

Generic - FAQs

- 1) Is your eLearning program Live or recorded?
Our eLearning programs comprises of pre-recorded videos.
- 2) How many times can I view the videos?
There is no limit to number of views until your validity.
- 3) How can I connect with the facilitators if I have any query?
Doubt solving support facility is available via email. You would be provided with a dedicated email ID, post your registration where-in you can send your query.
- 4) Who has recorded these eLearning sessions?
The sessions are recorded and delivered by EY professionals and Industry experts.
- 5) How many attempts do we get for assessment?
You get 3 attempts to clear the assessment that are available on EY Virtual academy post completing your eLearning sessions.
- 6) Will the assessment have objective or subjective questions?
The EY assessments are objective in nature.
- 7) Is there any negative marking for EY assessment?
No, there is no negative marking for EY assessments.
- 8) What if I am unable to clear the assessment within the given validity time-frame?
The certificate is awarded only on successful completion of the assessment. The course and assessment will not be available to you after the expiry of your course.
- 9) What kind of certificate would be awarded to me after clearing the EY assessment?
You would be awarded with a Certificate of Completion.

10) What is the passing criteria?

You would need to score 50% to pass the assessment conducted by EY.

11) Would you provide physical copy of certificate?

A participant can download soft-copy of the certificate from EY Virtual Academy after the successful completion of the assessment.

12) What is the validity of the course ?

A participant gets a 6 month of access to the courses on registering for 1 or 2 courses together. For 3 and above courses, validity of 1 year is provided.

13) Within how much time can I take the assessment?

You can take the assessment any-time within your validity timeframe.

14) Do you provide hard copy books in the program?

In most of our programs the soft-copy (in the form of PDFs) is available for the participants to download and keep it for future reference.

15) Will you provide practical understanding?

In most of our programs, the trainers have explained various concepts using multiple case studies and examples.

16) How should I register for the course ?

Below are the steps :

- Click on www.eyvirtualacademy.com
- Click on Register
- Fill in the details
- Click on NEXT
- An email with verification link will reach your email id.
- Click on the link to activate the account
- Post clicking Visit www.eyvirtualacademy.com
- Click on sign in
- Enter username and password
- Click on sign in
- An otp will reach your email id.
- Enter the OTP
- Add the you want to buy
- Click on checkout.
- Complete the payment

17) Is your course 100% online.

Yes, our courses are completely online eLearning self-paced courses.

18) How do you calculate the validity time-frame of the eLearning courses ?

The validity of the course would start from the date you register and pay for the course.

19) What if I have any query apart from content?

You can reach out to your sales-spc or email us at ey.learningsolution@in.ey.com

20) I have never attended an eLearning program. Can I know how the program would work for me?

We can share a demo lecture with you for better understanding. Kindly email us for a free demo.

21) Is there a refund policy?

The course fee once paid is non-refundable.

22) Do you offer any discounts?

We do offer combo discounts on purchase of 2 or more courses together.

Please refer to the below link for details : [EY Virtual Academy](#)