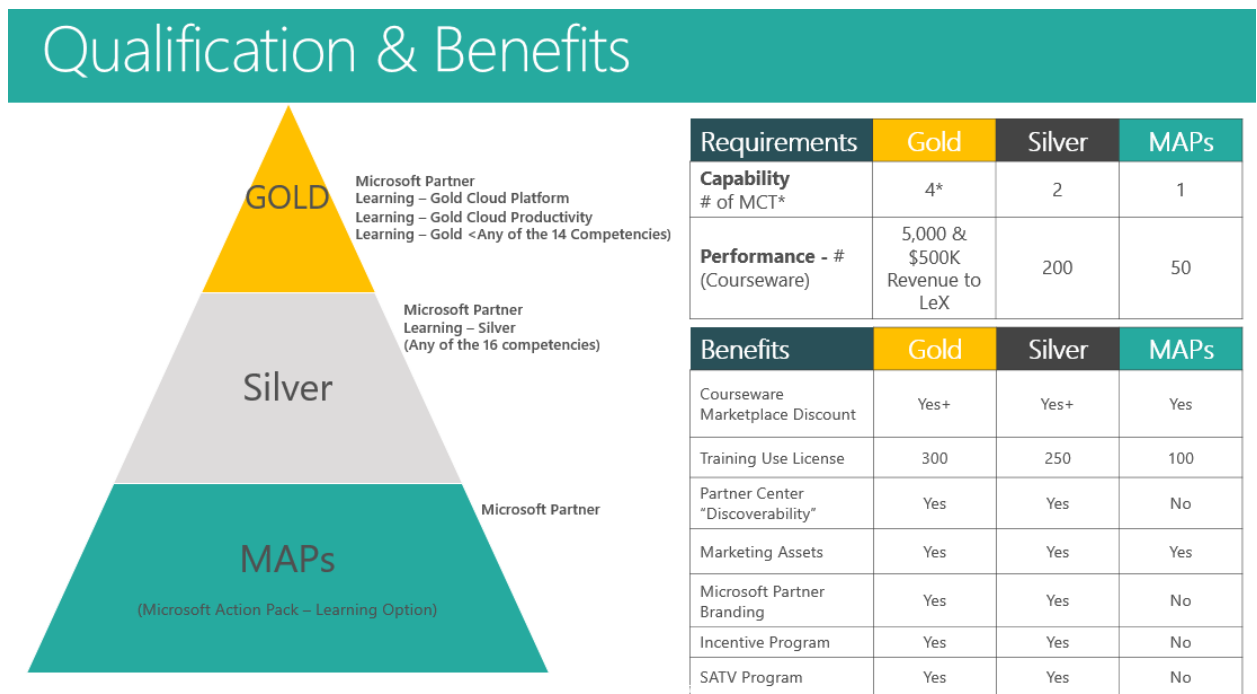# Microsoft Action Pack–Learning Option

Frequently asked Questions

1. **Q**: **What is the Microsoft Action Pack–Learning Option?**
   A: The Microsoft Action Pack–Learning Option (MAPs–Learning Option) is an affordable yearly subscription to software, support and benefits for businesses that want to begin, build and grow their Microsoft training practice in the cloud-first, mobile first world. With a MAPs–Learning Option, a business gains access to purchase, and deliver, Microsoft Official Courseware for both instructor led training and on-demand modalities.

   The Microsoft Learning Option has three tiers of partners with an increasing level of performance requirements and associated benefits, as a partner achieves each level.

Qualification & Benefits

GOLD — Microsoft Partner
Learning – Gold Cloud Platform
Learning – Gold Cloud Productivity
Learning – Gold <Any of the 14 Competencies)

Silver — Microsoft Partner
Learning – Silver
(Any of the 16 competencies)

MAPs — Microsoft Partner
(Microsoft Action Pack – Learning Option)

Requirements	Gold	Silver	MAPs
Capability # of MCT*	4*	2	1
Performance - # (Courseware)	5,000 & $500K Revenue to LeX	200	50

Benefits	Gold	Silver	MAPs
Courseware Marketplace Discount	Yes+	Yes+	Yes
Training Use License	300	250	100
Partner Center "Discoverability"	Yes	Yes	No
Marketing Assets	Yes	Yes	Yes
Microsoft Partner Branding	Yes	Yes	No
Incentive Program	Yes	Yes	No
SATV Program	Yes	Yes	No

   Link to [Performance Requirements Guide](#):

2. **Q: Why is Microsoft introducing the MAPs–Learning Option level of partner?**
   A:. An expanded Learning Partner ecosystem allows Microsoft to reach a larger audience and increase training reach. MAPs–Learning Option allows Microsoft to expand its training reach by offering the opportunity for small to mid-size training companies to enter the Learning Partner program at a lower cost and requirements level.

3. **Q: When will registration be available for the MAPs–Learning Option?**
   A: Registration is now open for MAPs–Learning Option. The first step is to [sign-up](#) for more information and you will receive instructions on how to enroll. Once you have signed-up for more information, you will receive an email with instructions on how to set up an account on Courseware Marketplace. If you already are a Microsoft Action Pack subscriber and know you want to join MAPs–Learning Option, provide your MPN ID when you sign-up for more information and we can request for your Courseware Marketplace account to be created.

4. **Q: How much does the MAPs–Learning Option cost?**
   A: Participation in the MAPs–Learning Option requires that the company hold a current Microsoft Action Pack subscription. If you do not currently have a subscription, the current purchase price is $475 USD https://partner.microsoft.com/en-US/membership/action-pack (price may vary by country. This is the only cost associated with the program, excluding any certification costs related to MCT qualification or Microsoft Courseware purchases. There are no additional sign-up costs if you already have an active Microsoft Action Pack subscription.

5. **Q: Where can I find more information about the Microsoft Action Pack subscription?**
   A: Please visit: https://partner.microsoft.com/en-US/membership/action-pack
   This link provides information on the Microsoft Action Pack subscription, eligibility requirements, benefits and how to purchase.

6. **Q: If I am already a Microsoft Action Pack subscriber can I participate in MAPs–Learning Option?**
   A: Yes. A new profile on Courseware Marketplace is required and we can help with this. Send MAPs-Learning Option an e-mail with your Company Name, Organization ID, Location ID, Primary Contact E-mail address and Primary Contact name. Within 72 hours you will receive an e-mail asking you to activate your account.

7. **Q: If I am already a Silver Learning Partner can I participate in MAPs–Learning Option?**
   A: If you have an active Silver MPN Competency, you are encouraged to join the Learning Option at the Silver Learning level though joining MAPs-Learning Option is permitted.

   Current Silver Learning Partners can only subscribe to MAPs–Learning Option after their Silver membership expires. Once your Silver Learning expires, first subscribe to Microsoft Action Pack, then send MAPs-Learning Option an e-mail with your Company Name, Organization ID, Location ID, Primary Contact E-mail address and Primary Contact name. Within 72 hours you will receive an e-mail asking you to activate your account

8. **Q: Is there a performance requirement to participate in the MAPs–Learning Option?**
   A: Yes. Participation in the program requires a commitment to train at least 50 KPIs (Performance Values) per subscription year, using eligible Official Microsoft Learning Products. Information on specific performance requirements for 2017 can be found here: Performance Guidelines

9. **Q: What if I don't meet the 50 KPIs for the subscription year?**
   A: MAPs–Learning Option partners who fall short of meeting the required 50 KPIs will not be able to renew into the MAPs–Learning Option program. However, we are continually evaluating performance requirements and this requirement may be relaxed or strengthened in the future.

10. **Q: What courses can MAPs–Learning Option partners offer and what assets are available?**
    A: A MAPs–Learning Option partner can conduct public training classes using Official Microsoft Learning Products including MOC, DMOC, and MOC On-Demand. Delivery of these products is subject to the terms and conditions of the Learning Partner Program agreement and any terms and conditions related to the specific training product.

11. **Q: Can my company advertise as a Microsoft Partner using Microsoft Partner branding?**
    A: No, although you are an authorized provider, you cannot advertise your company as a Microsoft partner as that is reserved for competency level partners only per the Microsoft Logo terms and conditions

    Q: What benefits do MAPs−Learning Option partners receive?
    A: Detailed benefits description can be found here: https://partner.microsoft.com/en-US/membership/action-pack. In addition, MAPs−Learning Option partners receive training use licenses, access to Microsoft Courseware, partner communication and marketing materials

12. **Q: If my company joins the MAPs−Learning Option, can I still produce, and train, with my own custom content?**
    A: As part of the MAPs−Learning Option, you are committed to deliver Microsoft Official Courseware, when available. However, if there is no equivalent Microsoft Official Courseware available in an area then partners can train using their own custom created, or third party, content. The specific terms and restrictions are outlined in the Learning Partner Agreement.

13. **Q: Can I only train in the country where I purchase the software?**
    A: Yes, training must take place in the same country where the courseware was purchased. The specific terms and restrictions are outlined in the Learning Partner Agreement. If you have multiple locations associated with your MPN ID, you have the ability to purchase courseware in those countries.

14. **Q: What is the Performance Guidelines and how do I find it?**
    A: The Learning Partner 2017 Performance Guidelines explain the courseware requirements for each membership level.

15. **Q: If I am interested in finding out more about the Silver and Gold Learning Option levels, where can I find more information?**
    A: Please visit the Learning Partner page on MPN to learn more.

16. **Q: Can MAPs−Learning Option partners redeem Software Assurance Training Vouchers?**
    A: Currently no, this is only available for Silver and Gold Learning Option partners.

17. **Q: What does Training Use License Mean?**
    A: Internal Use Rights software for training purposes. For details on Internal use rights benefits, please review: https://partner.microsoft.com/en-us/membership/internal-use-software

18. **Q: Can MAPs−Learning Option partners purchase courseware at the same price as Silver or Gold Learning partners?**
    A: No, although MAPs−Learning Option partners purchase courseware at a discount over standard MPN partners, the purchase price is higher than Silver or Gold Learning partners. Silver and Gold receive an increased discount on courseware due to the high volume of training delivered

19. **Q: If I join the MAPs−Learning Option, can I upgrade to Silver?**

A: If your organization qualifies for the Silver learning level (200 KPIs per subscription year), and meets the performance requirements of the Learning Option, you can join at the Silver learning level. Follow the standard enrollment process through the Microsoft Partner Network.

20. **Q: I am interested in the Open edX on Azure opportunity, how do I enroll?**
    A: Open edX on Azure is limited to Silver & Gold Partners only – we encourage you to upgrade to Silver once you have met the necessary requirements & performance targets for Silver.

21. **Q: Where can I find out more information about MCT Requirements?**
    A: The MCT Requirements can be viewed: here

22. **Q: What is the process for changing my MCT association?**
    A: Log onto your account on [PMC](PMC) and follow the prompts to change your MC ID association.

23. **Q: What is Courseware Marketplace (CWMP)?**
    A: Courseware Marketplace (CWMP) is a central platform providing all Microsoft physical and digital Courseware titles world-wide. Innovative self-service capabilities and maximum process transparency make this Online Shop the one-stop-shopping solution for all Courseware needs.

    If you want to learn more about Course Customization, click here.
    For more information about the Management Dashboard, please click here.
    For FAQs on CWMP, click: https://shop.courseware-marketplace.com/en-GB/Content/Faq

24. **Q: What is Skillpipe®?**
    A: Skillpipe® is a browser-based app, which enables students to read digital versions of Microsoft Courseware on their computers. In addition to use the browser-based version, students can download and install the Skillpipe® offline reader app. The local installation enables students to read digital Microsoft Courseware while not having to be connected to the Internet. By using a single-sign on mechanism, the login data is always the same, no matter which version is used.

    For FAQs for Skillpipe®, click: https://policies.skillpipe.com/en/faq/

25. **Q: What are some key content to know on Skillpipe®?**
    A: Some useful topics from the Skillpipe® FAQ includes:
    Intro to Skillpipe®- https://www.youtube.com/watch?v=lDpW-YJ1rL8
    Video Contents:
    Registering and accessing Skillpipe® (0:12)
    Redeeming new courses (0:25)
    Accessing and working with your courses (0:58)
    Create Highlights and Notes (2:03)
    Create Print Outs (3:28)

26. **Q: For which systems is Skillpipe® available?**
    A: Skillpipe® is available for multiple systems. The easiest way is to use the Skillpipe ® Web App which can be accessed from any modern browser. Skillpipe ® Web App- Please make sure your browser is updated to the latest version.
    Supported browsers include: Chrome, Edge, Internet Explorer, Firefox, Safari for MAC

END OF FAQ