CIW Certified Instructor (CIW CI) Program Guide

Fall 2010

Table of Contents

Introduction

Welcome to the CIW Certified Instructor (CIW CI) Program. This guide contains the information you need to become a CIW CI. CIW certification is awarded by Certification Partners, LLC, on behalf of the CIW Advisory Council, and CIW is known in the industry as the leader for Internet curriculum and certification.

If you still have questions about the program after reviewing this guide, contact the CIW Certification Department at *CIW.CI@CIWcertified.com*. You can also access the official CIW CI Program Web site at *www.CIWcertified.com* for the most current information about CIW courses and certification requirements, as well as downloadable files and a message forum.

Note: The most current copy of this guide is also available on the CIWcertified Web site at www.CIWcertified.com/PublicReadAccess/communities/CIs/CIW_CI_Program_Guide_Fall2010.pdf.

CIW CI Program Overview

Organizations worldwide are embracing the Internet and Web-related technologies as a way to revolutionize their business practices. Users, resellers, students and corporate employees are upgrading their skills to remain employable and productive in the workplace. The CIW program meets the demands of today's business environment and users by offering a widely accepted method to measure proficiency in Internet job roles and technologies.

The CIW CI Program helps provide the curriculum, training and resources necessary to ensure effective instruction for CIW students and certification candidates. The CIW CI Program works in conjunction with the CIW Authorized Training Partner (CIW ATP) program and the CIW Authorized Academic Partner (CIW AAP) program for authorized academic institutions. This partnership provides solid curriculum, training and courses for individuals seeking instruction in Internet technologies.

The following sections outline the responsibilities of Certification Partners, CIW AAPs and ATPs, and CIW instructors.

Certification Partners responsibilities

Certification Partners, LLC, is responsible for:

- Developing and refining CIW programs, including the Faculty Institute programs, to meet Internet industry needs.

- Supplying up-to-date instructor support materials and necessary ongoing training.

- Certifying instructors who have proven their technical and instructional skills according to the CIW CI program requirements.

- Ensuring instructor program quality by monitoring candidates' progress during certification.

- Providing instructors with adequate resources to monitor current technology.

- Providing timely technical and program information to instructors.

- Ensuring program quality by reviewing student course evaluations and periodically auditing classes.

CIW AAP/ATP responsibilities

CIW AAPs and CIW ATPs are learning facilities that are authorized to offer Certification Partners' CIW courses. Responsibilities include:

- Ensuring student satisfaction through high-quality CIW-authorized courses with sufficient quality control measures.

- Managing and scheduling CIW courses held at their locations and online, and registering students in a professional manner.

- Providing and maintaining learning facilities, including the hardware, software and audio/visual equipment needed for instruction, as outlined in the CIW AAP/ATP program requirements and the CIW AAP/ATP contract.

- Employing at least one CIW Certified Instructor (CI) per site. (This can be a contracted employee.)

- Supervising the CIW CI certification process and ensuring that CIW CIs teach only the courses in which they have been CIW-certified.

- Scheduling and marketing authorized CIW courses.

- Ordering and using only Official CIW Curriculum in class, and ensuring that all course objectives and guidelines are met during class.

- Teaching internal staff about CIW program details to maximize program success.

- 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 in the local market.

- Complying with CIW, CIW AAP/ATP and CIW CI program requirements and policies as outlined in this guide, the AAP Community section at *www.CIWcertified.com*, and in CIW Newsletters.

- Maintaining accurate site and contact information in the online Partner Profile.

- Supplying a CIW course schedule to the CIW program team upon request.

CIW Instructor responsibilities

When you become a CIW CI, you must agree to certain responsibilities. The CIW Certification Agreement and this CIW Certified Instructor Program Guide will specify the contractual responsibilities of each instructor. The CIW Certification Agreement, instructor responsibilities, and CIW program and policy changes are available in the partner and instructor communities at *www.CIWcertified.com*.

Instructor responsibilities include:

- Representing the CIW program and courseware in a positive manner before, during and after CIW classes.

- Understanding the requirements and steps to earn and maintain CIW CI status.

- Preparing classrooms and labs for each class according to CIW course setup requirements.

- Teaching only the CIW courses in which he or she has earned CIW certification.

- Preparing properly before teaching each CIW class.

- Staying up to date on current technology and communicating this knowledge to students.

- Staying up to date on instructor program policies.

- Completing required update training and passing required instructor proficiency exams.

- Collecting student course evaluations after each CIW course.

- Maintaining accurate contact information in the CIW Candidate Information Center.

CIW Training and Certification Program Overview

CIW education enables individuals of all skill levels to start new careers or build more skills in existing jobs. CIW certification validates an individual's accomplishments at the Associate, Specialist and Professional levels.

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

CIW program structure

In 2010, the CIW program was updated. It is no longer necessary to pass multiple exams to earn a certification. Also, the CIW Web Foundations exam (1D0-510) is no longer a prerequisite for other CIW certifications. Now, each time you pass a CIW exam, you will receive a CIW certification. This applies to the CIW Certified Instructor (CI) program as well. Passing any CIW exam contributes toward earning CIW CI status.

The following figures illustrate the CIW program structure (for up-to-date program structure information, visit *www.CIWcertified.com*).

CIW Certification Roadmap

For more information about CIW certifications and courses, visit www.CIWcertified.com.

Web Foundations Series

Web Development Series

Web Design Series

Web Security Series

CIW Web Foundations series

Today's e-business jobs require individuals to demonstrate basic hands-on skills and knowledge covered by the CIW Web Foundations Associate series. The training series includes three courses:

- **CIW Internet Business Associate** — basic Internet technologies and advanced Internet user skills

- **CIW Site Development Associate** — basic Web page authoring using HTML

- **CIW Network Technology Associate** — introductory networking

Candidates earn the CIW Web Foundations Associate certification after passing the high-stakes CIW Web Foundations Associate certification exam (exam 1D0-510), which covers topics from all three Web Foundations courses.

However, some candidates may prefer to take any or all of the three exam sections separately (exams 1D0-51A, 1D0-51B, 1D0-51C), earning separate modular certifications in the related disciplines. Candidates who earn all three of these modular certifications individually are also awarded the comprehensive CIW Web Foundations Associate certification.

Note that the individual CIW Web Foundations modular exams do not qualify for the CIW CI certification. If you are pursuing the CIW Foundations path, you must pass all three modular exams or the comprehensive CIW Web Foundations Associate exam.

CIW Web Design series

Having a working knowledge in the areas of Web design and e-commerce is a must for a Web Design Professional. This series is ideal for any entry-level and more experienced professionals who work in the fields of Web site design, e-commerce and graphic design, as well as entrepreneurs who want to be able to develop and manage their business online.

The Web Design series consists of two specialist certifications:

- **CIW Web Design Specialist —**Web site design, development and management

- **CIW E-Commerce Specialist —** e-commerce site development and management

Each of these certifications can be earned separately and has a corresponding course that prepares candidates to take the certification exam. Candidates who earn both of these certifications are awarded the comprehensive CIW Web Design Professional certification as well.

CIW Web Development series

The CIW Web Development Professional certification program is an ambitious journey for the individual who wants to excel in a career in Web and IT technologies. The essential combination of a front-end scripting language, a back-end programming language and the skills to integrate them with a database is what makes a Web Development Professional. Because of this diversity, this individual will become a valuable corporate IT team member. The CIW Web Development series consists of three specialist courses and corresponding certification exams:

- **CIW JavaScript Specialist** — JavaScript language essentials, code development and Web site implementation

- **CIW Perl Specialist** — Perl language essentials, code development and Web site implementation

- **CIW Database Design Specialist** — database design methodology, optimization and SQL

Each of these certifications can be earned separately and has a corresponding course that prepares candidates to take the certification exam. Candidates who earn all three of these certifications are awarded the comprehensive CIW Web Development Professional certification as well.

CIW Web Security series

The CIW Web Security series consists of one CIW course and corresponding CIW certification exam, plus advanced CIW credentials that you can obtain by earning additional certifications from third-party security training providers. Whichever level of expertise you aim for, you can demonstrate to employers that you have the technical skills and knowledge to manage and protect the security of online data, from a single computer to an entire corporate network.

- **CIW Web Security Associate** — corporate network security, authentication, proactive detection, hacker management

- **CIW Web Security Specialist** — CIW Web Security Associate plus one security certification from an approved third-party vendor

- **CIW Web Security Professional** — CIW Web Security Associate plus two security certifications from an approved third-party vendor

CIW CI Certification Program

Instructors who want to teach CIW content must earn the CIW Certified Instructor (CIW CI) designation, in addition to earning the CIW certification(s) for the corresponding CIW course(s) that they plan to teach. CIW CIs have access to certain benefits that will enable them to deliver high-quality Internet technologies courses using the best curriculum. These benefits include:

- Access to new information technology developments, software and product updates.

- Participation in an instructor-training program specifically designed for Information Technology (IT) educators.

- Marketability worldwide by having in-demand skills.

- Involvement as a core faculty member for an academic institution, or as a core instructional staff member for a training organization, because your Internet skills are in high demand.

- Access to the private online Instructor Community at *www.CIWcertified.com* for information on certification requirements, course information and benefits, and an instructor discussion forum.

- Authorization to use the official CIW CI logo on business cards and other materials.

CIW Faculty Institute

Certification Partners has developed an IT faculty development program to help IT educators address the challenges of providing affordable and accessible training to faculty teaching IT programs.

The CIW Faculty Institute is a structured Train-the-Trainer program designed to increase the availability of CIW training to academic educators. The CIW Faculty Institute prepares secondary and post-secondary educators to become CIW Certified Instructors (CIW CIs) in classes taught using Official CIW Curriculum.

All public educators are eligible to participate in CIW Faculty Institute sessions. Classes are available in a variety of formats: intensive one-week bootcamp-style classrooms, online only, or a combination of online and classroom meetings (referred to as hybrid classes). Classes in all CIW courses are available. For information about currently available classes, please contact your account manager, or call 800-227-1028 to meet one.

Features and benefits of CIW Faculty Institute classes

- Training delivered by an experienced, academic CIW Certified Instructor

- Training delivered using Official CIW Instructor Guides that faculty can keep to use in the classroom for their own classes

- Supplemental materials including online exercises, practice exams and course reviews that can evaluate knowledge before, during and after class, and assist with exam preparation (materials available in our CIW Online campus site)

- Preparation for faculty to take the corresponding high-stakes CIW certification exam

- Opportunity to take the corresponding high-stakes CIW certification exams at the end of class using the CIW Certification Testing Center (CTC Online) system (available in boot camp style and hybrid classes only)

- Preparation for faculty to teach using Official CIW curriculum

- Ability to share best practices with other faculty in the class

CIW CI Certification Process and Requirements – Overview

Each of the following steps is required to obtain CIW CI approval.

Step 1: Take and pass the most current version of any current CIW exam (take the corresponding CIW course, if necessary, before taking the exam).

Step 2: Complete the CIW Certification Agreement by logging into the CIW Candidate Information Center at *https://i7lp.integral7.com/ciw* (if you have not already completed it — once completed for any certification, it applies to all subsequent certifications).

Step 3: Complete the CIW CI application located at *www.CIWcertified.com/Training/become_ci_app.php*.

Step 4: Provide documentation to prove instructional skills and/or experience.

Step 5: Provide proof that you have attended a CIW class or CIW Faculty Institute, or pass an additional higher-level CIW certification exam.

Step 1: Pass a CIW certification exam

All CIW CI candidates must pass at least one CIW certification exam that is current and available at the time of their application for CIW Certified Instructor. All CIW CI candidates must take and pass the appropriate CIW exam(s), earning the corresponding CIW certification(s), in order to teach any CIW course(s) as a CIW CI.

Note that the individual CIW Web Foundations modular exams do not qualify for the CIW CI certification. If you are pursuing the CIW Foundations path, you must pass all three modular exams (CIW Internet Business Foundations [1D0-51A], CIW Site Development Foundations [1D0-51B] and CIW Network Technology Foundations [1D0-51C]). Alternatively, you may take the comprehensive CIW Web Foundations Associate exam (1D0-510).

CIW exam registration

CIW certification exams are offered through Prometric and VUE testing centers, and through CIW Certification Testing Centers (CTCs). Your school may already be a CTC. CIW Faculty Institutes also include exams administered through the CTC program. Register as early as possible to reserve a convenient time, date and center for your exam.

The following information is necessary to register, so please have it ready when you call or go online:

- **Testing service provider candidate identification number** — Prometric and VUE will create a unique candidate ID number for you. This number links you to the exams you take. Please be sure to use the same identification number each time you register for a CIW exam.

- **Your complete company address, mailing address, phone and fax number** — Do not use Post Office box addresses. As you register for subsequent exams, inform the registrar of any address changes. The changes will be sent to the CIW Candidate Information Center database. This address is where your certifications will be mailed when you pass exams that meet all requirements for any given certification path. Please make sure you use an accurate and complete address.

- **The complete CIW exam name and ID number** — You can find this information at *www.CIWcertified.com*.

- **Date and time you want to take the exam**.

- **Method of payment**.

Taking an exam with Prometric

To register with Prometric for certification exams in the United States and Canada, contact Prometric at (800) 380-EXAM (3926) or use the Prometric online registration at *www.prometric.com/CIW*.

Outside the United States and Canada, candidates should consult the Prometric Web site at *www.prometric.com/CIW* for registration phone numbers in their country or region. Before calling Prometric, consult the Prometric registration Web site to locate the nearest Authorized Prometric Testing Centers. When you call, tell the customer service representative that you want to register for a CIW exam.

Taking an exam with VUE

To register with VUE worldwide, use the online registration at *www.pearsonvue.com/CIW*.

Before registering for your first CIW exam at VUE, you must obtain a VUE testing ID for the CIW program. During your exam registration process, you must call a VUE registration center to link your testing ID with your account information. Please allow at least three business days to complete the first exam registration process with VUE.

You may also register in person at any VUE testing center. VUE centers can accept same-day exam registration if space is available.

Taking an exam at the CIW Faculty Institute / CIW CTC

Candidates who plan to take a Faculty Institute course in preparation for becoming a CIW CI may be offered the option to take the certification exam in the classroom through the CIW Certified Testing Center (CTC) program. If this opportunity is available to you, you will not have to register with Prometric or VUE. Contact your program coordinator for more information on availability of this program.

Preparing for exams

Objectives for CIW exams are included in the appropriate course materials. You may also obtain complete details for any given exam on our Web site at *www.CIWcertified.com/Certifications/index.php*.

The day of the exam

Arrive at the testing center at least 15 minutes before the exam is scheduled to begin. Allow approximately two hours to complete the exam.

Bring the following items with you:

- **A current photo ID**, such as a driver's license or a company badge (must contain a photo)
- **A second form of ID with a signature**, such as a major credit card, a passport or a student ID card

Testing methods

All exams are administered on a personal computer. The exams are "closed book," and are graded on a pass/fail basis. If you fail an exam, you may retake it at additional cost, as many times as you need to pass. See the CIW Web site for complete details of the CIW Exam Retake Policy: *www.CIWcertified.com/Certifications/Exam_Info/exam_policies.php*

Before retaking an exam, you should prepare further by studying CIW course materials or attending courses at a CIW AAP or a CIW ATP.

Exam structure

CIW exams follow a traditional exam structure. These certification exams:

- Contain approximately 50 to 90 multiple-choice questions.

- May be divided into sections, depending on the number of sections included in the certification exam. Each section may have a different passing score, depending on the structure of that exam. Items from each section are delivered randomly.

- Have a time limit. Most CIW exam periods are between 75 and 90 minutes each.

- Are graded based on the percentage of questions answered correctly. You must earn a passing score on the most current version of a CIW exam to qualify for CIW CI status.

- Allow you to mark and review any previously answered questions.

- Require that you answer all questions. Unanswered questions will be marked as incorrect and will affect your final score.

When the exam is finished, you will be given an official CIW Exam Score Report. Certification Partners strongly recommends that you keep a copy of all Prometric and VUE exam score reports for your own records. The CIW program cannot issue duplicate exam reports. VUE and Prometric may be able to issue duplicate reports, but the CIW program does not control this process.

CIW also requires that you log on and verify your address in the CIW Candidate Information Center. You will need your score report the first time you log in to this site. The CIW Candidate Information Center allows you to review your contact information, make address corrections, review exam results, view your certification history, publish your certification transcript via e-mail, and download logos. Your students will also be required to verify their addresses in this database, as well, so be prepared to tell them about this.

Step 2: CIW Certification Agreement Terms

All CIW certification candidates, including CIW CI candidates, must complete the CIW Certification Agreement before their certification status is finalized. This Agreement details the contractual terms to which each CIW CI candidate will be bound. CIW Exams are the intellectual property of Certification Partners, LLC; they are confidential and all are protected by copyright law, trade secret law and international treaties. This intellectual property is made available to you, the examinee, solely for the purpose of becoming certified in the technical area referenced in the title of the CIW exam. You are expressly prohibited from disclosing, publishing, reproducing or transmitting any CIW exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior written permission of Certification Partners, LLC. The agreement can be completed by logging on to the CIW Candidate Information Center at *https://i7lp.integral7.com/ciw*.

Candidates will need their exam score reports the first time they log in. If you do not have a score report or are unable to log in, please request a login reset via e-mail using the form at *www.CIWcertified.com/About_CIW/contact.php*.

Step 3: CIW CI application

Instructor candidates must submit an application to be enrolled in the CIW CI program. The application lists contact information and program requirements. The instructor application is available at: *www.CIWcertified.com/Training/become_ci_app.php*.

Step 4: Instructional Skills Requirement

Candidates for CIW Certified Instructor status must provide documentation as proof of instructional and presentation skills. Following are details about the various options that may be used to fulfill this requirement. **Fax the required supporting documentation to the CIW Certification Dept at +1-602-794-4190 or e-mail scanned image files in *.jpg format to *CIW.CI@CIWcertified.com*.**

Note: If you do not have the required skills when you apply, you may be able to gain these skills during the application process. You can also submit the supporting paperwork during this time. However, you will not be granted CIW CI status until you have submitted all required documentation.

Technical instructor certification

If you have a Technical Instructor Certification, you can prove that you are a Certified Instructor by including a copy of your Certified Instructor certificate. Examples of accepted certified instructor programs include:

- Certified Technical Trainer (CTT).
- Microsoft (MCT).
- Novell (CNI).
- Lotus.
- Santa Cruz Operations.
- Cisco Systems.
- Sun Microsystems.
- Trainer Performance Monitoring & Assessment (TPMA) (UK-based).

Instructors teaching IT courses in learning centers

If you are an Instructor who has been teaching IT courses in a learning center environment:, you can:

- Provide a letter of recommendation from your current employer stating that you are qualified to instruct and have one or more years of IT instructional experience.

OR

- Provide a combination of a current résumé, two letters of recommendation (from previous employers) and 10 student evaluations from technology-based courses.

AND

- Provide documentation that you have attended an instructional presentation skills or Train-the-Trainer course that has been pre-approved by Certification Partners.

Certified academic teacher with IT or non-IT teaching experience

If you are a teacher in an academic institution with experience in IT or non-IT subject matter with a valid teaching certificate, you can:

- Provide a copy of your state-accredited teaching certificate.

If you are a teacher who has taken (or will take) a CIW Faculty Institute, you can:

- Submit proof of CIW Faculty Institute attendance.

Step 5: CIW Web Foundations Course Attendance

CIW CI candidates must provide proof of having attended a CIW Web Foundations class for CIW CI approval. This requirement may be waived if you meet one of the following requirements:

- If you are a certified technical instructor, such as MCT, CTT or CNI.

- If you have passed the most current version of the CIW Web Foundations Associate exam **and** one other higher-level CIW exam. (The individual CIW Web Foundations modular exams do not qualify for this requirement because they are subsets of the full CIW Web Foundations Associate exam).

The following options are available to fulfill the CIW Web Foundations class attendance requirement. Please be sure to fax your course completion certificate to the CIW Certification Dept at +1-602-794-4190 or e-mail scanned image files in *.jpg format to *CIW.CI@CIWcertified.com*.

- **Attend a public class at a CIW Authorized Academic Partner (AAP) or CIW Authorized Training Partner (ATP) location —** For a list of CIW AAP and CIW ATP locations near you, use the CIW AAP Locator and the CIW ATP Training Locator at: *www.CIWcertified.com/Training/by_zip.php?place=intro*

- **Attend a CIW Faculty Institute Course —** Contact your account manager for details about currently available CIW Faculty Institute classes.

CIW CI Certification

After you have met all certification requirements, your certification record in the CIW Candidate Information Center will be updated. When certification is awarded, an automated confirmation message will be sent to you via e-mail. Your CIW CI certificate and approval letter will be mailed to you, as well. The automated e-mail message will guide you to information resources such as the Instructor Community at *www.CIWcertified.com*, where you will find essential tools. You will also receive a CIW identification number for tracking purposes. When you receive your CIW CI certificate, you may begin teaching all courses for which you are authorized. As a CIW CI, you are authorized to teach classes that correspond to the CIW certification exams that you have passed to date.

If you have not received notification within four weeks of completing your final requirements, please contact the CIW Certification Department via e-mail at *CIW.CI@CIWcertified.com*. Please be prepared to resubmit your documentation via fax to +1-602-794-4190 or via e-mail of scanned image files (*.jpg format) to *CIW.CI@CIWcertified.com*.

Additional course authorizations

You can obtain authorization to teach any additional CIW course(s) by taking and passing the appropriate CIW certification exam(s), thus earning the corresponding CIW certification(s). If an exam has not yet been released for a specific course or series, and you have met all other authorization requirements, you may teach the course or series for up to 90 days after the exam is released. You must then pass the exam or you will lose authorization to teach that course or series. If a course does not have a corresponding exam, contact *CIW.CI@CIWcertified.com* for instructions on how to proceed.

CIW CI Application Process Checklist

Fax documentation to +1-602-794-4190 or e-mail image files (*.jpg format) to *CIW.CI@CIWcertified.com*.

	Option 1: Instructors working for learning centers who already have technical instructor certifications	**Option 2:** Instructors working for learning centers	**Option 3:** Instructors working for academic institutions	**Option 4:** Instructors who have recently attended a CIW Faculty Institute
Step 1: Pass at least one full-length CIW certification exam	Required	Required	Required	Required
Step 2: Complete CIW Certification Agreement	Required	Required	Required	Required
Step 3: Submit the CIW CI Application	Required	Required	Required	Required
Step 4: Submit Instructional Skills Documentation via fax or e-mail	Approved Technical Trainer certificate or transcript: -Certified Technical Trainer (CTT) -Microsoft (MCT) -Novell (CNI) -Lotus -Santa Cruz Operations -Cisco Systems -Sun Microsystems -Trainer Performance Monitoring & Assessment (UK)	Letter of recommendation from current employer, stating you are qualified to teach and have one or more years of experience **OR** Current résumé, two letters of recommendation from former employers AND 10 student evaluations	Accredited Teaching Certificate **OR** Letter of recommendation from current employer, stating you are qualified to teach and have one or more years of experience **OR** Current résumé, two letters of recommendation from former employers AND 10 student evaluations	CIW Faculty Institute Completion Certificate
Step 5: Submit proof of CIW Web Foundations class attendance	Not required	CIW course completion certificate **OR** Passing score on one other higher-level CIW certification exam	CIW course completion certificate **OR** Passing score on one other higher-level CIW certification exam	CIW Faculty Institute Completion Certificate

Option 1: Industry-Related Technical Trainer Certifications

This path is for instructors who currently hold a technical trainer certification through another approved program. Qualified CIW CI applicants are eligible to waive the CIW Web Foundations course completion requirement, and are eligible to self-study for the CIW Web Foundations exam.

For CIW CI approval, the following are required for this track:

- Pass the most current version of at least one CIW certification exam.

- Complete the online CIW Certification Agreement in the CIW Candidate Information Center.

- Complete the online CIW CI Application.

- Submit certificates or transcripts from any of the following approved vendors:
    - Microsoft (MCT)
    - Certified Technical Trainer (CTT)
    - Novell (CNI)
    - Lotus
    - Santa Cruz Operations
    - Cisco Systems
    - Sun Microsystems
    - Trainer Performance Monitoring & Assessment (UK)

Option 2: Instructors Working for Learning Centers

This path is for experienced instructors or teachers currently working in learning centers (includes contract instructors).

For CIW CI approval, the following are required for this path:

- Attend a CIW Web Foundations class and submit your course completion certificate.

- Pass the most current version of at least one CIW certification exam.

- Complete the online CIW Certification Agreement in the CIW Candidate Information Center.

- Complete the online CIW CI Application.

- For proof of instructional skills documentation, submit **one** of the following:
    - Letter of recommendation from current employer, stating you are qualified to teach and have one or more years of experience.

    OR

    - A current résumé, two letters of recommendation from former employers, and 10 student evaluations.

- For proof of having attended a CIW course, complete one of the following:
    - Submit CIW course completion certificate.

    OR

    - Take and pass an additional higher-level CIW certification exam.

Option 3: Instructors Working for Academic Institutions

This path is for instructors working in academic institutions that are or will soon become CIW Authorized Academic Partners (AAPs).

For CIW CI approval, the following are required for this path:

- Attend a CIW Web Foundations class and submit your course completion certificate.

- Pass the most current version of at least one CIW certification exam.

- Complete the online CIW Certification Agreement in the CIW Candidate Information Center.

- Complete the online CIW CI Application.

- For proof of instructional skills documentation, submit **one** of the following:

  o Accredited teaching certificate

  OR

  o A current résumé, two letters of recommendation, and 10 student evaluations

  OR

  o A letter from the academic institution stating that the CI candidate is qualified to instruct and has one or more years of IT instructional experience

- For proof of having attended a CIW course, complete one of the following:

  o Submit CIW course completion certificate.

  OR

  o Take and pass at least one other higher-level CIW certification exam.

Option 4: CIW Faculty Institute / CIW Web Foundations Class

This path is for new or experienced instructors who have attended a CIW Faculty Institute course. Instructors pursuing this path are required to attend an instructor-led CIW Web Foundations class.

For CIW CI approval, the following are required for this track:

- Attend a CIW Faculty Institute including a CIW Web Foundations class.

- Take and pass the most current version of at least one CIW certification exam.

- Complete the online CIW Certification Agreement in the CIW Candidate Information Center.

- Complete the online CIW CI Application.

- Submit a CIW Faculty Institute completion certificate. If you do not have a CIW Faculty Institute completion certificate, contact us to request independent verification.

Information and Communication Resources for Instructors

This section provides information and communication resources designed for instructors.

Online CIW Certified Instructor Community

As a CIW CI, you will have access to the private online CIW CI Community at *www.CIWcertified.com*. When you are approved as a CIW Certified Instructor, you will receive a unique ID and password via e-mail that will allow you to access the CI Community. This site contains information about certification requirements, course information, and other benefits. It also contains a downloadable library of courseware updates, as well as hardware and software requirements for each CIW course. Other instructor support materials include a monitored Instructor Discussion Forum where you can exchange questions and ideas with other CIW CIs around the world.

Certification Partners will communicate with you via e-mail and postal mail. You must keep your contact information current with Certification Partners by logging in to the CIW Candidate Information center regularly and verifying your address.

CIW CI program administration

The CIW Certification Department supports your training and certification efforts. A professional CIW Certification Department staff member is available to answer your questions or support needs worldwide. Staff members can be contacted via e-mail at *CIWcustservice@CIWcertified.com* or via phone at +1-602-794-4156.

Quality Assurance

Certification Partners values the instructors who teach CIW courses, and wants to provide the training and resources necessary to keep them up to date on Internet technology advances. The following methods ensure that instructors are selected who will provide courses that meet rigorous academic standards.

Applicant screening

All CIW CI applicants are screened carefully before being accepted into the program. Applicants are evaluated based on their qualifications and the prerequisite criteria.

Continuing certification requirements

Upon completion of the initial CIW certification, an instructor certification will remain valid, with the exception of a breach or termination of the Certification Agreement, for as long as the courses that the instructor teaches remain current. Note that Certification Partners reserves the right to release additional Continuing Certification Requirements (CCRs) in the future. After that, all current CIW CIs must fulfill the CCRs to stay in the program. These requirements may include details on testing, course attendance or update training.

To maintain a CIW CI certification, the instructor must also:

- Maintain high satisfaction ratings in student course evaluations. Your own CIW AAP institution's course evaluation forms can be used for this purpose, or you can use the student evaluation forms from the Instructor Community at *www.CIWcertified.com*.

- Update your technical skills as new Internet technologies are released.

- Comply with any applicable CCR criteria that Certification Partners may periodically specify. Requirements will be posted in advance in the Instructor Community at *www.CIWcertified.com*.

Instructor performance audits

Certification Partners reserves the right to audit an instructor at any time. The audit may be a routine quality-assurance audit, or it may be precipitated by student complaints or by an instructor's failure to meet or maintain certification requirements.

Probation

The instructor probation policy helps ensure student satisfaction and instructional quality. This policy is not meant to discourage or threaten instructors. Instead, the intent is to establish formal standards of instruction and to encourage adherence to these standards.

Reasons for probation

Reasons for probation may include:

- Consistent negative student evaluations or feedback.

- Discussing the CIW program and/or CIW Official Curriculum in a negative manner.

- CIW AAP complaint(s).

- CIW ATP complaint(s).

- Teaching an authorized CIW course for which you are not certified.

- Signing course certificates for another instructor.

- Cheating on CIW exams.

- Violating contractual agreement(s).

- Poor performance during an audit.

The CIW Certification Agreement does not prohibit instructors from teaching non-authorized CIW courses at sites that are not authorized as CIW AAPs or ATPs. However, the instructor may not use CIW instructor logos with such courses nor may the instructor represent himself or herself as a CIW Certified Instructor.

Probation guidelines

In the case of a pending probation, the following steps will be in effect.

- Any wrongdoing will be verified; evidence will be reviewed with the appropriate parties before any action is taken.

- The probation period will be at least three months, and is subject to extension at the discretion of Certification Partners.

- The instructor will be notified via registered mail with itemized reasons for the probation.

- During probation, the instructor cannot become certified for any new CIW programs.

- The instructor will receive recommendations for improvement.

- At the end of the probation period, a follow-up audit may be conducted and a determination made regarding the status of the instructor.

- If improvement is unsatisfactory, the instructor may be decertified and notified via registered mail.

Decertification

Certification Partners will revoke CIW CI certification if the standards of the CIW CI program are being compromised. If the Certification Agreement of a CIW CI is terminated, then that individual will no longer hold CIW CI status. Termination of the CIW Certification Agreement may also result in decertification of other CIW credentials.

Steps for challenging termination of the CIW Certification Agreement

Either party, upon 30 days notice, may terminate the CIW Certification Agreement signed with Certification Partners, LLC. Certification Partners generally will explain why it is canceling the agreement. If you believe the reason given by Certification Partners is incorrect or invalid, you may request an evaluation of the reason for termination by using the following steps. You must submit your request within five business days of notification of the cancellation.

Steps for challenging termination of CIW certification status

1. Provide a copy of the notice of termination.

2. Describe in detail the specific reasons why you are challenging the termination. Include the date you became certified, and as much general information as necessary. Please include specific details indicating why you believe the reason given for termination is invalid. Your challenge will not be accepted for evaluation unless sufficient information and documentation refuting the reason(s) given for termination are provided.

3. Within five business days of notification of termination, respond by e-mail with "Certification Status Challenge" in the subject line.

4. Your request will be acknowledged by e-mail. At that time, you will receive either the result of the evaluation or, if more time is needed for evaluation, an estimate of when you can expect a decision.

Please keep in mind that the challenge process is provided as an accommodation by Certification Partners, LLC. The agreement you approved allows termination for any reason. All challenge decisions by Certification Partners shall be deemed final. Certification Partners does not waive any of its rights under the agreement by providing this challenge procedure.

Appendixes

Appendix A: CIW Worldwide Contacts
Appendix B: CIW Instructor Certification Checklist

Appendix A: CIW Worldwide Contacts

The following program contacts are available to you to help support your CIW certification initiatives.

CIW Certified Instructor (CIW CI) program
CIW.CI@CIWcertified.com

CIW Authorized Academic Partner (CIW AAP) program
CIW.AAP@CIWcertified.com

CIW Authorized Training Provider (CIW ATP) program
CIW.ATP@CIWcertified.com

CIW Sales Department
sales@CIWcertified.com

CIW Certification Department (all questions regarding certification status, exam results, etc, should be directed here)
CIWcustservice@CIWcertified.com

Mailing Address:

Certification Partners, LLC
CIW Certification Department
1230 W. Washington, Suite 111
Tempe, AZ 85281
602-275-7700

Appendix B: CIW Instructor Certification Checklist

	Option 1: Instructors working for learning centers who already have technical instructor certifications	**Option 2:** Instructors working for learning centers	**Option 3:** Instructors working for academic institutions	**Option 4:** Instructors who have recently attended a CIW Faculty Institute.
Step 1: Pass at least one full-length CIW certification exam	Required	Required	Required	Required
Step 2: Complete CIW Certification Agreement	Required	Required	Required	Required
Step 3: Submit CIW CI Application	Required	Required	Required	Required
Step 4: Submit Instructional Skills Documentation via fax or e-mail	Approved Technical Trainer certificate or transcript: -Certified Technical Trainer (CTT) -Microsoft (MCT) -Novell (CNI) -Lotus -Santa Cruz Operations -Cisco Systems -Sun Microsystems -Trainer Performance Monitoring & Assessment (UK)	Letter of recommendation from current employer, stating you are qualified to teach and has one or more years of experience **OR** Current résumé, two letters of recommendation from former employers AND 10 student evaluations	Accredited Teaching Certificate **OR** Letter of recommendation from current employer, stating you are qualified to teach and has one or more years of experience **OR** Current résumé, two letters of recommendation from former employers AND 10 student evaluations	CIW Faculty Institute Completion Certificate
Step 5: Submit proof of CIW Web Foundations class attendance	Not required	CIW course completion certificate **OR** Passing score on one other higher-level CIW certification exam	CIW course completion certificate **OR** Passing score on one other higher-level CIW certification exam	CIW Faculty Institute completion certificate

Fax documentation to +1-602-794-4190 or e-mail scanned image files (*.jpg format) to CIW.CI@CIWcertified.com.