

Frequently Asked Questions (FAQ)

1. What is the subscription period?

The on-demand subscription is valid for 12 months as stated on the agreement. Renewal is required before the anniversary date for another 12 months to maintain access.

2. How long will users have access to the on-demand courses?

From the time they are given access to the course until when the subscription expires.

3. At the start of the agreement, does the firm need to provide all individual users for the package?

No, firms can subscribe to a package and provide the users within the period of the subscription.

4. What happens if I add a user late in the package, do they get access for a full year?

No, as per (2), the access date is from the commencement of the subscription.

5. Can a firm send different people to different subject areas?

No, each specific package purchased is fixed for its subject area.

6. Can firms change their package option during the period of the subscription?

Packages can be increased during the period of the subscription and the difference in fees will be charged. Packages cannot be decreased.

7. What happens if I end up having more staff that I want to add onto my package?

As per (6) you can move up to the next package. If this occurs later in your subscription period, we can discuss pro-rating the fees fairly.

8. What happens if my firm doesn't have the minimum 50% requirement of partners/principals as ARITA Professional Members?

You can still purchase individual course packages if your firm is not eligible for the discounted packages.

9. Can I replace a user on the package?

No, given that the user has had the benefit of accessing the courses, that slot is considered used. You can add new users, though. Please refer to (7).

10. Can I reduce the size of my package during the term?

Unfortunately, not on the same basis as (6)

11. How are my staff enrolled in the packages?

All users to be enrolled must have an ARITA profile linked to the firm's office and company email address to be part of the package.

ARITA can facilitate creation of new profiles in the system provided the following information is provided: The employee's first and last name, month/year of birth (to assist with duplicate record management – note day of birth not required to reduce privacy risks), company email address, company/office details.

12. What staff count towards my package?

Packages are based solely on the number of users you wish to enrol. So, for example, administration staff who won't use the training are not counted toward your total. Of course, staff who are not enrolled on the training will not be able to access it and are precluded from your agreement in having the benefit of it.

13. How can I see the progress of my team completing training?

Progress reports will be provided every quarter to firms that request it.

Verifiable CPE hours for on-demand courses completed with ARITA will be automatically recorded on each staff profile upon successful completion.

Note – ARITA will not allocate CPE hours for any other training conducted in-house, even if it includes part of the Essential Skills materials.

14. How long before I get access?

After signing and submitting your agreement, please allow administration time of up to five days before access to the Learning Centre is granted. For firms requiring significant numbers of user profiles to be created, this time may increase.