

TOGAF®9 Certification (Level 1 and 2) 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.
6. An automatic email will be issued by Good e-learning (the course provider) to you with your access data information to access your LMS and start the course.

■ What system environment do I need to prepare in order to access the course?

- All you need is a computer and a broadband internet connection and you will be able to log on and study wherever and whenever you like.
- TOGAF®9 Certification (Level 1 and 2) course is compatible with all modern Internet browsers, but you can double-check compatibility below:
 - I. Using internet browsers (Windows & Mac):
 - *Google Chrome 14 or later*
 - *Safari 5.1 or later*
 - *Internet Explorer 8 and later*
 - *Opera 9.5 and late*
 - II. Flash Player requirements:
 - *TOGAF®9 Certification (Level 1 and 2) course will require Flash Player 10 or later to play. (Please note that you must be using a browser as stated in step 1 to be able to use Flash and view an e-learning course.)*
 - III. Using mobile device:
 - To play the TOGAF®9 Certification (Level 1 and 2) course from your Apple or Android device, you will need to download the Articulate Mobile Player app. You can find a full installation guide for mobile devices on Good e-Learning tablet support page (<https://www.goodelearning.com/support>)

■ What will I get along with this training?

- In this training, you will have access to online e-learning, free exam voucher, practice exams and 24/7 tutor support.

- **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).

- **Where and how can I access the e-learning content? Are there any limitations?**
- Once you register with us for the TOGAF®9 Certification (Level 1 and 2) course by paying the course fees, you can have 24/7 access to the e-learning content on your LMS.
- An automated course purchase confirmation email from our side will guide you through the process.

- **I am not able to access the online course. Whom should I contact for a solution?**
- Your LMS includes all the required information/links concerning your course(s) and you will be able to directly contact Good e-Learning for any issue you may face.
- **OR** Please drop us an email and we will have your issue resolved within 2 days.

- **How can I be prepared for the exam?**
- When you think you are ready to book your exam, you can check if you are ready by taking our practice exam supplied with each course. It's modeled directly on the real thing and is a great way to check your preparedness before you book your exam.

- A number of practical exercises are interspersed throughout the course, which are aimed at testing your understanding and practical application of the training you have just received.

- At the end of the course, a number of mock-exam case study scenarios are provided which have been designed to simulate the actual exam. You should use these questions as preparation.

- **What do I need to book my exam?**
- When you have completed the course, contact Good e-learning support and request your free combined (level 1 & 2) exam voucher which can be used at any Pearson Vue test center.

- Please note that your voucher must be ordered within 12 months of your course access and if you require 2 separate exam vouchers, this will come at an additional cost.

- You can book your exam via the Pearson Vue website and pay for it using a unique voucher code. During this process you will need to create a Pearson Vue account by filling in your personal details.

- **What is the examination process for the TOGAF®9 Certification (Level 1 and 2) course?**
 - When you finish the e-learning course and are ready to take the exam, you can contact support@goodlearning.com to request the exam voucher.
 - The exam voucher is valid for 1 year from the date of issue. You must request the exam voucher during the course access period.
 - You can then book the exam via Pearson Vue website, and pay for it using a unique voucher code. During this process, you will need to create an Open Group account.
 - You will receive a login details to an online web certification system within 6 working days to complete your certification and download a digital certificate.

- **Can I reschedule the exam appointment at The Open Group Exam Provider?**
 - You will need to contact the Examination Provider directly as The Open Group has no access to the exam provider's registration systems and is not able to provide detailed assistance on registration issues.

- **In case I encountered technical problems when taking the exam, what shall I do?**
 - If an incident has impacted your testing, you should inform the proctor during the examination and request them to extend your examination time.
 - All details about Examination, Exam Registration, Vouchers, Exam Retake, Results and Certification Renewals and many other FAQs at Pearson Vue can be found on:
 - 1- <http://www.opengroup.org/certifications/faqs>
 - 2- <http://certification.opengroup.org/examinations>
 - 3- <http://www.opengroup.org/togaf9/cert/showcase/training-calendar/>