

Online Training Frequently Asked Questions

Question	Answer
What are the system requirements for taking your courses?	There are no system requirements. To access the course, all you need is a browser and Internet connection.
How long does a training take?	The training course typically takes 8 – 20 hours total to complete. It can be taken at any time over the 90 day availability period.
I am an employee of a NGO/government agency. What discount is available for me on the Corporate Value Chain (Scope 3) Standard Online Course?	<p>We offer a 20% discount on course registration to employees of NGOs and government agencies. This brings the fee for each course down from \$325 to \$260. If you are ready to enroll, please complete your payment via this Paypal link.</p> <p>Please send us proof of payment once this is complete, and we will enroll you in your selected course. You will receive a system-generated email with your user name and password which will provide access to the course.</p>
I am student. What discount is available for me on the Corporate Value Chain (Scope 3) Standard Online Course and Product Life Cycle Standard Online Course?	<p>We are currently offering a 60% discount on course registration to full-time students. This brings the fee for each course down from \$325 to \$125. If you are ready to enroll, please complete your payment via this Paypal link.</p> <p>Please send us proof of payment once this is complete, and we will enroll you in your selected course. You will receive a system-generated email with your user name and password which will provide access to the course.</p>
I want to sign up a group of people for the Scope 3 training. Is there discount available?	Yes, groups of 5 or more can receive a 10% discount. We can provide you with a PayPal link to pay for each registration at the discounted price via credit card, or alternatively request an invoice from our accounting department for the grand total. Requesting an invoice can take 7-14 business days.
Can I take trainings on the GHG Protocol Corporate (Scope 1) Standard or Scope 2 Guidance?	Live sessions of these trainings are not currently planned. Recording of previous trainings and training materials are publicly available at no cost on the GHG Protocol GoToStage channel . Please note that a certificate of completion will not be provided to those who access the free recordings.

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I watched the Scope 1 and 2 recorded webinars. Can I get a certificate of completion?

No, certificates of completion were only offered with the live trainings.

Do I need Adobe Flash to watch course videos? Didn't that expire at the end of 2020?

No, you do not need Adobe Flash. The videos in the Scope 3 course were updated in time for the Flash phase out.

For troubleshooting, we recommend that students try using a different browser.

I'm enrolled in the Scope 3 course and am having these common issues, can you help?

- 1. Checkmarks are not appearing next to completed lessons**
- 2. I've completed my course and the certificate of completion will not generate**

1. There is a technical glitch that sometimes prevents these checkmarks from showing up, and some students have reported that the back/forward arrows also don't appear. We are currently working on resolving these issues, but they do not impact course functionality. Students will still be able to move back and forth through the course by clicking on the names of the different lessons in the navigation menu, and course progress is being recorded on the back end.
2. Once students complete a course a certificate is auto-generated. If it does not generate for you, we can manually send your certificate.

Should I be familiar with the Corporate Standard before taking the Corporate Value Chain (Scope 3) Standard online course?

Yes. The Corporate Value Chain (Scope 3) Standard builds on concepts in the Corporate Standard. For those who are new to corporate greenhouse gas accounting, we recommend starting with the [Corporate Standard webinar](#) and following with the Scope 3 online course.
