

OSF Academy

FREQUENTLY ASKED QUESTIONS (FAQ)

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Welcome to the OSF Academy FAQ section! Here, you'll find answers to the most asked questions about our program. If you have any additional questions, please feel free to contact us.

OSF Academy is an educational initiative organized by **OSF Global Services, Inc. (d/b/a OSF Digital)**, and/or its affiliates and subsidiaries (**herein, collectively “OSF”, “OSF Digital”, “Company”, “we”, or “us”**).

By accessing or using our website and/or applying for or participating in OSF Academy, you agree to comply with and be bound by the Academy Terms and Conditions (the “Terms”). If you do not agree to the Terms, please do not use OSF Academy or any of our other services.

General Information

What is OSF Academy?

OSF Academy is a comprehensive training program designed to equip individuals with the skills and knowledge needed to excel in the digital and Salesforce ecosystems. Our courses cover a wide range of topics, from basic Salesforce administration to programming and integration techniques.

Who can enroll in OSF Academy?

OSF Academy is open to anyone who is over 18 years old and interested in enhancing their digital and Salesforce skills. Whether you are a beginner looking to start a career in Salesforce or a professional looking for a professional reconversion, our program has something for you.

Which are the costs for participants for enrolling in a course?

OSF Academy is free of charge for participants. There are no fees associated with enrolling in or completing any of our courses.

Which countries does the program cover?

The program is currently open to residents of the following countries: Brazil, Bulgaria, New Zealand, Philippines, Romania, Spain, Turkey.

During the training you will come across some abbreviations. What do they mean?

- SFDC is the abbreviation for Salesforce.com (SalesforceDotCom)
- SFMC is the abbreviation for Salesforce Marketing Cloud
- QA is the abbreviation for Quality Assurance
- SFCC is the abbreviation for Salesforce Commerce Cloud

Application at OSF Academy

How do I apply in a course?

To enroll in a course, visit our website at [OSF Academy](#), browse through the available courses, and click on the "Apply Now" button for the course you are interested in. Follow the instructions to complete your registration.

Is technical knowledge required to apply for the trainings offered in the program?

The technology that requires prior specific knowledge is Salesforce Developer Core, where you will need to have a basic knowledge and programming experience.

The other technologies do not require prior programming experience, though having basic knowledge of HTML, CSS, or JavaScript can be beneficial.

Program Participation

What is the structure of the training programs at OSF Academy?

OSF Academy plans to offer various training programs every year. The training sessions typically involve:

- Individual learning based on the curriculum provided by the OSF mentor
- Support from an OSF employee who acts as the experience assistant, providing access to platforms and collecting feedback on the training
- Instruction and communication in English

- Emphasis on self-learning, with participants studying the provided materials and practicing independently. There are no live classes
- Mentorship from the OSF mentor, who will hold 1 or 2 weekly meetings to address questions, share the curriculum, and discuss organizational topics
- Provision of all learning materials, evaluation criteria, and exam schedules by the OSF mentor
- Online learning through the Learning Hub Academy, an online platform containing the content for each training session
- Communication via email, instant messaging tools (such as Slack or Microsoft Teams), and online meeting platforms (such as Zoom or Microsoft Teams)

Courses and Curriculum

What types of courses are offered at OSF Academy?

OSF Academy offers a variety of courses, including Salesforce Developer, Salesforce Marketing Cloud Administrator, Salesforce Commerce Cloud Developer, QA and more. Each course is designed to provide knowledge and hands-on experience. Visit our website at [OSF Academy](#), to view the courses currently available.

Are the courses self-paced or instructor-led?

OSF Academy provides self-paced courses. These courses allow you to learn at your own pace, with Academy mentors offering guidance to help you navigate the curriculum and exercises. We don't offer online or daily classes during OSF Academy.

How long does it take to complete a course?

The duration of each course varies. Specific details for each course can be found on the course description page.

Evaluation of Participants

How are participants evaluated at OSF Academy?

Participants are evaluated based on:

- Submission of solutions to practical exercises to the mentor
- Performance in online tests to assess the knowledge gained during the training

- Final evaluation by the mentor, considering results from online tests, practical exercises, independence, and other relevant skills. The final grade ranges from 0 to 10 (with 0 being the lowest and 10 being the highest)
- Feedback provided within 2-5 weeks after the last day of training. Feedback is only given to participants who complete the training and submit the required exercises or take the necessary tests

Certification and Career Support

Will I receive a certificate upon completion of a course?

Yes, participants may receive OSF Academy Certificates (in PDF and online format) upon completing their studies under the following conditions:

- Submission of all required exercises to the mentor and completion of online tests
- Achieving an overall grade of 7 or above. The evaluation and grading are conducted by the OSF mentor in contact with the participant
- Certificates are distributed to eligible graduates within 2-5 weeks after completing their studies. Participants who did not qualify for a Certificate will also receive an email informing them of this within the same timeframe
- The OSF Academy Certificate is an online certification that graduates can display on their social media profiles, such as LinkedIn
- The OSF Academy Certificate is not authorized by any third party (e.g., university, state education system). It is designed to confirm the skills acquired during the specific training organized privately by OSF Digital

Technical Requirements

What are the technical requirements for participating in OSF Academy courses?

To participate in OSF Academy courses, you will need a computer with internet access, email address and a modern web browser.

What if I encounter technical issues during the course?

If you encounter any technical issues, please contact our support team at academy@osf.digital. The OSF Academy team will help you resolve any problems and ensure a smooth learning experience.

Support Team

What resources are available if I encounter problems or have doubts?

If you experience any issues or have questions from registration through the end of the training, a support team is available to assist you. You can reach them by emailing academy@osf.digital.

If you have any questions about OSF Academy that aren't addressed in this document or on our website at [OSF Academy](#), please email us at academy@osf.digital.