



# Anytime Learning FAQ's

## Self-Study Classes

Purchasing an **Anytime Learning** (self-study) class from Watermark Learning is a unique and rewarding learning experience. You may have questions and concerns from registration to delivery; this document should answer most of those questions.

### 1. What is an Anytime Learning (self-study) class?

- a. The Anytime Learning class uses the recordings of a recent live virtual class which was run in webinar format. We use the same class materials and instructors for in-person virtual and Anytime Learning classes. The recordings will provide sound and visuals of the PowerPoint class presentation of a recent virtual class.
- b. In addition to the instruction, you will hear the interaction of the instructor and other students, with the exception of the CBAP/CCBA Certification Preparation class recordings which are instructor-led only.
- c. Depending on the class, there will be 2-8 sessions. Each recorded class session is approximately 3 ½-4 ½ hours. You do not need to listen to a complete session at one time.
- d. Class exercises are modified for the virtual format.
- e. You will be able to ask questions of an instructor. Please email your Training Consultant with class questions and they will be forwarded to the first available instructor to respond.
- f. From date of registration and payment, you will have 90 days access to the videos and files contained on the class page.

### 2. What equipment/software is needed for the class?

- a. Access to the internet: You will access the class at the Watermark Learning website; the class cannot be downloaded.
- b. Most of the videos are in MP4 format which can be played on most video players such as QuickTime, Windows Media, etc. Some videos are in WMV format, so you may need to download a CODEC (link contained in your registration email) in order to play them.
  - i. NOTE: If you are using a MAC or IPAD and the recordings are in WMV format, you will need to download the Flip4Mac Plugin or VLC Media Player

### 3. What does the class price include?

- a. The class price includes all class materials and shipping for locations within the 48 contiguous United States.
- b. **Anytime Learning** classes provide 90-day access to the recordings from the date materials are scheduled to be received. You may request a later start date for the recordings. *No extensions will be granted for Anytime Learning classes.*
- c. For the CBAP®/CCBA® classes, the price includes the *Watermark CBAP®/CCBA® Study Guide*, a PDF of the *BABOK®*, 90-day free access to the Online Study Exam, and a PDF of the *BABOK® Study Tables*. You will also have the ability to ask one of our CBAP® certified instructors questions during your study time.

- d. For PMP® classes, the price also includes 90-day free access to the Online Study Exam. You will also have the ability to ask one of our PMP® certified instructor's questions during your study time.
  - e. For the PMI®-PBA® classes, the price includes the *Watermark PMI®-PBA® Study Guide*, 90-day free access to the Online Study Exam, and a PDF of the *BABOK® Study Tables*. You will also have the ability to ask one of our CBAP® certified instructors questions during your study time.
4. **How do I register for a class? To register for a class, please contact:**
- a. Carmen Kissel (952-921-0900 or 800-646-9362, ext. 209, [Carmen.kissel@watermarklearning.com](mailto:Carmen.kissel@watermarklearning.com)) *or*
  - b. Nancy Larsen (952-921-0900 or 800-646-9362, ext. 212, [nancy.larsen@watermarklearning.com](mailto:nancy.larsen@watermarklearning.com))
5. **What information will I receive upon registration?**
- a. You will receive a sales receipt upon registration.
  - b. Within 24 hours of registration (Monday – Friday), Watermark Learning will ship your class materials. Upon receipt and confirmation of readiness to begin the class, a link to the recordings will be emailed to you, beginning your 90-day access.
6. **When will I receive my class materials?**
- a. Class materials should be shipped within 24 hours of payment (M-F). If there is a delay in shipment (materials may be on order), you will be notified and your class access will be extended.
7. **What is the refund policy on these classes?**
- a. Anytime Learning classes are nonrefundable once materials have been shipped.