

# Marketing Research Specialist FAQs

- **How do I enroll for the online training?**
  - 1- You can enroll for the online training through our website.
  - 2- Press “Place Order” button.
  - 3- You will be directed to Waza Academy’s registration page. So, you will have to register, create your account and sign in then.
  - 4- You will be asked to make online payment using credit or wire transfer. After you click "Order", you will be directed to a confirmation page (based on the selected payment method you choose) to proceed in purchasing the selected course.
  - 5- After paying the online course fees, the online course access will be granted to you within 1 week after receiving the payment.
  
- **What will I get along with this training?**
  - In this training, you will have access to online e-learning, E-copy of SBOK Guide, and Online + VMEdU Mobile App.
  
- **Can I cancel my enrollment? Do I get a refund?**
  - The course fees are not refundable. However, you can contact us any time before enrolling in the course to know all the needed information before registering your course(s).
  
- **I am not able to access the online course. Whom should I contact for a solution?**
  - Please send us an email and we will have your issue resolved within 2 days.