Program Training Guide and exam, this training tool is a complete package for your sales managers to use in training sessions for account executives. Partners are encouraged to customize the Sales Training presentations for their own use.

An online version is continually updated and available at www.CIWcertified.com – ATP Community – Tools – Program Training.

CIW Program Specialist exam

CIW Program Training also provides a CIW Program Specialist exam for your staff. After reviewing the information contained in the CIW Program Training Guide and accompanying PowerPoint presentation, sales professionals should be prepared to take and pass the CIW Program Specialist exam.

The CIW Program Specialist exam is made up of 30 multiple-choice questions, draws from a bank of questions, and randomly selects the questions and the order of the answers, creating a different exam every time. All answers can be found in the CIW Program Training Guide. Questions are taken from the following categories: CIW Foundations (CIW Associate), Master CIW Administrator, Master CIW Designer, Master CIW Enterprise Developer, Master CIW Web Site Manager, industry information, and general CIW knowledge.

The CIW Program Specialist exam is available only online, at the ATP Partner Community section of www.CIWcertified.com. Sales professionals who pass the exam will receive a certificate verifying that they are designated CIW Program Specialists. Candidates will be required to enter their name, company, postal address and phone number. This information is

used only for tracking CIW Program Specialists and mailing CIW Program Specialist certificates. The exam is open-book, and is designed to verify the candidate's knowledge about the CIW Certification and Education program.

Additional PowerPoint support

After the sales staff is comfortable with CIW Program Training its members will want to conduct presentations for customers. To help facilitate these presentations, a PowerPoint presentation that explains the CIW program is available for this purpose.

An online version is continually updated and available at www.CIWcertified.com – ATP Community – Program Training option.

Other staff

Always make sure that other staff members are familiar with the CIW program. Many of the materials designed for sales staff can also be used to train other departments, and other staff members can attend program training sessions to learn about the new program. In addition, various documents available in the ATP Community at www.CIWcertified.com can be used for internal training purposes.

Marketing and Sales

As soon as your organization becomes a CIW ATP, you can publicize your new status and the programs now available to your students. The following sections will introduce resources to help you promote and market CIW.

Positioning

The CIW program should be positioned as a logical addition to your current computer training offerings. If your training organization currently offers desktop application, or network or programming courses, the CIW program should be promoted as a higher-level option that will help students develop practical skills. This approach should also be reflected in your marketing and promotional materials and initiatives.

Available marketing resources

To help you promote the CIW program, the following marketing resources are available.

CIW ATP program materials

One of your CIW ATP benefits includes access to marketing materials. These materials include the following.

- **CIW ATP Marketing Material:** As a CIW ATP, you will have access to the wealth of online marketing material found in the ATP section of www.CIWcertified.com.

Please contact your CIW account manager or send an e-mail message to the marketing department for pricing and information of hard copies of items such as banners, posters and plaques.

- **CIW ATP Partner Community:** Additional marketing support materials are available at www.CIWcertified.com – ATP Community. Please check this site frequently for new marketing information.
- **CIW ATP Training Locator:** As a CIW ATP, your organization's contact information will be included in the online CIW ATP Training Locator to help prospective students find CIW training near their homes or offices. This tool can also provide you with sales leads.
- **Partner Marketing Programs:** Additional pre-designed marketing and promotional materials and advertising templates are also available. For more information, go to www.CIWcertified.com – ATP Community.
- **CIW logo usage:** You may use CIW ATP logos, plus CIW Associate, CIW Professional and Master CIW logos for Web sites, marketing materials, and other documentation, according to the trademark guidelines in this Program Guide.

Local CIW ATP marketing materials

In addition to the materials available through the CIW ATP program, you are encouraged to promote, market and sell CIW by using materials that fit into your own marketing strategies. All such activities must comply with the trademark guidelines detailed in this program guide. To confirm whether your marketing activities are approved, please contact CIW.ATP@CIWcertified.com or marketing@CIWcertified.com.

Some of the ways to market the program may include the following.

- **Course schedules:** Include information about the CIW program in your next course schedule.
- **Telemarketing:** If your sales model includes telemarketing, be sure to mention CIW program information.
- **Company Web site:** Add information about the CIW program on your company's Web site to generate interest in the program and sales leads. See www.CIWcertified.com – ATP Community – Tools for site design help.
- **Certification events:** You can hold specific CIW certification events for prospective students. See www.CIWcertified.com – ATP Community – Tools for sales presentation templates to help you prepare for this event.
- **Fax and e-mail blasts:** Contact your current customer base with information about CIW.
- **Success stories:** When you encounter any CIW success stories, you may use them during certification events, or as a foundation for CIW program flyers or other marketing pieces. You may also submit your success stories to the CIW program for possible publication on www.CIWcertified.com. See information about Success Story contests in the ATP Community at www.CIWcertified.com.
- **Local IT industry associations and groups:** Participation in local IT or Internet association meetings can help to promote your organization as well as the CIW program. Consider advertising on association Web sites.
- **Direct mail campaign:** You may also consider sending a bulk mail postcard to current customers promoting CIW and announcing upcoming training dates.
- **Flyers:** You can promote your program by handing out CIW program flyers when students attend other classes.

Trademark Guidelines

As a CIW ATP, you agree that you and your staff must abide by the following trademark guidelines when promoting CIW courses.

Use: Notwithstanding anything to the contrary, the CIW ATP shall not use Prosoft's name, logo, trademarks, insignia or symbols (collectively, the "Marks") in connection with any marketing or promotional efforts unless the materials related to such use (whether in printed, recorded, electronic, filmed or videotaped form) shall have been delivered to Prosoft at least seven days before the materials are publicly distributed, and Prosoft shall have not reasonably objected to such materials based upon context, style, appearance, composition, timing or media. Electronic versions of Prosoft's Marks can be accessed via the Internet at Prosoft's CIW ATP support Web site located at www.CIWcertified.com.

Acknowledgment Of Marks: The CIW ATP shall properly acknowledge Prosoft's ownership of the Marks. The CIW ATP may not do business under any of the Marks or derivatives or variations thereof, and the CIW ATP shall not directly or indirectly hold itself out as having any relation to Prosoft or its CIW ATPs, other than as a "CIW Authorized Training Provider."

No Endorsement Of Non-Prosoft Products: The Marks are not to be used by the CIW ATP in any way to imply Prosoft's endorsement of non-Prosoft products and/or services.

No Rights In Prosoft Marks: Nothing in the CIW ATP's contract or any transaction, representation or agreement can or will create in the CIW ATP any rights in the Marks of Prosoft.

No Reproduction of Materials: All Prosoft Materials are copyright-protected and may not be reproduced, copied or provided in any manner other than approved distribution under the CIW ATP's contract.

No Repurposing Of Material: The CIW ATP is not permitted to repurpose or in any manner alter or change the materials in any way including but not limited to online presentations.

No Removal Of Marks: The CIW ATP may not remove any notice of copyright, trade name, trademark or any other proprietary notice from any materials provided to the CIW ATP, and must reproduce all such notices on all manuals, promotional materials and other documents where the placement of such notices is necessary or desirable in order to protect Prosoft's rights.

Recognition Of Prosoft Marks: The CIW ATP recognizes Prosoft's ownership and title to the Marks and agrees that it will do nothing inconsistent with or adverse to such ownership, and that all goodwill associated with the use of the licensed Marks will inure to the benefit of Prosoft. The CIW ATP recognizes the goodwill associated with the Marks and acknowledges that such goodwill belongs to Prosoft. The CIW ATP will not contest Prosoft's Marks, trade names, copyrights, or other intellectual property rights, or do anything that would jeopardize or diminish their value or Prosoft's rights to them. The CIW ATP may not apply for registration of any

Prosoft Marks or any mark that could be considered similar, or Prosoft trade names, or any marks or names that, in the opinion of Prosoft, are confusingly similar to or that incorporate Prosoft Marks or names. If the CIW ATP's contract is terminated, the CIW ATP agrees not to display, advertise or use the marks.

Corporate Name: Unless otherwise approved by Prosoft in writing, the CIW ATP must use its business name (as specified in its contract) and must clearly indicate that it is acting in the capacity of a currently authorized as a CIW ATP when advertising CIW Official Curriculum courses.

CIW ATP Contract Renewal and Fee Policy

The initial term for CIW ATP authorizations is 12 months from the date of the first CIW ATP contract. Your membership will continue automatically unless terminated by either party according to the termination terms listed in your latest CIW ATP contract. Your organization will be charged an annual renewal fee. This fee is due at the time of renewal.

Notice of renewal

Prior to your renewal due date, you will receive notification of renewal instructions. Your renewal fee and paperwork must be mailed directly to ProsoftTraining before or on the renewal due date for your organization to be allowed to remain an active participant in the program.

If ProsoftTraining does not receive your renewal paperwork and/or payment within 30 days of the expiration date, your organization will be unable to order more CIW curriculum materials. After 60 days, your organization will lose its status as a CIW ATP. To re-establish your status as a CIW ATP, you will be required to restart the authorization process.

CIW ATP Site Fees

CIW ATP status is given on a per-site basis. Each additional site requires an additional entry fee that is equal to the renewal fee for the initial site. Each additional site must fulfill the same program requirements before acceptance into the program is granted. Contact your Account Manager for more information.

CIW ATP Site Relocation, Sale or Acquisition Policies

Relocation information

If your organization's physical location is going to change, your management staff must request approval from ProsoftTraining to maintain current CIW ATP status at the new location. Proof that the new facility meets the CIW ATP program requirements must be provided before an approval will be granted. Contact your CIW account manager for further instructions.

Sale or acquisition information

If your organization is planning a sale or acquisition, this information must be communicated to Prosoft and the CIW ATP Program Department before the close of the transaction. Under certain conditions, ProsoftTraining will transfer the CIW ATP status to the new owner. ProsoftTraining executive management will evaluate each case separately. If the transfer of the CIW ATP status is approved, additional information on how to proceed will be provided at that time. Contact your CIW account manager for further instructions.

Change of company name

If the name of your CIW ATP is going to change, the original agreement must be amended to reflect this change. Contact your CIW account manager to initiate this process.

CIW Worldwide Contacts

The following program e-mail contacts are available to help support your CIW training business.

CIW ATP issues:

CIW.ATP@CIWcertified.com

CIW CI issues:

CIW.CI@CIWcertified.com

Exam issues:

exam@CIWcertified.com

CIW Sales Training Department

salestraining@CIWcertified.com

CIW Sales Department

sales@CIWcertified.com

CIW Marketing Department

marketing@CIWcertified.com

CIW Customer Service Department

CustomerService@CIWcertified.com

CIW General Information

info@CIWcertified.com