



## Virtual Class FAQ's

Attending a live virtual 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. How is a virtual class run?

- a. A virtual class is a live class run in webinar format.
- b. We use the same class materials and instructors for both in-person (ILT) and virtual classes (VILT) and class exercises are modified for the virtual format.
- c. You will talk/interact with the instructor and other students.
- d. Most class sessions are 3 ½ hours (mornings, afternoons, or evenings). Check class link for time.
- e. You will be able to email/contact the instructor.

### 2. Do I need special equipment for the class?

- a. When you register for the class, you need to confirm that your computer is webinar compatible (this is rarely a problem). A test link for GoToWebinar will be provided in your registration confirmation emails.
- b. We recommend using a VOIP headset (available at Amazon.com, Best Buy) which simply plugs into the USB port; no phone is needed. Dial in is also an option. A phone number is provided, but long distance charges will apply. Students have also used speakers and speaker phones, although feedback can be a problem.

### 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. Shipping charges will be added for all other locations and for late registrations that require second day/next day air shipment.
- b. Virtual classes provide 90 day access to recordings of each session. This allows on-demand review and the ability to make-up sessions you may have missed.
- c. For the CBAP®/CCBA® classes, the price includes the Watermark CBAP®/CCBA® Study Guide, BABOK®, 90 day free access to the online study exam, a PDF of the BABOK® Study Tables, and class recording for review.

### 4. How do I register for a class?

- a. You can register directly from the website with the class registration link. When registering online you will need to use a credit card. Please contact a Training Consultant if you have any questions:
  - i. Carmen Kissel (952-921-0900 or 800-646-9362, ext. 209)  
[carmen.kissel@watermarklearning.com](mailto:carmen.kissel@watermarklearning.com)
  - ii. Nancy Larsen (952-921-0900 or 800-646-9362, ext. 212)  
[nancy.larsen@watermarklearning.com](mailto:nancy.larsen@watermarklearning.com)



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- b. For classes that are part of a certificate program, please contact a training consultant so that certificate pricing can be applied.

### 5. How do I use a promotion code/discount?

- a. Watermark will offer promotions through various publications/web sites.
- b. When registering, enter code number in Promo Code field.

### 6. What information will I receive upon registration?

- a. You will receive a registration confirmation letter, sales receipt, GoToWebinar link, and webinar contact information email.
- b. You will receive an email from GoToWebinar with the class link.

### 7. What other communications will I receive?

- a. You will receive a class reminder email one week prior to class.
- b. One day and one hour prior to each class session you will receive a reminder email from GoToWebinar with a link to the class.

### 8. When will I receive my class materials?

- a. Class materials will be delivered within 1-2 weeks of the class start date unless otherwise required. If there is a delay in shipment (materials may be on order), you will be notified.

### 9. What if I have to reschedule or cancel a class?

#### a. Rescheduling

You may reschedule your class participation with written notification at any time up to 15 days prior to the class start date and apply your tuition to the same course or one of equal or lesser value within one year of the original class start date. A \$100 change fee will be charged. Any reschedule request received less than 15 days prior to the class start date is subject to immediate payment of the class tuition plus a \$200.00 reschedule fee. Only one reschedule opportunity is allowed. If you choose to reschedule and are not able to attend the rescheduled class, all course fees are forfeited.

#### b. Cancellation

Cancellations received less than 30 days prior to the start date of the class will be subject to a \$100 administrative fee. Cancellations received less than 15 days prior to the start date will result in loss of the entire class fee. **Failure to attend a traditional or virtual class without written notification by email ([info@watermarklearning.com](mailto:info@watermarklearning.com)) or fax (952-921-0901) prior to the start date of the class is considered a 'no show' and will result in forfeiture of the entire class fee.**