Frequently Asked Questions (FAQs)

Accessing the Course Content | Accessing the Programme Completion Certificate

Navigating the Learning Platform | Participating in the Course | Customising the Learning Platform

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Q: What type of certificate will I get upon successfully completing the programme?

A: You will receive a digital certificate upon the successful completion of the programme. The digital certificate can be shared with friends, family, schools or potential employers. You can use it on your cover letter and resume and/or display it on your LinkedIn profile.

Q: What is a digital certificate?

A: Your digital certificate shows that you have successfully earned a verified certificate for a programme. It also includes:

- The name you entered as your full name when you joined the programme
- If you would like to change your name, please reach out to the Programme Support through the **Support** tab on the learning platform. You will receive a prompt response
- Name of the programme
- Partner institution that collaborated on the programme with signatures of the Programme Team
- The month and year the certificate was issued
- A certificate ID that others can use to validate the certificate

Q: How soon will I receive the digital certificate?

A: You will be notified of your pass/fail status two weeks after programme completion. The digital certificates will be issued by the University.

Q: What are the passing criteria to complete the course?

A: To successfully complete the course, you will need to complete the <u>two</u> required activities: the assignment that's offered at the end of each week and the final project. Detailed requirements are listed on the **Completion requirements (https://classroom.emeritus.org/courses/9197/pages/iimk-people-management-completion-requirements)** page.

Q: Will I get a certificate if I fail the programme?

A: No. Certificates are only issued to those who successfully complete the course requirements.

Q: What if I want to leave the programme?

A: Please refer to our **refund policy (https://classroom.emeritus.org/courses/9197/pages/refund-policy)** for more information on withdrawals, refunds and deferrals.

If you need further clarification, you can reach out to the Programme Support team through the **Support** tab on the learning platform**. (mailto:programme.support@eruditus.com)**

Q: Can I reach out to someone in case I have a concern?

A: Absolutely! Please connect with Programme Support through the **Support** tab on the learning platform. You may expect a response within 24-48 hours - Monday to Saturday.