KYC360 Academy: FAQ

General

/ How is the KYC360 Academy different to the previous learning tool?

The Academy has been extended to offer a range of technical and professional development certificated programmes. Whilst some of these programmes may present a little differently to previous courses, the general look and feel of the Academy hasn't changed.

/ What happens to any courses I have already completed?

There is no impact. All records of course completions remain.

/ What happens if I am half-way through a current course, and the course is updated?

Your overall course status will remain as 'In Progress', however when you click into the course and click on the 'Resume where you left off' button, your progress will be reset; the status of the course material itself will change from 'Incomplete' to 'Not started'.

Course Content

/ What specific topics are covered in the course?

This varies depending upon the course and/or certification being taken. For example, the Certificate in Cross-sectoral AML Vulnerabilities explores anti-money laundering challenges across several industries.

/ What is the level of detail provided for each topic?

This varies across the technical certifications and the professional development certifications. For example, a certificate in KYC30 Screening technology will cover all of the functionality within the solution so will be very comprehensive, but a single professional development module will be focused on a specific topic, such as verifying source of wealth, or writing effective SARs.

/ Are there any prerequisites for taking the course?

No specific prerequisites are required; however, learners should have a good general education, demonstrating strong written communication skills, critical thinking and problem-solving abilities. The certificated programmes are accessed via 'learning plans' within the Academy, and some courses in a learning plan may have a pre-requisite of another course first being completed. This will be clearly signposted.

/ Can I download course materials?

Other than the transcripts of videos and specific relevant learning resources which can be downloaded, all learning content is contained within the course, so you will need a connection to the KYC360 Academy to access it.

Course Format

/ How long is the course, how long will it take to complete?

This varies for each course and indicative course durations are detailed within each course description. One of the advantages of e-learning courses is that you are able to study at your own pace.

/ How is the course material delivered (e.g., videos, readings, quizzes)?

The online courses combine various media elements, such as text, images, videos, further reading links, knowledge checks (quizzes), interactive scenarios, case studies and end of course knowledge evaluations. These combine to provide an immersive learning experience.

/ Is there any interaction with instructors or other learners?

No. The courses are in the format of e-learning modules.

/ Are there any assignments or projects?

No. All interactions, such as case studies, interactive exercises, knowledge evaluations etc, are contained within the course.

Certification

/ Is there a certificate of completion available?

Yes, upon completion of a certificated programme of study, you will be provided with digital credentials, including a certificate and digital badge. Some of the individual courses don't provide digital credentials,but do provide a certification of completion.

/ How do I get my certificate of completion?

Upon a certificated programme completion, you will be automatically emailed a link to your digital credentials. For other courses, you can download a certificate once you've completed the course.

/ What are the requirements for earning the certificate?

This varies, depending upon the certificated programme. But generally, you must complete all mandatory courses within the certificate's learning plan.

/ Are your courses accredited?

Yes, our courses are accredited by CPDUK, a leading CPD certification body. This ensures that all our courses conform to continuing professional development principles and the highest standards of further learning value and structure.

Cost

/ What is the cost of the course?

This varies, according to the course and your organisation's subscription.

/ Are there any discounts available?

Please contact your Account Manager to discuss your requirements.

/ Are there any payment options?

Currently, during Beta testing and for a limited period of time all courses and materials are free of charge. When charges are introduced, this will be communicated by your Account Management team.

Technical Requirements

/ What are the minimum technical requirements for taking the course?

Please see general system requirements – Docebo Help & Support.

/ What devices can I use to access the course?

The best learning experience can be found by accessing the courses via a desktop. However, the Academy does support mobile devices via the 'Go.Learn' app.

/ What internet connection speed is required?

Minimum 0.5 Megabits per second, but the faster the connection speed the better the learning experience, especially when viewing video.

/ Are there accessibility options for the courses?

Within the courses, videos are subtitled and have downloadable transcripts, which can then be accessed via a screen reader. Images have alternative text, and as courses are delivered via a web-browser, any text on screen can be accessed via a screen reader.

Other

/ What is the refund policy?

Currently, during Beta testing and for a limited period of time all courses and materials are free of charge. When charges are introduced, this will be communicated by your Account Management team. They will be your point of contact for any billing queries.

/ Who do I contact for help with the course or KYC Academy?

Please contact training@kyc360.com in the first instance.

/ Where can I provide feedback on a course?

After you complete a course, you will be prompted to complete an end of course survey. You can also provide a quick rating of the course within the Academy.

KYC360.com