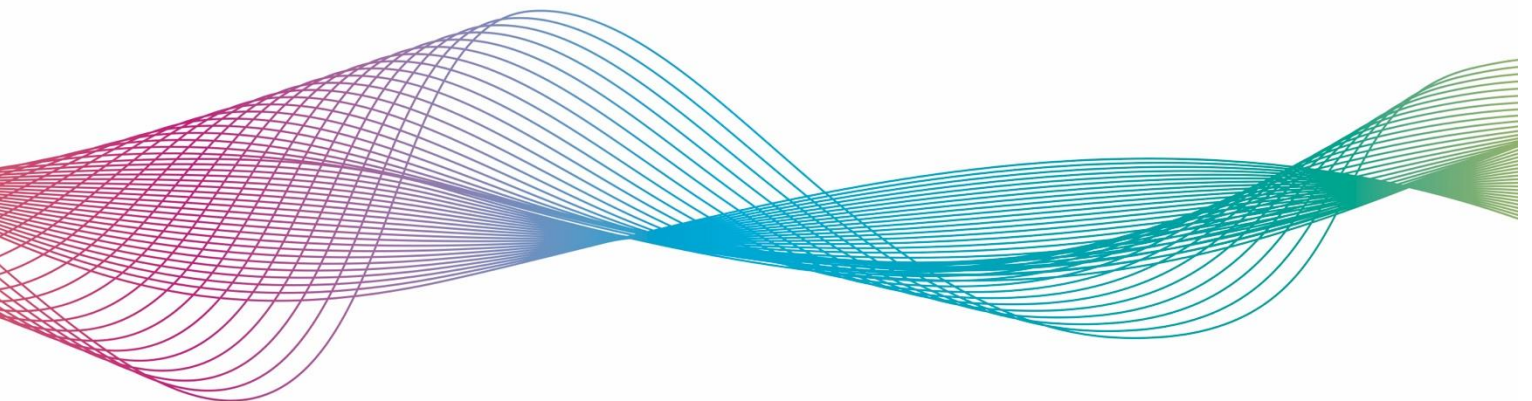




**Midlands and Lancashire**  
Commissioning Support Unit

# Microsoft Certifications – Student Guide

**A guide to support students enrolling on Microsoft  
Certifications**



## Table of Contents

<b>Microsoft Certification – Student Guide.....</b>	<b>3</b>
<b>Microsoft Office Specialist Program – What is it? .....</b>	<b>3</b>
Reasonable Adjustments .....	3
Technical Requirements .....	3
Software .....	4
GMetrix.....	4
Certiport .....	4
Exams From Home .....	4
Microsoft Teams.....	4
Student Journey .....	4
<b>Enrolling onto Courses .....</b>	<b>5</b>
Introductory e-mail .....	5
Creating GMETRIX Student Account.....	5
Accessing GMEX .....	5
Redeeming Access Code.....	6
Accessing Courses .....	6
Downloading G Metrix Software .....	6
Learning Approach.....	8
Pre Course .....	9
Access Course .....	12
Microsoft Outlook Module – Important please read before starting module .....	12
Gmetrix – Viewing Past Tests.....	12
Gmetrix Student Activity Report.....	13
Post Course .....	13
Exam Preparation .....	13
Exam Types .....	14
Microsoft Expert Exam Preparation .....	15
Exam Tips .....	15
Other Microsoft Exam Preparation Tools.....	15
Microsoft Learn .....	16
<b>Exam.....</b>	<b>16</b>
Requesting exam .....	16
Pre exam.....	16
On the day of the exam.....	17
Exam Overview .....	18
Exam Troubleshooting .....	18
Post exam .....	18
Badges .....	18
Exam Retake Policy .....	18
Exam Feedback /Action Plan .....	19
e-learning tips.....	19
<b>Frequently Asked Questions .....</b>	<b>20</b>

# Microsoft Certification

## – Student Guide

This document is designed to support you achieving the Microsoft Certifications. Please take the time to read through this guide before starting your learning.

### Microsoft Office Specialist Program – What is it?

- Click to view a [video](#) explaining how the Microsoft Office Specialist Certification works
- Click to access [website](#) explaining the Microsoft Office Specialist Program

### Reasonable Adjustments

It is possible to receive additional time while completing Microsoft Certification exams please visit [site](#) to view further information. Please note you will need to be registered as receiving reasonable adjustments **before** requesting an exam.

### Technical Requirements

To complete certification you will be accessing software remotely please note technical requirements please visit [site](#) for complete list.

During the exam Candidates use **one** device using additional equipment e.g. additional monitors are not permitted. All office applications and programs should be closed. Candidates copy link provided by proctor into an **incognito** tab to access virtual exam environment. Candidates work through projects completing tasks to demonstrate competence.

Candidate Technical Requirements	
<b>Operating System</b>	Windows 10 Mac OSX Sierra 10.12 or higher Chrome OS (the most current version)
<b>Screen Resolution</b>	Recommended minimum screen resolution of 1280 x 800
<b>Internet Browsers</b>	The preferred internet browser is Chrome. Internet Explorer, Edge, and Safari are also supported
<b>Input Devices</b>	Full Keyboard and Mouse
<b>Internet Connection Speed</b>	A download speed of at least 5 Mbps*
<b>Webcam</b>	Webcam, video enabled for session with proctor

## Software

To complete your Microsoft Certification, you will access different software applications to learn new skills and complete exams.

## GMetrix

GMetrix is the platform that hosts the videos and practise tests you will be using. Working through videos completing projects enables you to practise using the application providing opportunities for you to gain skills whilst building your knowledge and proficiency.

Practice tests are available to confirm you have gained sufficient knowledge to achieve certification. Passing score for GMetrix is **90%** please ensure you have achieved **>90%** on the practise test in **Testing** mode on at least **three** different occasions before requesting to take an exam.

- Click this [link](#) to access a GMetrix simulator

## Certiport

Application used by candidates to take exams and receive certification. You will need to setup a Certiport account before taking any exams.

- Register for your account at <https://certiport.com>
- If you forget your Username / Password, use [link](#)

## Exams From Home

This software is used by candidates when carrying out exams. Before the exam candidates will be sent an email containing all the links needed to complete exam. Please note clicking on certain links before the start time of your scheduled exam can result in an error message being displayed.

## Microsoft Teams

Before starting the exam for your Microsoft Certification, you will join a Microsoft Teams call with your proctor. The proctor will confirm you have all the necessary information to take your exam. You are required to have your camera **on** for ID and Verification checks before the exam starts.

## Student Journey

Process from enrolment to achieving certification

1. View videos / documentation explaining course options

Carry out research using resources provided to confirm if MOS Certification is suitable.

2. Express Interest

Discussions with line manager to confirm if completing MOS Certification is suitable and learner can dedicate sufficient time to carry out learning.

3. Enrolment

Learner receives enrolment details and access to MOS Academy Resources

4. Follow MLCSU learning approach

Learner works through modules on Gmetrix following **MLCSU Learning Approach** (please see section for further information).

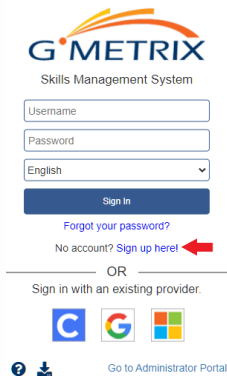
# Enrolling onto Courses

## Introductory e-mail

You will receive an email providing you with your course information. If you have any problems, please email MLCSU IT Training team [mlcsu.ittrainingteam@nhs.net](mailto:mlcsu.ittrainingteam@nhs.net) (Please provide details regarding nature of query e.g., problem with software, access code, what course you are enrolled on etc)

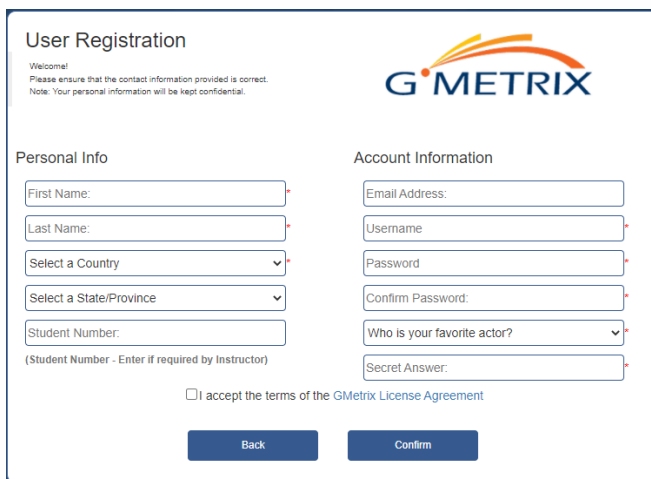
Please read through section before accessing GMetrix

## Creating GMETRIX Student Account



- Go to <https://www.gmetrix.net>
- Select the **Sign up here!**

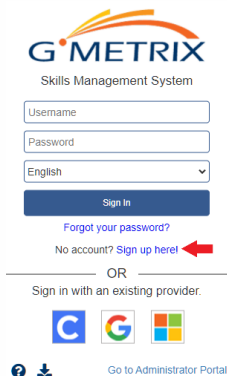
The **User Registration** screen appears



- Fill in information using your nhs.net email address as your username
- Check the box to accept terms of **G Metrix License Agreement**
- Click the **Confirm** button

- Click this [link](#) to access a G Metrix simulator
- Click this [link](#) to reset your G Metrix Student password

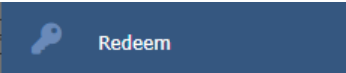
## Accessing GMEX

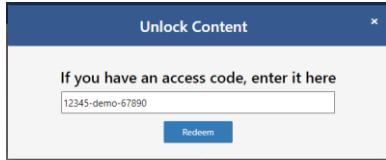


- Go to <https://www.gmetrix.net>
- Enter Username & Password
- Click **Sign In**

## Redeeming Access Code

To access learning, you need to redeem a code this is provided in your introductory email from MLCSU IT Training team.

- Select **Redeem**  from menu on the right
- Enter code provided in email from MLCSU IT Training



Unlock Content

If you have an access code, enter it here

Redeem

- Click **Redeem**

## Accessing Courses

- Click on **Courses**  to view available course

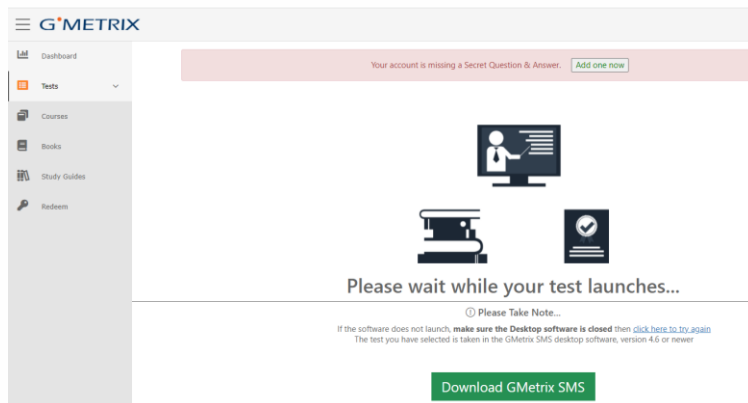
A screen appears displaying courses available

- Click on **Courses** to start course

Courses are sorted by product for Microsoft Specialist Certification select **Microsoft 365 Apps & Office 2019** and then application e.g. **Word Associate**.

## Downloading G Metrix Software

To complete tests on GMetrix you will need to download the **GMetrix SMS**. Please note you require administrator rights (contact MLCSU Servicedesk/ IT Support Provider) to complete.



GMETRIX

Dashboard

Tests

Courses

Books

Study Guides

Redeem

Your account is missing a Secret Question & Answer. [Add one now](#)

Please wait while your test launches...

Please Take Note...

If the software does not launch, **make sure the Desktop software is closed** then [click here to try again](#)  
The test you have selected is taken in the GMetrix SMS desktop software, version 4.0 or newer

Download GMetrix SMS

- Click on **Tests**, then click **Download GMetrix SMS**

The below screen appears please note administrator rights are required to download install **GMetrix SMS software for Windows** please contact MLCSU Servicedesk/ IT Support Provider for a technician to take over your laptop and install the software.



GMETRIX

Download GMetrix SMS

Contact Us

Support

Download GMetrix SMS

GMetrix SMS provides practice material for:

- Microsoft Office 2013, 2016, 2019 (Windows only)
- Adobe CC 2018/2019
- Adobe CC 2013/2015
- Adobe CS6
- Autodesk Certified User 2017 - 2020 (Windows only)
- Autodesk Certified Professional 2017 - 2020 (Windows only)
- Microsoft Technology Associate
- ICF GS4/GS5/Spark
- CompTIA
- QuickBooks Certified User
- Microsoft Certified Educator (MCE)
- Entrepreneurship & Small Business
- EC-Council Associate

Help Resources:

- GMetrix User Guide
- QuickStart Guide
- Administrator Guide

GMetrix SMS for Windows

Download the latest version of SMS for Windows

DOWNLOAD SMS 7  
VERSION: 7.0.25

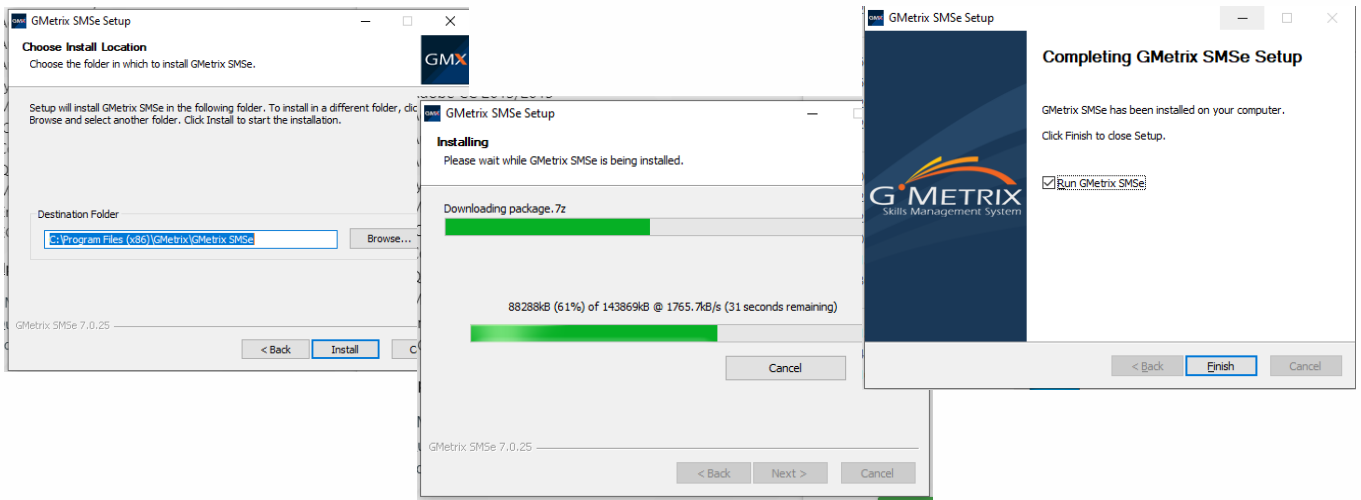
GMetrix SMS for Mac

GMetrix SMS for Mac has been released! This version of the software supports all tests delivered through the GMetrix Student Portal website, as well as Adobe CC 2018 practice exams.

Please note that this software does not support Microsoft Office or Autodesk practice exams.


DOWNLOAD SMS  
VERSION: 1.1.6

The following screens will appear

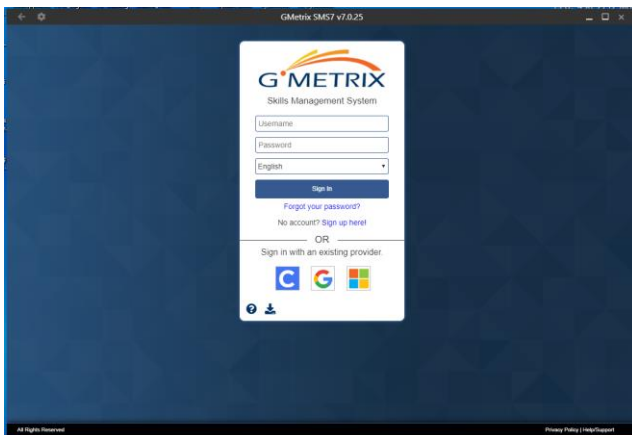


A new icon is now installed on your desktop.



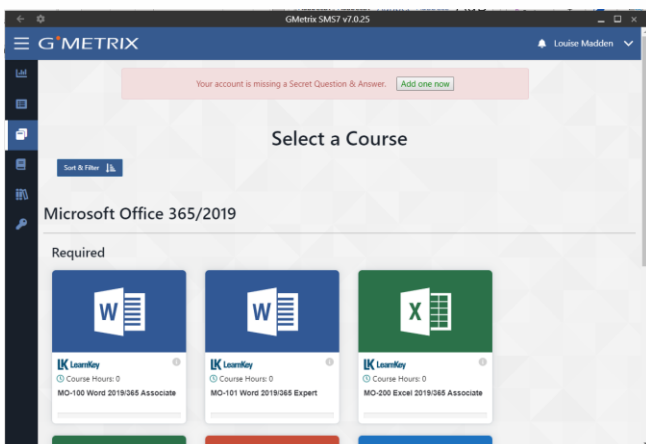
- Click on icon  to access **GMetrix**

The **GMetrix** screen appears



- Enter Username & Password
- Click **Sign In**

- Use menu on left to access Dashboard, Tests, Courses, Study Guides



- Dashboard** Snapshot of recent activity
- Tests** used to demonstrate proficiency
- Courses** interactive software using videos, projects students work through topics
- Study Guides** dashboard displaying progress in specified topic

## Learning Approach

Based on feedback from Students and Prodigy Learning (Partners with Microsoft offering the Microsoft Office Specialist Certification) the following information is provided to assist you during your learning journey.

### Overview

MLSCU IT Training encourage all candidates to make full use of the GMetrix platform by working through the provided videos and practise tests to build knowledge and proficiency.

The Microsoft Office Specialist Certification covers a number of elements in each subject area to successfully achieve the certification the process below is advised.

### Learning Plan

The MOS Learning plan is used as part of one to one, appraisal conversation with your line manager. To get the most from this qualification please use the MOS Learning plan to record how you will complete your Microsoft Certification.

Please ensure you have completed the MOS Learning Plan **before** you start the course and access the GMetrix software.

### Pre-Course

- |  |                                    |
|--|------------------------------------|
| 1. Complete MOS Learning Plan                                | Complete form                      |
| 2. Take 1 <sup>st</sup> Skill Review ( <b>Testing Mode</b> ) | Identify development areas         |
| 3. Access Study Guide  | Work through all development areas |

### Post Course

- |  |                                       |
|--|---------------------------------------|
| 4. Take 2 <sup>nd</sup> Skill Review ( <b>Testing Mode</b> ) | Identify development areas            |
| 5. Review Study Guide  | Work through/revise development areas |

### Exam Preparation

- |  |                                    |
|--|------------------------------------|
| 6. Take 1 <sup>st</sup> Practice Exam ( <b>Testing Mode</b> )    | Identify development areas         |
| 7. Review Study Guide  | Work through all development areas |
| 8. Take 2 <sup>ND</sup> Practice Exam ( <b>Testing Mode</b> )    | Identify development areas         |
| 9. Review Study Guide  | Work through all development areas |
| 10. Take 1 <sup>st</sup> Simulation Exam ( <b>Testing Mode</b> ) | Identify development areas         |
| 11. Review Study Guide   | Work through all development areas |

If you have scored over >**90%** in all exams (1<sup>st</sup> Practice Exam, 2<sup>ND</sup> Practice Exam & 1<sup>st</sup> Simulation Exam) you're ready to sit Microsoft exam. If you have score under **90%**, please take next step.

- |  |                            |
|--|----------------------------|
| 12. Take 2 <sup>nd</sup> Simulation Exam ( <b>Testing Mode</b> ) | Identify development areas |
|--|----------------------------|

If you have scored over >**90%** in above exams you're ready to sit Microsoft exam. If you have scored under **90%**, please contact IT Training Team if you wish to sit exam.



MOS Academy offer “**Welcome to MOS Exams – Exam Techniques**” an interactive resource which covers topics such as exam techniques and recommends attendance before sitting **1<sup>st</sup>** module examination.

MOS Academy offer “**Welcome to MOS Exams – Module Specific**” an interactive resource which provides a breakdown of content, knowledge required for each module it is recommended learners complete this as part of exam preparation before sitting **each** module examination.

### 13. Sit Microsoft exam

## Post-Exam

- 14. Review exam score report
- 15. Compete post exam feedback

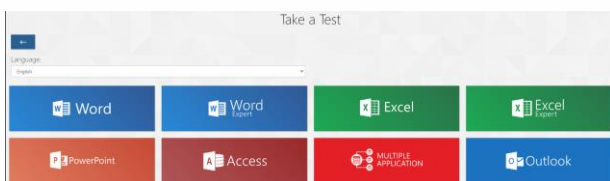
## Pre Course

## Skills Review

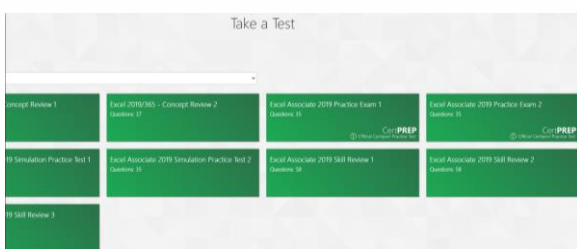
Skill Reviews are unique test types for the Microsoft Office Specialist products. Skill reviews allow students to go through content in the target application, and each question gives a specific task per document.

Take the Skill Review to identify your development areas, use your test result to create a training plan to highlight areas that require further study. Use [link](#) to view video demonstrating below steps

- Use menu on left to access **Tests, New Test**
- Select **Office 2019**
- Select the module e.g. **Excel**



All the Microsoft Excel tests are displayed



- Select **Excel Associate 2019 Skill Review 1 Testing Mode**

Gmetrix downloads test resources



- Click on **Continue**

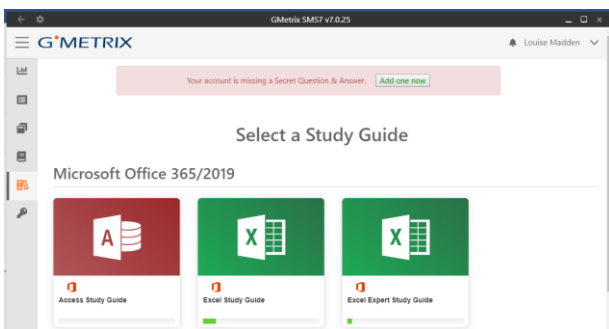
A screen appears informing you the practice test is being prepared



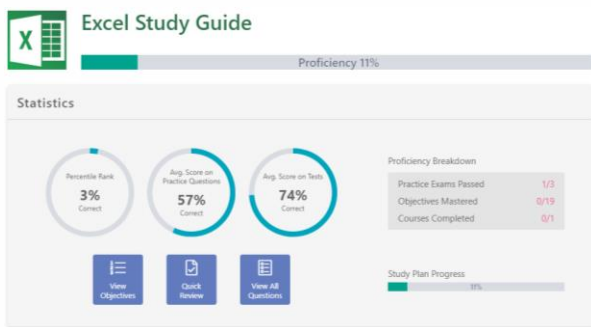
- Work through Skill Review
- Once you have completed the Skill Review you can view the results using Study Guide dashboard.

## Study Guide

Use Study Guide to view results of Skill Review and identify development areas for study.



- Click on **Study Guide** e.g Excel

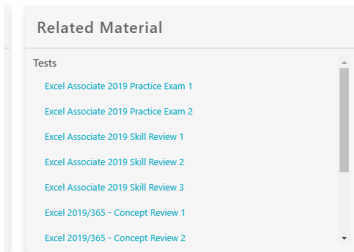
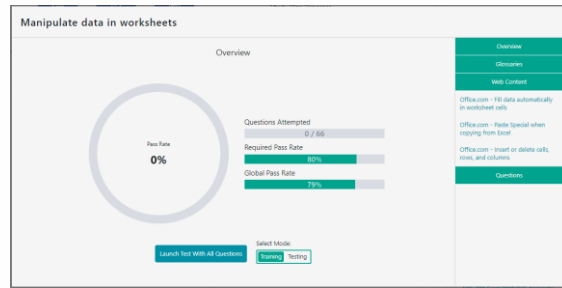
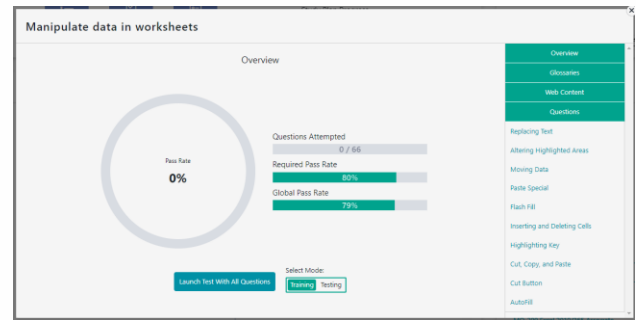
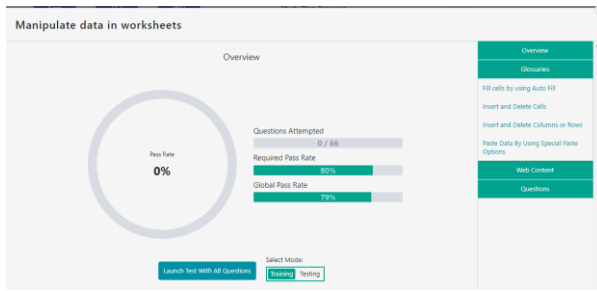


A dashboard is displaying showing your progress. The Proficiency bar displayed at the top of the screen allows you to see your current proficient content you have completed

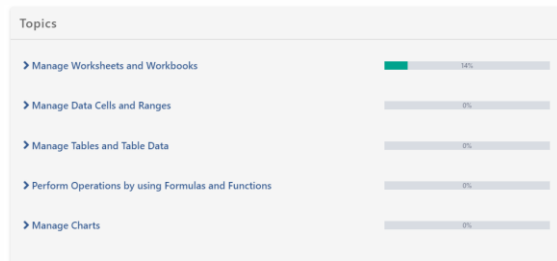
Proficient Topics	Development Areas																										
	<table border="1"> <thead> <tr> <th>Objective</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Manipulate data in worksheets</td> <td>0%</td> </tr> <tr> <td>Paste data by using special paste options</td> <td></td> </tr> <tr> <td>Fill cells by using Auto Fill</td> <td></td> </tr> <tr> <td>Insert and delete multiple columns or rows</td> <td></td> </tr> <tr> <td>Insert and delete cells</td> <td></td> </tr> <tr> <td>Format cells and ranges</td> <td>0%</td> </tr> <tr> <td>Merge and unmerge cells</td> <td></td> </tr> <tr> <td>Modify cell alignment, orientation, and indentation</td> <td></td> </tr> <tr> <td>Format cells by using Format Painter</td> <td></td> </tr> <tr> <td>Wrap text within cells</td> <td></td> </tr> <tr> <td>Apply number formats</td> <td></td> </tr> <tr> <td>Apply cell formats from the Format Cells dialog box</td> <td></td> </tr> </tbody> </table>	Objective	Score	Manipulate data in worksheets	0%	Paste data by using special paste options		Fill cells by using Auto Fill		Insert and delete multiple columns or rows		Insert and delete cells		Format cells and ranges	0%	Merge and unmerge cells		Modify cell alignment, orientation, and indentation		Format cells by using Format Painter		Wrap text within cells		Apply number formats		Apply cell formats from the Format Cells dialog box	
Objective	Score																										
Manipulate data in worksheets	0%																										
Paste data by using special paste options																											
Fill cells by using Auto Fill																											
Insert and delete multiple columns or rows																											
Insert and delete cells																											
Format cells and ranges	0%																										
Merge and unmerge cells																											
Modify cell alignment, orientation, and indentation																											
Format cells by using Format Painter																											
Wrap text within cells																											
Apply number formats																											
Apply cell formats from the Format Cells dialog box																											

- Access **Development Areas**, to view information and identify areas for further study

- Use **Overview**, **Glossaries**, **Web Content** and **Questions** to view further information



- Access **Related Materials** to view information and identify areas for further study



- Access **Topics** to view information and identify areas for further study



- Use arrows to view information by topic

- Use sections (**Overview**, **Glossaries**, **Web Content** and **Questions Development Areas**, **Related Material**, **Topics**) to gain knowledge and competency.


The Proficiency bar displayed at the top of the will be updated once completed you are ready to take 2<sup>nd</sup> Skill Review.

- Please refer to **Learning Approach** for further information on process
- Please refer to **Skills Review** to view steps on how to take **2<sup>nd</sup> Skill Review**
- Please refer to **Exam Preparation** to view steps on how to take **1<sup>st</sup> Practice Exam**

## Access Course

You can also work through the course content systematically using the **Course** option.



- Click on icon  to access **GMetrix**
- Enter **Username & Password**
- Click **Sign In**
- Select **Course**

Work through the course using following options: -



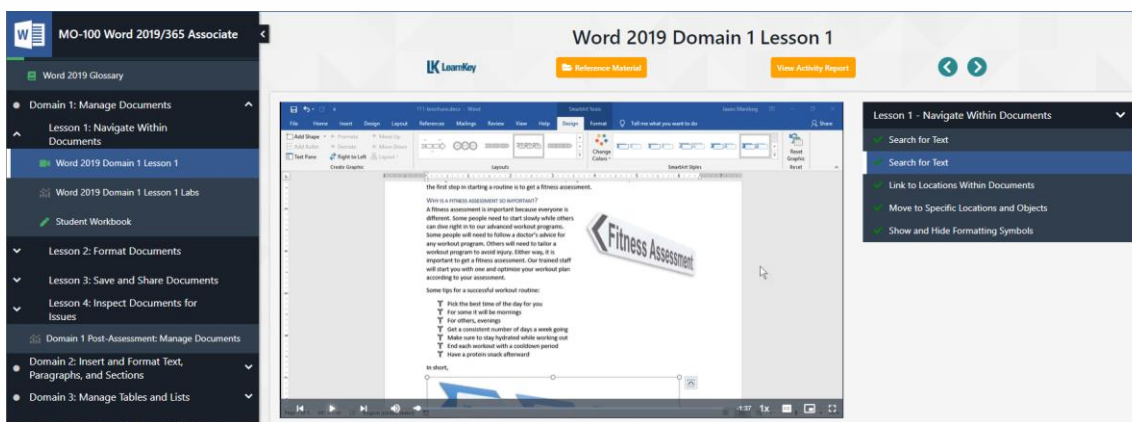
watch video demonstrating features



completing assessments for each element



read and complete student workbook



Once you have completed the course you are ready to take a Skills Review and prepare for exam.

- Please refer to **Learning Approach** for further information on process
- Please refer to **Skills Review** to view steps on how to take **1/2<sup>nd</sup> Skill Review**
- Please refer to **Exam Preparation** to view steps on how to take 1st Practice Exam

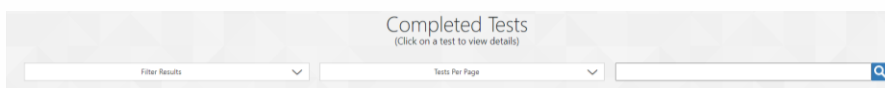
## Microsoft Outlook Module – Important please read before starting Outlook Module

Please note before attempting Microsoft Outlook Module refer to GMetrix [article](#), a separate outlook profile is recommended by Gmetrix to avoid profile problems with your original Outlook account. Administrator rights are required to compete this action please consult with IT support staff.

## GMetrix – Viewing Past Tests

It is possible for student to view tests (Skills Review, Practice etc) previously taken on GMetrix software.

After logging into GMetrix follow the below steps



- Click on **Tests**, select **Completed Test**

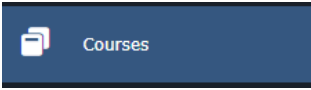

- Click on selected test

The Test dashboard appears uses buttons such as **Review Missed Questions**, **Go To Study Guide** to view further information.

## GMetrix Student Activity Report

It is possible for student to generate an activity demonstrating use of Gmetrix software.

- After logging into GMetrix follow the below steps

- Click on **Courses**  to view available course
- Click on the **View Activity Report**  at the top of the screen

GMetrix generates a report detailing learning activities completed.



ID	START DATE	COMPLETE DATE	DUE DATE	PROGRESS	TOTAL TIME

- Use the **Print & Close**   buttons

## Post Course

Once you have completed course and Skill Reviews you are ready to start preparing for exam.

## Exam Preparation Overview

Two elements make up exam preparation taking the **1<sup>st</sup> Practice Exam** and reviewing the **Study Guide**. Once you have achieved a minimum of **>90%** on at least **two** separate occasions in **testing** mode you are ready to take exam.

## Exam Preparation

Tests have two modes when completing Microsoft Certifications: -

- **Training** Mode allows you to identify gaps in knowledge.
- **Testing** Mode allows you to access your knowledge in preparation for certification exam.

Before requesting an exam, please ensure you achieve a minimum of **>90%** on at least **two** separate occasions in **testing** mode.

To complete these tests on GMetrix you will need to download the GMetrix SMS. Please note you require administrator rights (contact MLCSU Servicedesk/ IT Support Provider) to complete.

## Exam Preparation Exam List

- |   |                                    |
|---|------------------------------------|
| 1. Take 1 <sup>st</sup> Practice Exam ( <b>Testing Mode</b> )   | Identify development areas         |
| 2. Review Study Guide   | Work through all development areas |
| 3. Take 2 <sup>ND</sup> Practice Exam ( <b>Testing Mode</b> )   | Identify development areas         |
| 4. Review Study Guide   | Work through all development areas |
| 5. Take 1 <sup>st</sup> Simulation Exam ( <b>Testing Mode</b> ) | Identify development areas         |
| 6. Review Study Guide   | Work through all development areas |

## Exam Types

### Skill Reviews

Skill Reviews are unique test types for Microsoft Office Specialist. Skill reviews allow students to go through content in the office application, and each question gives a specific task per document.

As part of MLCSU IT Training Learning Approach **all** are expected to take a Skill Review **before** requesting to sit a Microsoft Office Specialist Exam.

### Practice Exams

Practice Exams are based on the certification exams and mimic the testing environment. These tests are the best option to prepare for the certification exam. Practice Exams are multi-project exams, where each project has a unique document that requires the user to make several changes to it before moving on to the next project.

As part of MLCSU IT Training Learning Approach all are expected to achieve a minimum of **>90%** on at least **two** separate occasions in **testing** mode **before** attempting a Microsoft Office Specialist Exam.

### Concept Reviews

Concept Reviews use multiple choice, true/false, drag and match, hotspot, and dropdown list question types to help students visualize working in the target application and think through how to do different tasks, emphasizing the location and function of tools. This tests the understanding of concepts and objectives part of the certification exam.

As part of the MLCSU IT Training Learning Approach the Concept Review is used as part of exam preparation either before attempting a Microsoft Office Specialist Exam or as part of the exam resit process.

### Simulation Exams

Simulations are replications of the Microsoft Office environment that require practical knowledge and skill to complete. They simulate the experience of using office application software, without requiring any software to be installed.

There are multiple methods for accomplishing tasks in Microsoft Office. The simulations try to accommodate as many as possible however they are more limited in scope due to it being a replica and not the actual environment. As a result of the limited functionality the way students accomplish given tasks are more prescriptive.

As part of the MLCSU IT Training Learning Approach the Concept Review is used as part of exam preparation either before attempting a Microsoft Office Specialist Exam or as part of the exam resit process.

## Microsoft Expert Exam Preparation

Attempting either of the Microsoft Expert exam requires that the candidate has a greater, deeper knowledge base with the potential for elements listed in the syllabus but not tested in **any** of practise exams to be part of the actual Microsoft Certification exam.

As preparation for sitting an expert exam ensure you have utilised all available resources (GMetrix On-line Learning etc) to gain required relevant knowledge and skills to successfully pass exam. Microsoft Office Expert modules are not mandatory only attempted after successful completion of Microsoft Word and Excel Associate level exams.

## Completing a Test

- Click on **Tests** (Exam Practice)
- Click on **Start New Test**
- Locate Test by **Product** e.g., **Microsoft 365 Apps & Office 2019** and **Word Associate**
- Click on **Testing**
- Use [link](#) to view video demonstrating steps

## Exam Tips

- Practise taking the exam, in **testing** mode.
- Achieve **>90%** on at least **two** separate occasions
- Take exams more than twice. The exam utilises a random number of questions, the more tests you complete, the more you will be better prepared to answer questions
- Manage your time if you don't know the answer make a guess, mark it for review and move on if time allows go back and review your answer.
- Do not use right click to perform actions in exam environment
- If you feel that the exam didn't accurately record your work it's possible to follow up by contacting technical support check please use [link](#) to view help documentation

## Other Microsoft Exam Preparation Tools

- View [video](#) explaining Exams From Option
- View [video](#) explaining Microsoft Office Specialist Exam Environment

## Microsoft Syllabus

The Microsoft syllabus for each module can be viewed as either **Objective Domains or Skills Measured** review as part of your preparation for the Microsoft exam.

**Objective Domains** are “a comprehensive set of specific and measurable knowledge, skills, and abilities - Taken from Certiport [website](#)

**Skills Measured** is a bulleted list by skills measured to illustrate how the skill will be assessed. The list is not definitive or exhaustive.

MS <a href="#">Word</a> Associate Objective Domains	MS <a href="#">Word</a> Associate Skills Measured
MS <a href="#">Excel</a> Objective Domains	MS <a href="#">Excel</a> Skills Measured
MS <a href="#">PowerPoint</a> Associate Objective Domains	MS <a href="#">PowerPoint</a> Associate Skills Measured
MS <a href="#">Outlook</a> Objective Domains	MS <a href="#">Outlook</a> Skills Measured
MS <a href="#">Word</a> Expert Objective Domains	MS <a href="#">Word</a> Expert Skills Measured
MS <a href="#">Excel</a> Expert Objective Domains	MS <a href="#">Excel</a> Expert Skills Measured

## Microsoft Learn

**Microsoft Learn** is a free, online training platform that provides interactive learning for Microsoft products. Interactive content is available to help you become more proficient in skills using Microsoft products. I

Either search for content based on the product e.g Excel or create a profile and have content recommended

- Click link to access available content

## Exam

### Requesting exam

Please access [exam booking form](#) to request a place, dates are listed. Following your booking you will be emailed all the details needed to sit examination.

Please email MLCSU IT Training team [mlcsu.ittrainingteam@nhs.net](mailto:mlcsu.ittrainingteam@nhs.net) if you have not received examination details 24 hours before scheduled examination (Please provide exam module requested, examination date/time etc)

### Pre exam

Creating Certiport Account



### User Registration

A Certiport Account is required to sit all Microsoft certification exams.

- Visit [Certiport Registration](#) to create account
- Create account by filling in information
- Select Take an exam or prepare for exam
- Click **Next**
- Click **Finish**

- Complete Program Registration by clicking on the **Register** button for each exam provider eg Microsoft



- Sign **NDA** (non-disclosure agreement) for each program.

- Complete Candidate Registration (Profile, Program Registration, NDA) before sitting the exam. It will not be possible to sit exam until the Candidate Registration has been completed.
- Before sitting the exam, please click link to watch video explaining how exams are carried out further information is available please see, reference guide , website
- View tutorial covering what to expect when sitting the exam
- Read Candidate Guide regarding exams
- Read Certiport exam policies
- Review Certiport exam tips

Please note **no** exam voucher, exam code is required to sit exam.

### On the day of the exam

- Candidates check they can log into [Certiport](#) site and access account
- Candidates need to follow instructions provided in exam email
- Candidates run an internet speed check on the device you will be using for examination and save a picture of results

If candidates arrive late the exam may be cancelled due to the amount of time needed to compete examination.

## Exam Overview

Candidates will join a team's call with proctor, during this call the proctor will confirm candidates ID and environment is in line with exam policies. The proctor will use link from Certiport to login into virtual exam environment confirm candidates ID and unlock exam. Candidates then login using link provided to access virtual exam environment. Candidates need to complete the no-disclosure agreement, no exam ID or vouchers are required.

## Exam Troubleshooting

The exams from home interfaces works by creating a secure connection between the learner and the Certiport servers in the US. This connection is used to provide the learners with access to a virtual exam. To minimise problems whilst completing exam the following steps are advised: -

- Close all applications
- Open an incognito tab
- Copy exam link from email provided

## Post exam

Candidates receive confirmation of the exam result after the completion of the exam. Digital badges are used to evidence Microsoft Certifications.

To view exam results and reprint exam score report-

- Go to [www.certiport.com](http://www.certiport.com)

Login into candidate account

- Click on **My Transcript**, select **My Certport** tab
- Click on **Score Report** next to exam

## Badges

Digital badges are a validation of the certification gained it can be used online to show your skills.

- Click here to view [information](#) regarding digital badges available

## Exam Retake Policy

If a candidate fails, the exam the following policy will be followed:

1. The candidate informs proctor using chat window awaiting instructions before logging out

Based on the candidates mark the following steps are carried out

Exam Mark	1 <sup>st</sup> Resit Conditions	2 <sup>nd</sup> Resit Conditions	3 <sup>rd</sup> Resit Conditions
<650	Candidate completes exams (minimum Practise & Simulation) achieving score >95	Candidate has a discussion with manager regarding exam. Completes action plan identifying steps to be carried out before sitting retake. Forwards completed copy of	Candidates completes all exams (Practise, Simulation & Concept) with a score >95

		action plan when requesting exam resit	
>650-700	Candidate revisits material can request retake at next available opportunity	Candidate has a discussion with manager regarding exam, reasons for fail. Completes action plan identifying steps to be carried out before sitting retake	Candidates achieves all exams (Practise, Simulation & Concept) with a score >95

2. Candidates produces copy of exam results displayed percentage breakdown of areas
3. Candidates competes exam feedback/ Action Plan
4. The candidate carries out learning in development areas identified in exam
5. The candidate must successful achieve >95% on **three** practise exams before requesting a retake

<https://certiport.pearsonvue.com/Educator-resources/Exam-policies/Retake>

### Exam Feedback /Action Plan

This is filled in following your examination. To get the most from this qualification please use this form to record feedback reading the course content etc. Please ensure you have completed the Exam Feedback /Action Plan before you request a resit.

### e-learning tips

Below are some links to articles providing advice on getting the best when learning on-line.

[Learning online? Advice from Open University students](#)

[Literacy worldwide – Eight Tips for Successful Online Learning](#)

## Frequently Asked Questions

**Q) What is the Microsoft Office Specialist certification?**

**A)** Recognised qualification proving skills and abilities in Microsoft's Office applications.

**Q) What Applications are part of the Microsoft Office Specialist certification?**

**A)** Word, Excel, PowerPoint, Outlook and Access (Access is not funded MLCSU).

**Q) What mark do I need to receive Microsoft Office Specialist certification?**

**A)** Pass exam (pass mark >700) in either Word, Excel, PowerPoint, Outlook and Access (Access is not funded MLCSU).

**Q) How can I successfully pass the Microsoft Office Specialist certification?**

**A)** Prepare for exam by first using **Skills Review** and **Study Guide** to identify and work on development areas. Achieve >90% on **two** occasions when completing practise exams in **testing** mode.

**Q) I'm having problems trying to compete a test?**

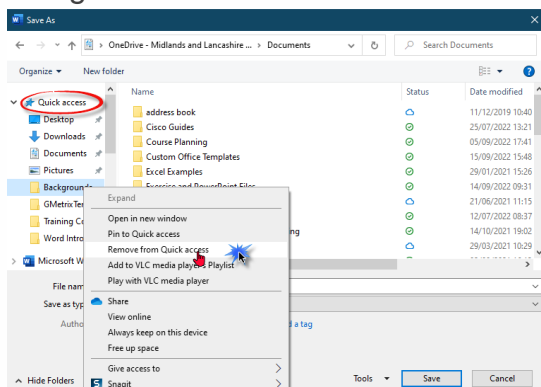
**A)** To complete tests on Gmetrix you will need to download the Gmetrix SMS. Please note you require administrator rights (contact MLCSU Servicedesk / IT Support Provider) to complete.

**Q) I'm having problems trying to work through Microsoft Outlook practice tests?**

**A)** When you run the Gmetrix Outlook practice test can run without Administrator rights, however you are more likely to experience problems. To prevent issues occurring you require administrator rights (contact MLCSU Servicedesk / IT Support Provider) to complete please see [article](#) for further information refer Servicedesk / IT Support Provider to article to assist with troubleshooting.

**Q) I'm completing Practice test / exam and can't locate Gmetrix Templates folder?**

**A)** Navigate to the **Quick Access** section in the top left of navigation pane on the left of an open dialog box displayed when inserting or saving to the Gmetrix Templates folder. Right click on the folders displayed and select **Remove from Quick access** at the top of the menu options. Continue to remove the folders until the **Gmetrix Templates** folder is visible.



**Q) I just want to gain the certification and not work through all the course?**

**A)** You can access Leankey software to gain knowledge and request a certificate of completion once you have completed all elements

**Q) I want to complete a Microsoft Certification that covers SharePoint & Teams**

**A)** [Microsoft Certification](#) covers the following modules Word, Excel, PowerPoint Outlook And Access , SharePoint & Teams is not currently offered.

**Q) I just want to complete the Microsoft Excel Expert Certification?**

**A)** Due to the level, content and complexity of the Microsoft Excel Expert first complete the Microsoft Excel Associate course accessing Gmetrix platform to gain knowledge and experience before attempting the Microsoft Excel Expert.

**Q) Is there a set order or way to complete Microsoft Office Specialist Certification?**

**A)** You will be provided access to **all** the learning materials for **all** the office applications (Word, Excel, PowerPoint & Outlook) it's your choice in terms of which application to complete first. You may choose to start with what you know e.g. Word and then move to other applications. Others decide to stick with a subject e.g. complete Word Associate then Word Expert while others want to achieve the [Microsoft Office Specialist Associate certification](#), passing any three Microsoft Office Specialist exams. The order you decide to complete is up to you based on personal development needs, needs of the business.

Please use this link to view [Gmetrix](#) FAQs

Please use this link to view [Certiport](#) FAQs

If you have any problems, please email MLCSU IT Training team [mlcsu.ittrainingteam@nhs.net](mailto:mlcsu.ittrainingteam@nhs.net) (Please provide confirm nature of query e.g., problem with software, access code, what course you are enrolled on etc)



Professional Development



For CyberStrong (our cyber security course)

Trainee Development - Gold



# Get to know us or get in touch

mlcsu

Midlands and Lancashire Commissioning Support Unit

[midlandsandlancashirecsu.nhs.uk](http://midlandsandlancashirecsu.nhs.uk)