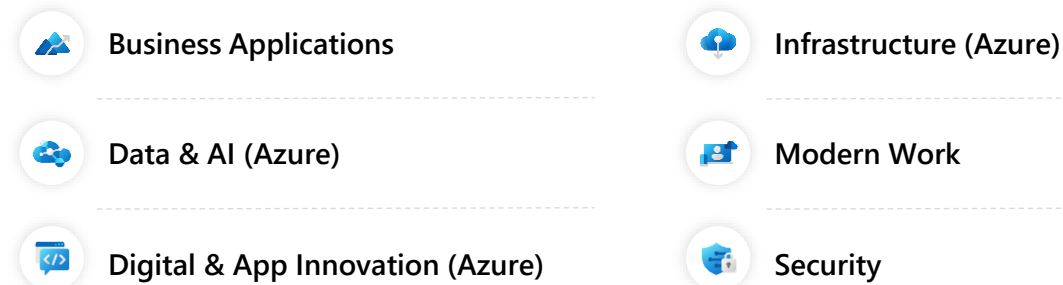**Microsoft**

Solutions Partner for Training Services Onboarding & Designation Overview

Updated August 2024

Solutions Partner designations and Training Services overview

The **Solutions Partner for Training Services designation** is part of the larger Microsoft AI Cloud Partner Program and requires a validated Microsoft partner account and partner account admin access.
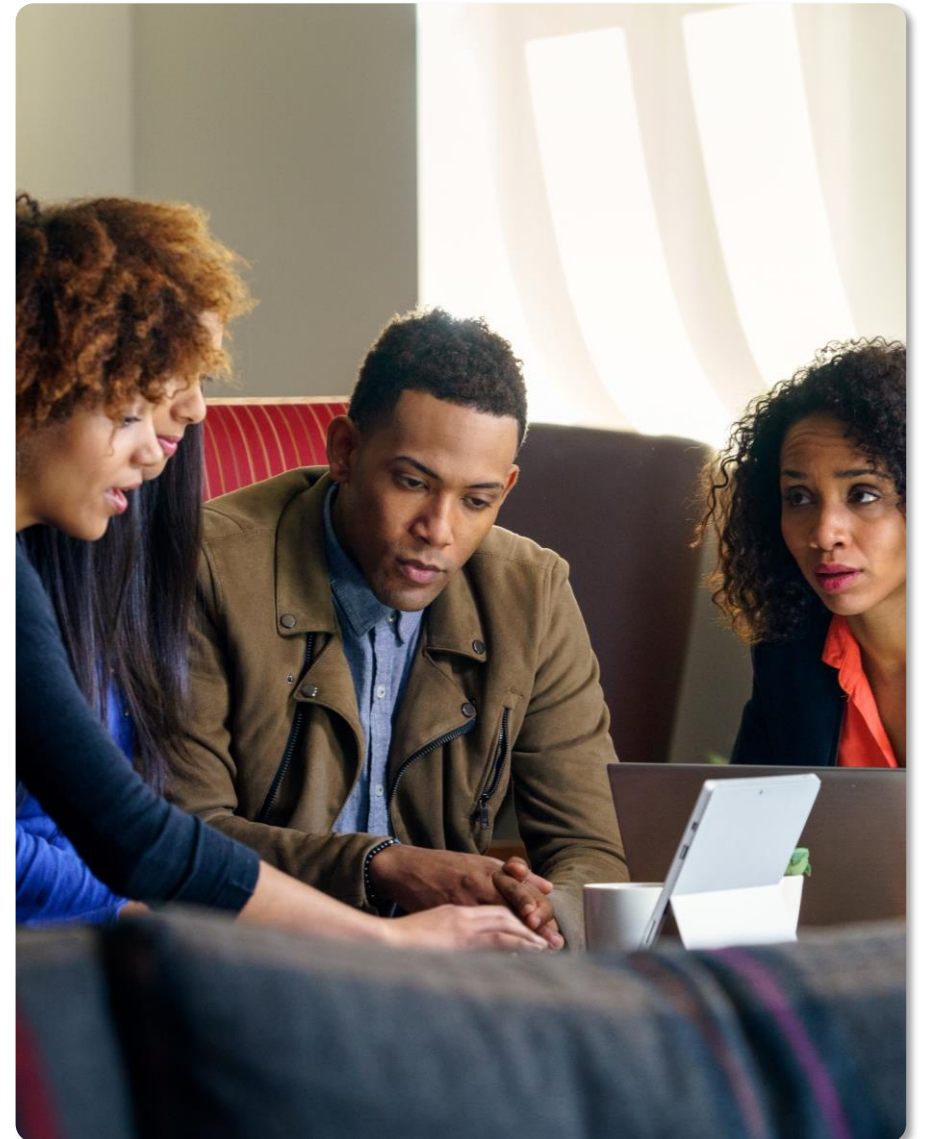
Solutions Partner designations are anchored on the Microsoft Cloud across six solution areas aligned to how Microsoft goes to market. By attaining Solutions Partner designations, you demonstrate your organization's capabilities in delivering customer training success in the solution areas. Solution areas are how Microsoft goes to market and include:

- Business Applications
- Data & AI (Azure)
- Digital & App Innovation (Azure)
- Infrastructure (Azure)
- Modern Work
- Security

The Solutions Partner for Training Services designation is unique in that the requirements are built specifically for partners whose core service business is skilling learners on Microsoft solution area technologies.

The Training Services designation:

- **does not** leverage the Partner Capability Score (PCS) requirement of standard Microsoft Solutions Partner designations. Specific requirements for the Training Services designation are outlined in this document.

- is a separate and distinct ecosystem outside the standard Microsoft Solutions Partner designations but can be stacked with the standard program's benefits.

- carries its own designation fee

Comparing Microsoft Solutions Partner Ecosystems

Solutions Partner designations are available to partners who meet a high-performance threshold. Consider Training Services as a walled ecosystem adjacent to the broader Microsoft Solutions Partner designations. Training Services partners have differentiated requirements and badges and have a separate designation fee. Training Services partners earn the same slate of Solution Area benefits and can add additional benefits at no additional cost, when additional Solution Area performance requirements are met. Your organization does not have to earn a Microsoft Solution Partner Designation to participate in the Training Services ecosystem.
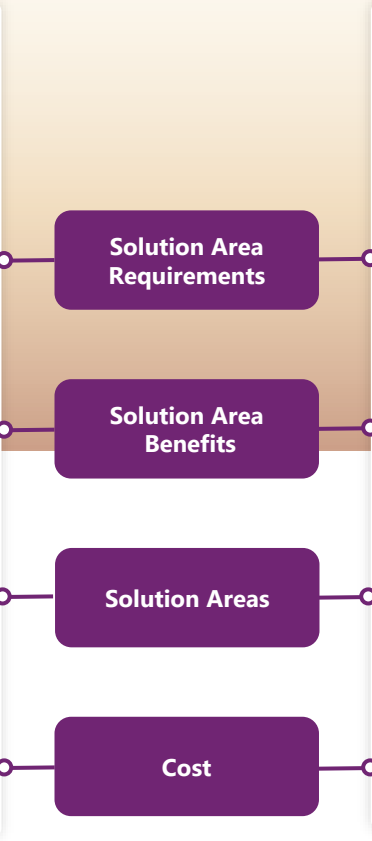
Microsoft
Solutions Partner Designations

Training Services
Solutions Partner Designations

	Solution Area Requirements	
Solution Area (SA) badging met by Partner Capability Score (PCS)		Solution Area (SA) badging met by requirements outlined in this document, *not* Partner Capability Score (PCS)

	Solution Area Benefits	
Set benefits list by Solution Area, stackable with multiple SAs attained *within the Microsoft Solutions Partner ecosystem*		Set benefits list by Solution Area, stackable with multiple SAs attained *within the Training Services ecosystem*

	Solution Areas	
Business Applications, Data & AI, Digital & App Innovation, Infrastructure, Modern Work, and Security		Business Applications, Data & AI, Digital & App Innovation, Infrastructure, Modern Work, and Security

	Cost	
$4,730 USD annually		separate $4,730 USD annually

Training Services partner benefits (with and without a solution area designation)

All partners that meet the onboarding requirements are considered Training Services partners and are permitted to deliver official Microsoft training to learners. Additionally, all Training Services partners have access to certain benefits to accelerate their business on day one.

Some important benefits are reserved for organizations that meet high performance requirements and attain a Solutions Partner for Training Services designation.

Training Services partners who have not attained a Solutions Partner for Training Services designation receive:

Access to required Microsoft Certified Trainers (MCTs) to deliver training

May promote business as "official" Microsoft training

Access to free courseware, paid labs, and discounted certification vouchers

Microsoft generated marketing assets

Training Services Partner community calls and forum (community)

Insights into upcoming course releases and retirements

In addition, Training Services partners who have attained a Solutions Partner for Training Services designation receive:
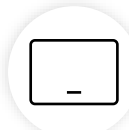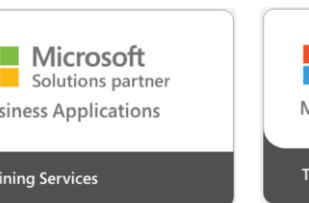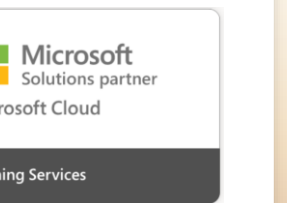
Stackable licensing benefits by solution area

Public-facing solution area badging (more information on badges)

Promotion on customer-facing Microsoft partner directories, by solution area

Supplemental Microsoft programs, based on availability and performance

Training Services Designations (badging)

Solutions partner for Infrastructure (Azure)	Solutions partner for Data & AI (Azure)	Solutions partner for Digital & App Innovation (Azure)	Solutions partner for Modern Work	Solutions partner for Security	Solutions partner for Business Applications	*Solutions partner for Microsoft Cloud
Microsoft Solutions partner Infrastructure Azure Training Services	**Microsoft** Solutions partner Data & AI Azure Training Services	**Microsoft** Solutions partner Digital & App Innovation Azure Training Services	**Microsoft** Solutions partner Modern Work Training Services	**Microsoft** Solutions partner Security Training Services	**Microsoft** Solutions partner Business Applications Training Services	**Microsoft** Solutions partner Microsoft Cloud Training Services

Designations aligned to the Microsoft solution areas that recognize your broad training capabilities and demonstrated success delivering training solutions.

Demonstrate your breadth and depth of skills and knowledge and set yourself apart from the competition. Once you attain a solutions partner designation, you can further validate breadth of expertise by earning additional solutions partner designations.
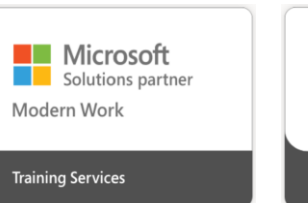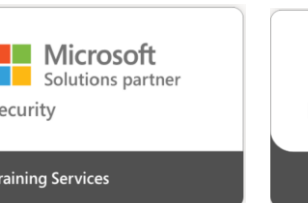
Benefits are aligned to your solutions partner designations including [product benefits] and [customer-facing badges] to help you market your expertise.

*Partners who attain all six solutions partner designations receive a Microsoft Cloud badge, recognizing your capabilities across the Microsoft Cloud.

Onboarding as a Training Services partner

Organizations who meet the following criteria are considered part of the Training Services partner ecosystem and can promote themselves as delivering official Microsoft training.

Recommended: purchase a partner benefits package to access product licenses and Azure bulk credits

- ✓ Join the Microsoft AI Cloud Partner Program
- ✓ Review and abide by the Training Services Partner Guidelines
- ✓ Complete the Training Services Partner onboarding form
- ✓ Use only qualified Microsoft Certified Trainers (MCTs) to conduct trainings
- ✓ Use courseware on Microsoft Learn
- ✓ Provide labs for required courses, available from our Authorized Lab Hosters (ALHs)
- ✓ Acquire Microsoft Certified Professional (MCP) exam vouchers via the Pearson Partner Store
- ✓ Deliver and promote redemption of achievement code to every learner
- ✓ Deliver a training quality survey to every learner upon course completion (via Metrics that Matter)

See our Get Started Overview for additional details

Microsoft

Attaining a Solutions Partner designation in the Training Services ecosystem

Formula for attaining a Solutions Partner for Training Services designation

Solutions Partner for Training Services designation

=

Base Performance
(met across all training)

+

Solution Area Performance
(met for each of 6 solution areas)

Courseware Completions

Exam Unit Purchases

Overall Survey Response Score

Survey Completions

Solution Area Survey Response Score

- Key Performance Indicators (KPI) are calculated on previous 12 complete months of performance data
- Progress towards requirements is tracked on the Training Services dashboard on Partner Center (must have partner admin role to view).

Key Performance Indicator (KPI) Accounting – Courseware Completions

Base metric: minimum 1,000 Courseware KPI

Measured by: # of learner redemptions of course achievement codes on Microsoft Learn in the trailing 12 completed months

Courseware Categories:

Fundamentals	2 days or less	3 days or more
0.5 Courseware KPI per redemption	**0.5** Courseware KPI per redemption	**1.0** Courseware KPI per redemption
Category maximum of **300** total KPI towards base metric	Category maximum of **300** total KPI towards base metric	No category maximum

Sample Calculation (1,000 KPIs):

600 fundamentals redemptions @ 0.5 KPI
300 KPI

+

600 2-day or less redemptions @ 0.5 KPI
300 KPI

+

400 3-day or more redemptions @ 1.0 KPI
400 KPI

Note: course day durations and corresponding KPI values are listed in the Courseware Title Plan, published twice monthly and posted on the Learning Resources site and the Training Services Partner forum.

Key Performance Indicator (KPI) Accounting – Exam Units and Overall Survey Score

Base metric: 200 exam unit purchases

Measured by: # of certification exam vouchers purchased from the Pearson Partner Store in the trailing 12 completed months

Exam Categories:

Fundamentals	Advanced
0.5 exam KPI per unit purchase	**1.0** exam KPI per unit purchase
No category maximum	No category maximum

200 fundamentals purchases @ 0.5 KPI
100 KPI

+

100 fundamentals purchases @ 1.0 KPI
100 KPI

Sample Calculation (200 KPIs)

Note: For more information on exam vouchers visit the Pearson Partner Store

Base metric: ≥4.25 overall survey response score

Measured by: avg. learner score of all non-Fundamentals post-training quality surveys via Metrics that Matter (MTM) platform

Survey Category:

Non-Fundamentals*
Average of all non-Fundamentals course surveys across all courses and solution areas

*A Training Services Partner is required to provide a MTM survey to every learner who completes an official Microsoft course, regardless of category. However, results from Fundamentals surveys are not calculated into the overall score.

Note: For more information on MTM surveys visit the Learning Resources site

Key Performance Indicator (KPI) Accounting – Survey Completions and SA Response Score

Base metric: 200 survey completions for solution area

Measured by: # of MTM surveys completed by learner for any individual solution area, in the trailing 12 completed months

Survey Categories:

2 days or less	3 days or more
0.5 KPI per survey completion	**1.0** KPI per survey completion
Category maximum of **100** total KPI per Solution Area. No Fundamentals surveys.	No category maximum

200 Data & AI survey completions @ 0.5 KPI   100 Data & AI survey completions @ 1.0 KPI

100 KPI   **+**   **100 KPI**

Sample Calculation (200 KPI for Data & AI Solution Area)

Note: course day durations and corresponding KPI values are listed in the Courseware Title Plan, published twice monthly and posted on the Learning Resources site and the Training Services Partner forum.

Base metric: ≥4.25 solution area survey response score

Measured by: avg. learner score of specific solution area post-training quality surveys via Metrics that Matter (MTM) platform

Survey Category:

Solution Area Specific
Average of all non-Fundamentals course surveys for a specific solution area

*Every learner who completes an official Microsoft course through a partner is required to be provided a standardized MTM survey. However, results from Fundamentals surveys are not calculated into the overall score.

Note: For more information on MTM surveys visit the Learning Resources site

Examples of Partner Progress Towards Solutions Partner Designation Attainment

Example A:

Base
(Actual / Minimum)

Courseware KPI

1,200 / 1,000

Exam KPI

150 / 200

Overall Survey KPI

4.45 / 4.25

Solution Area
(Survey KPI - Survey Score)

Infrastructure

150   4.25

Data & AI

250   4.54

Digital & App In.

0   0

Modern Work

10   4.36

Security

0   0

Business Apps

120   4.75

> Partner is not meeting base criteria as they have not met the exam requirement. If partner meets exam, they will earn Data & AI badge.

> Partner is meeting all base criteria and have earned the Data & AI and Digital & App badges.

> Partner performance progress, including detailed KPI reporting refreshed monthly, can be found on Microsoft's Partner Center dashboard.

Example B:

Base
(Actual / Minimum)

Courseware KPI

1,200 / 1,000

Exam KPI

250 / 200

Overall Survey KPI

4.45 / 4.25

Solution Area
(Survey KPI - Survey Score)

Infrastructure

150   4.25

Data & AI

250   4.54

Digital & App In.

330   4.67

Modern Work

10   4.36

Security

0   0

Business Apps

200   4.12

Resources

Training Services Partner Journey

1 Onboard

Start your journey by completing a program onboarding form and begin setting up required reporting and tracking capabilities. (see Get Started Overview)

2 Deliver

Use Microsoft content & trainers and grow your official Microsoft training business. Leverage Microsoft-supplied resources & benefits to expand your reach.

3 Achieve

Partners who attain a Solutions Partner for Training Services designation can access more benefits including solution area badging, licensing, and promotion.

Designation and product support

	Courseware support	**Community questions**	**Partner account support**
Support channel use	Technical issues specific to a course, achievement code, or Microsoft Learn	Product availability, general questions regarding designation or related programs.	Microsoft Partner membership, benefits, and dashboards
Example scenario	"AZ-305 is missing a module." -OR- "We are having a problem requesting Achievement Codes"	"When will MS-102 be available?"	"I am unable to renew my membership."
Access	https://aka.ms/ILTSupport	https://aka.ms/TSPCom	https://partner.microsoft.com/support

Additional resources

Designation & partner program membership

- [Monthly Community Calls](#)
- [Marketing assets](#)
- [Learning Resources](#)
- [Solutions Partner Benefits / FAQ](#)
- [Training Services partner dashboard (Partner Center)](#)

Labs
(Authorized Lab Hosters)

- [Authorized Lab Hoster FAQ](#)
- Support alias: see FAQ for ALH contacts

Certification exam vouchers
(Pearson Partner Store)

- [Pearson Partner Store FAQ](#)
- [Pearson Partner Store Registration](#)
- Support alias: mspartnersupport@pearson.com

Quality surveys
(Metrics that Matter)

- [Metrics that Matter Documents](#)
- [Get Started in Metrics that Matter](#)
- Support alias: support@explorance.com

Microsoft

Training Services
Partner Center Experience

Top of dashboard

Microsoft Partner Center

Partner center tools > Prose

Software

Developer tools

Technical support and consultation

Technical pre-sales and deployment

Marketing benefits

Solutions partner

Overview

Business applications

Data & AI

Digital & app innovation

Infrastructure

Modern work

Security

Training Services Partner

Insights

CPP Insights

Customers

Membership | Training Services Partner

ⓘ Data for courseware completions, exam unit purchases and average response score is refreshed monthly.

Overview

The Training Services Partner Program caters to partners with expertise in providing comprehensive technical training on Microsoft technologies. For information about the program's benchmarks, criteria, enrollment pro... benefits, and how to join, please click here ⧉

Qualification criteria

1. To qualify for the solutions partner designation your organization must meet the base criteria in three categories: Courseware completions, Exam unit purchases, and Average survey score. Performance data is calculated... rolling 12 complete months.

2. Additionally, your organization must meet 1 or more solution area requirements, consisting of survey completions and a minimum average survey score of 4.25.

3. For program qualification details, please visit Get Started ⧉

| Qualification for Training Services | = | Meet base criteria | + | Qualify any one of Solution area |

Overall qualification status ✓ Qualified

1. Base criteria Qualified

6924.0 /1000	Courseware completions	**5209.0** /200	Exam unit purchases	**4.52** /4.25	Average response score
✓ Qualified	Total number of courseware completions in the past 12 months.	✓ Qualified	Total number of exam unit purchases in the past 12 months.	Advanced role based ✓ Qualified	Average survey score from advanced courseware deliveries, across all Microsoft solution areas in the past 12 months.
View details		**View details**		**View details**	

Overview, explanations, and links

TSP Menu down near the bottom of the navigation.

Scores for base criteria

Microsoft Confidential

Bottom of dashboard

Scores for solution areas

Locations

Users

Customers

Security Alerts

Security Requirements

MFA Statistics

MPN Programs

Programs

Marketplace Rewards

MPN program templatizer

Enrollments pending qualification

MPN & CSP

Azure expert MSP

SAP on Microsoft Azure

2. Solution areas

Summary   Business Applications   Data & AI   Digital & App Innovation   Infrastructure   Security   Modern work

Business Applications	✓ Qualified
Survey completions	**Average response score**
343/200 pts	4.48/4.25
View details	

Data & AI	✓ Qualified
Survey completions	**Average response score**
792/200 pts	4.52/4.25
View details	

Digital & App Innovation	✓ Qualified
Survey completions	**Average response score**
284/200 pts	4.51/4.25
View details	

Infrastructure	✓ Qualified
Survey completions	**Average response score**
2158/200 pts	4.52/4.25
View details	

Security	✓ Qualified
Survey completions	**Average response score**
795/200 pts	4.49/4.25
View details	

Modern work	✓ Qualified
Survey completions	**Average response score**
1105/200 pts	4.55/4.25
View details	

Details: courseware completions

Membership | Training Services Partner

ⓘ Data for courseware completions, exam unit purchases and average response score is refreshed monthly.

Overview

The Training Services Partner Progra[m] ...mprehensive technical tra...
benefits, and how to join, please cli[ck]

Qualification criteria

1. To qualify for the solutions partn... ...e criteria in three categori...
rolling 12 complete months.

2. Additionally, your organization m... ...sisting of survey completi...

3. For program qualification details...

| Qualification for Training Services | = | Meet base criteria | + | Qualify any one of Solution area |

Overall qualification status ✓ Q[ua]lified

1. Base criteria Qualified

6924.0 /1000	**Courseware completions**		**5209.0** /200	**Exam unit pu...**
✓ Qualified	Total number of courseware completions in the past 12 months.		✓ Qualified	Total number o... purchases in th...
View details			View details	

Courseware completions – Base criteria ✕

This criteria is measured by learner-redeemed achievement codes from instructor-led training courses on Microsoft Learn.

Score

Total	Fundamental & Others **	Advanced
6924.0 / 1000 Points	=	**300.0** Points	+	**6624.0** Points
✓ Qualified		from 3265 courses taken each worth 0.5 points		from 6624 courses taken each worth 1 point

⤓ Download

Scoring formula:

| Total Score | = | Fundamental & Others Courseware Points | + | Advanced Courseware Points |

Score Calculation

	Fundamental & Others	**Advanced**
Each achievement code redemption weight	0.5	1
** Limit on number of Points	300 (600 fundamental & others courseware x 0.5 KPI)	No limit

Annotation callout: Clicking "View Details" for each of the 3 Base Criteria shows score calculation, excel download button, and resource links (not pictured).

Thank you for being a valued Microsoft partner.