HDI Certified Instructor Program

A document of understanding for HDI Certified Instructors

As of November 1, 2009

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Section 1: About HDI

Introduction to HDI

Founded in 1989, HDI is headquartered in Colorado Springs, Colorado, and is the world's largest membership association for internal and external IT Service and Support professionals. HDI is member-focused and remains vendor-neutral in its efforts to facilitate open, independent networking and information sharing within the association's global network.

In January 2008, HDI was acquired by Think Services, a division of United Business Media (UBM) LLC. Think Services connects specialized communities worldwide using professional services like educational events, consulting, training, certification, membership, and informational resources. Providing comprehensive opportunities for people to learn from, network with, and inspire each other, Think Services builds strong brands and works within communities to foster a unique affinity with its products and services. The division's flagship products include the Game Developers Conference, the Webby Award-winning Gamasutra.com, *Game Developer* magazine, the International Customer Management Institute (ICMI), and HDI.

Overview of Training Product Offerings

Please visit http://www.thinkhdi.com/certification/ for a complete list of HDI course offerings and course descriptions.

Classroom (Public and Onsite)

HDI offers our most popular courses throughout North America in major metropolitan areas. HDI can also train teams at their own facility, eliminating individual travel costs and making training a group more cost effective.

Self-Paced Online

Students can log on to these Web-based courses anytime, day or night, for 90 days from the date of purchase. Any call center, help desk, or service desk professional can easily fit this independent learning experience into his or her schedule.

Virtual Classroom:

These scheduled courses provide students with live, instructor-led training delivered by HDI Faculty. Using Microsoft Live Meeting and a conference bridge, students can interact with the instructor without ever leaving their desk. A six-hour Virtual Classroom course is delivered as two-hour sessions over three consecutive days.

Blended Learning:

Blended Learning combines the advantages of self-paced online training with the experience of an instructor-led virtual classroom. Students complete the assigned units of self-paced online training prior to each of the three, two-hour sessions of instructor-

led virtual classroom sessions utilizing Microsoft Live Meeting and a conference bridge allowing students to interact with the instructor.

HDI Certification Standards

The HDI Certification Standards are open standards that are independent of any training curriculum. HDI Certification objectives are published to allow organizations to benefit from the core competencies identified by our International Certification Standards Committees (ICSC). The open standards can also be studied independent of any training, by individuals preparing for a certification exam.

The competencies for HDI Certifications are identified and approved by the HDI International Certification Standards Committee. It is the committee's intent to recognize the breadth of knowledge required, document the needed skills, and provide leadership to the support industry on the meaning of certification in customer service and technical support organizations. For a list of HDI International Certification Standards Committee (ICSC) please visit http://www.thinkhdi.com/certification/IntlStandardsComittee.aspx.

HDI Certification Standards are available for purchase and can be downloaded at http://www.thinkhdi.com/certification/HDICertificationStandards.aspx. As a HDI member benefit, the standards are available to download for free.

HDI Certification Exams

All HDI certification exams are based on the HDI certification standards. HDI courses are developed from the certification standards and are designed to assist a student in preparing for an HDI certification exam. They reinforce the core concepts of the HDI certification standards and provide skills building opportunities for the attendees.

Each exam consists of 65 multiple-choice questions and must be completed in 75 minutes. A minimum score of 80% is required to pass a certification exam, unless otherwise published. Individuals who achieve the passing score will receive an electronic certificate of certification from HDI acknowledging their accomplishment. A credentialing logo will also be sent that may be added to signature blocks and business cards.

Online Practice Tests

Online practice tests are a great way for candidates to prepare for their upcoming certification exam by providing practice test questions in a simulated exam environment. Each practice test consists of 30 practice questions and the participant has 35 minutes to complete the practice test. Practice test have over 100 questions in the testing pool. Candidates may elect to take a practice test up to 99 times and will receive a different version of the practice test each time.

Section 2: What is expected of an HDI Certified Instructor?

Etiquette and Professionalism

Each time you facilitate an HDI training course you are representing both HDI and your organization. We ask that you conduct yourself in a professional manner that elicits respect from the course participants. It is expected that each HDI Certified Instructor meet the course objectives each time they deliver an HDI training course. All HDI Certified Instructors shall demonstrate honesty, courtesy, accuracy, and capability during the facilitation of an HDI training course.

Attire for training course facilitation should be better business or business casual. For example, dress slacks and a collared button-down shirt for men or dress slacks or skirt with a collared button-down shirt or blazer for women. HDI Certified Instructors will always respect the dress code of the HDI partner and clients.

The Certified Instructor will arrive at least one half hour prior to the start of the course. Use this time to get the classroom and video projector set up and hand out courseware to course participants. Begin the training course promptly according to the agenda published by the course sponsor.

Preparation for Course Delivery

Successful delivery of HDI training courses takes thorough planning. In order to deliver an exceptional learning experience for the students, you should understand the course flow and how to apply the course activities. You should also be very familiar with the course presentation files and the student course materials.

HDI encourages you to download the instructor resources and begin preparation for course delivery at least two weeks prior to delivering your first HDI Training course.

Classroom Set-Up

HDI encourages you to consider a modified classroom set-up. Examples of modified classroom set up include a U-shape or semi rounds configuration. See your HDI Certified Instructor manual for sample illustrations. Modified classroom set up is student-centered and is characterized by students facing each other in order to foster communication and group activities, as well as, course participation. Students can learn just as much from each other as they can from you.

You will need a video projector, slide advancer, and at least one flip chart or whiteboard to use during the delivery of the training course.

Course Evaluations

HDI uses course evaluations to track course participant satisfaction with the course materials, instructor, and course experience. HDI Certified Instructors are required to have the course participants complete a *Course Evaluation Form.* The Course Evaluation Form is the last page in every course manual.

Upon the completion of the course, each course participant should be instructed to tear this page out of the manual and complete the course evaluation. This sheet is a perforated page.

Gather the completed evaluations and submit them to HDI via fax at (719) 268-0184 or email to training@thinkhdi.com.

Staying Current

HDI Certified Instructors have an obligation to stay current with industry resources and trends. This means that you should be participating in any Train-the-Trainer opportunities that HDI provides, reading HDI communications and publications, and attending HDI or other industry conferences.

Course Resources

HDI Certified Instructor Resources

HDI has a secure web portal for all HDI Certified Instructors to access course PowerPoint presentations, the certification standards, activity suggestions, and video and voice files. Once you complete all of the HDI Certified Instructor program requirements, you will be provided login information to the HDI Certified Instructor Resources.

Course Materials

Course Rosters

The HDI course roster is also available in electronic form in your Instructor Resources. This form is due via fax or email to HDI within 24 business hours of the course completion. This information is to include:

- Course participant's name
- Course participant's **PRINTED** email address
- Course participant's company name
- Course participant's direct phone number

You may want to consider pre-populating the course roster prior to the start of the course if the instructor knows the names of the course participants. Otherwise, please make sure the roster is legible.

When delivering courses for HDI, HDI partners, or clients, the roster should be provided by them. Return a copy of the roster to the provider upon completing the course.

Certificate of Completion

As a HDI Certified Instructor, you can provide a certificate of course completion to your students. An HDI-approved certification of course completion template is available in the HDI Certified Instructor Resources. The certificate of course completion is meant to acknowledge that a student has completed an HDI training course. The student can display the certificate on their desk, or it can be filed in their employee file.

For HDI sponsored courses, HDI will provide the completed certificates to the instructor at the start of the course.

Change Requests

The Change Management process will be followed anytime there is a request for a change to HDI curriculum, HDI Learning Center, and HDI processes. All changes will be submitted to HDI via the Change Request document located on the HDI Certified Instructor Resources. Changes may also be submitted via email to training@thinkhdi.com

Section 4: Standard Operating Procedures

Accessing HDI Certified Instructor Resources

1. Once the Certified Instructor completes all of the Certified Instructor program requirements, the Certified Instructor will be provided with the login information to access the online HDI Certified Instructor Resources.

2. The HDI Certified Instructor Resources can be accessed by pasting the following link in to an Internet browser www.thinkhdi.com/certification/instructors.

3. If you are not already logged in to the HDI website, you will be prompted to log in. If you are having trouble logging in to the HDI website, please contact support@thinkhdi.com.

4. Once you are logged in, you will have access to the instructor resources for each course you are authorized to deliver. Click on each resource to download.

Submitting Course Rosters

1. Certified Instructor will print a hardcopy of the course roster and bring it to the course.

2. At the start of the course the Certified Instructor will have each course participant sign by their name on the roster.

3. Certified Instructor will submit the HDI Course Roster via email to training@thinkhdi.com or via fax to HDI at 719-268-0184**. If the course roster is faxed in, please follow up with a phone call to ensure it was received.**

If delivering a course for a HDI Partner, follow the procedures defined by the partner for submitting roster information.

Submitting Course Evaluations

1. Upon the completion of the course, each student should be instructed to tear out the perforated Course Evaluation sheet out of the back of the manual and complete the course evaluation.
2. Collect the completed evaluations for the course participants and submit them to HDI via fax (719) 268-0184 or email them to training@thinkhdi.com.

Generating Certificates of Course Completion

1. Locate and open the Certificate of Course Completion template in the HDI Certified Instructor Resources.
2. Enter the student's first and last name, course name, and course date in the designated text boxes.
3. Enter the instructor's name in the bottom left text box.
4. Print each certificate to a color printer; you may want to use high quality paper.
5. Sign each certificate.
6. Distribute certificates at the end of the course.

Submitting Change Requests

1. Locate the HDI Certification and Training Change Request form in the HDI Certified Instructor Resources.
2. Complete the entire change request form.
3. Submit the change request form per the instructions on the form.

Section 5: Support

Why would you need to contact HDI?

Training Support	• Missing courseware order • Respond to certification exam issues • Set-up and process certification exams • Respond to course content issues • Respond to Certified Instructor issues
Learning Center Support	• HDI Learning Center outage • Resend log in information • Respond to certification exam access issues • Provide level 1 technical support • Set-up and process extensions • Set-up and process retakes

HDI Customer Care Center

Contact Methods

The HDI Customer Care Center is open from 7:00 a.m. MT-6:00 p.m. MT.

Phone:	(800) 248-5667 – US
	(719) 268-0174 – Worldwide
Email:	support@thinkhdi.com
Fax:	(719) 268-0184
Web:	www.thinkhdi.com

Service Levels

Service levels have been set based on industry best practices.

- Phone calls – 90% of calls answered within 15 seconds (about three rings)
- Web Request – 1 hour response time
- Email Request – 4 hour response time
- Fax Request – 4 hours response time
- After hours - 30 minute response time on all Priority 1 phone calls.
- Same day entry for all orders received during posted business hours
- Course rosters – 24 hours to set up and activate exams
- HDI Learning Center and HDI Website – 99% Availability
- Mean Time to Resolution for HDI Learning Center and HDI Website – 30 minutes

Escalation Procedures

To resolve customer issues, the HDI Customer Care Team has a three level escalation process in place based on the severity of the issue. Priority definition and escalation paths are defined in the table below. The escalation team consists of the HDI Customer Care Team, HDI Certification and Training Team, and HDI Information Technology Team.

The HDI Customer Care Team is first level support for all issues. The Customer Care Team maybe contacted using the information provided above.

Priority Definition

Priority	Definition	Response Time	Escalation
1	**Business Critical** • Website outage • Learning center outage • Scheduled course recovery	**15 minutes**	**Immediate** • CCC Manager • Training logistics • IT Manager • HDI Learning Center Administrator • Executive Director
2	**Business Stopped** • Unable to process order • Unable to access HDI Learning Center • Unable to login to HDI website • Customer feedback with urgency	**1 hour**	**1 hour** • CCC Manager • IT Manager • HDI Learning Center Administrator
3	**Normal Business** • Standard requests • Order Processing • Invoice • Sales • Customer Inquires	**4 hours**	**1 Day** • CCC Manager
4	**Non-business Critical** • Customer comment • Customer feedback • Website content error • Vendor call	**48 hours**	**1 Week** • Appropriate Management