



Frequently Asked Questions

REGISTRATION

How do I register for a course for the first time? Go to www.careacademy.org and click on the Registration Instructions link on the left side of the screen. Be sure to disable your pop-up blocker by holding down the “Control” key when you click the link.

How do I enroll as a returning student? Please refer to the CARE Academy Registration Instructions described above, and read the “Enrollment and Returning Student Instructions” section.

I forgot my user name and password. How do I get it? Go to www.careacademy.org and try to log in with any password, even if the password is wrong. You’ll be asked again for your user name and password, but this time you’ll see “Forgot your user or password? Click here to look it up.” Click on the link, and then submit your last name and e-mail address. If the information matches with the database, your user name and password will automatically be sent to the e-mail address you provided during registration. (You should receive your information in less than a minute.) If you don’t receive your user name and password after following these steps, contact careacademy@care.org.

I tried to log in by typing in my user name and password but nothing happened. What should I do? Be sure to disable the pop-up blocker on your computer by holding down the Control key when you click “Login.”

What is the PIN number? Is that different than my password? The PIN is different than your password. You’ll only need the PIN the first time you register at CARE Academy; it determines how many courses you will be able to enroll in. (You can view a larger catalog and enroll in many more courses with the PIN.) If you do not know what your PIN is, contact your Academy Liaison or careacademy@care.org. If you did not provide the PIN when you registered, contact careacademy@care.org to update your profile.

Do staff from NGOs have the same PIN number and course catalog as CARE staff? No, NGO staff members have a different PIN number and course catalog. Certain courses are specific to CARE, but many are open to all NGOs; we encourage and invite NGO participation in CARE Academy courses. The PIN for NGOs is provided upon request by contacting careacademy@care.org.

I registered for an instructor-led course but now I can’t take it. How do I remove myself from the list? To remove yourself from an instructor-led course, contact careacademy@care.org, with the name and date of the course you cannot attend.

COURSES

Where can I find out about CARE Academy courses? Visit www.careacademy.org, go to the “Course Catalog” box on the right side of the welcome screen, and click on [CARE Academy Online Course Catalog](#) and the [CARE Academy Instructor-led Workshops Calendar](#).



I can't access the Internet. Can I still take CARE Academy courses and how do I get them? Yes, a number of CARE Academy eLearning courses are also available on CD ROM from your Academy Liaison. If you do not have an Academy Liaison, e-mail careacademy@care.org with the name of the course you are requesting on CD ROM.

How do I know who my Academy Liaison is? To find out who your Liaison is, go to www.careacademy.org, click on the “Liaison Link” tab, and review the lists of CARE Academy Liaisons. If you can't determine who your Academy Liaison is, please contact careacademy@care.org.

Do I have to pay to take a course? All CARE Academy eLearning/CD ROM courses are free. Tuition applies only to instructor-led workshops.

Can staff from local Non-Governmental Organizations (NGOs) take any of the courses? Do they have to pay? Colleagues from local NGOs are welcome to take all CARE Academy eLearning courses at no cost. Tuition applies only to CARE Academy instructor-led workshops. (If NGO staff members are interested in attending a workshop, they will need to pay tuition fees and any expenses associated with attending, the same as CARE staff. If necessary, costs for CD ROM reproduction may apply.)

When do I get my Certificate? Certificates of Completion for online courses are mailed to Country Offices each quarter for all staff members who took courses the previous quarter. For example, if you took a class in July (first quarter), you'll receive your Certificate in October, at the start of the second quarter. To receive a certificate for a CD ROM course, you must tell your Academy Liaison that you have completed the course. If you report a CD ROM course in the first quarter, you will receive your Certificate at the start of the second quarter.

When does my CO get charged for the course I take? Your CO will be charged for workshops you attend at the end of each CARE fiscal quarter. CARE fiscal quarters end on Sept. 30, December 31, March 31 and June 30. (For example, if you attend a workshop in April, your CO will be charged for it on June 30)

I am interested in taking a Strategic Support workshop. Will my CO get charged for the course? No, there is no charge for Strategic Support workshops; the Strategic Support Division sponsors these courses.

Will CARE Academy help us hold an instructor-led workshop in our location? Yes, if your location wants to hold an instructor-led workshop, CARE Academy will help identify a facilitator and provide course materials and/or supplies at cost. Your location is responsible for paying for the facilitator's fee

and expenses. To learn more about holding an instructor-led workshop in your location, contact careacademy@care.org

How much do courses in the Harvard Business Series cost, and how do I take one? All courses in the Harvard Business Series are free. To see the list of available Harvard Business Series courses, go to www.careacademy.org, and click on the [CARE Academy Online Course Catalog](#). To register for a Harvard Course, follow the [Registration Instructions](#) on the CARE Academy home page.

I want to create a course that can be offered through CARE Academy. What do I do? Contact careacademy@care.org to learn more about how we can help you. We are currently piloting a process that will enable you to create and offer a course through CARE Academy.

Can other eLearning organizations offer courses through CARE Academy? Yes, CARE Academy can offer other organizations' courses either by providing a link or by hosting the course on our site. If you know of an eLearning organization that would like to offer a course through CARE Academy, please contact careacademy@care.org,

GENERAL

What is CARE Academy? CARE Academy is a learning resource that supports global staff development at CARE. CARE Academy, part of CARE's Learning & Organizational Development Unit, fosters learning that helps CARE staff and its global partners create change and bring an end to poverty and social injustice. Academy programs address skills that are critical to CARE's mission; leadership; and global standards that represent best practices at CARE.

What do CARE Academy Liaisons do? CARE Academy has a global network of Academy Liaisons who promote and encourage staff development in all locations where CARE works.

- Liaisons encourage learning and are responsible for promoting CARE Academy resources.
- Liaisons maintain a CD ROM library of CARE Academy courses for each Country Office; keep records of each student who completes a CD ROM course (Internet courses are tracked electronically by CARE Academy); and distribute CARE Academy Certificates.
- Liaisons can help others form discussion groups, and show staff how, when, and why to access CARE Academy resources.
- Liaisons are encouraged to contact CARE Academy for guidance with unique challenges and special programs (for example, the Academy can provide instruction on how to develop a workshop or eLearning course) and to discover and share best learning and staff development practices with CARE Academy so that we, in turn, can share them with CARE globally.

Who do I contact for help? We encourage you to contact your CARE Academy Liaison. To find out who your Liaison is, refer to the Liaison lists on the CARE Academy web site by clicking the "Liaison" tab. You may also contact careacademy@care.org