T⌀S EDGE

FREQUENTLY ASKED QUESTIONS (FAQs)

QUESTIONS

1. What is included in my TCS EDGE membership?
2. Do you offer blended learning (e-Learning paired with live, facilitated programs) options?
3. How can I access the course materials?
4. Can I access the course on my mobile device?
5. Is it possible to customize the course content for our organization?
6. Is it possible to start with an Individual or Teams plan and later upgrade?
7. How long does it take to complete the courses?
8. How long do I have access to the materials?
9. Can I access the course after I have completed it?
10. Can I download the course materials for offline access?
11. If someone leaves the company, can we swap out the seat/user email?
12. Can team members complete the course at their own pace, or is there a deadline?
13. How do I manage technical issues with the course?
14. What is your refund/cancellation policy?

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1. **What is included in my TCS EDGE membership?**
   Your TCS EDGE membership includes:
   - Unlimited membership and access to 6 learning modules and 19 lessons for 1 year (DEI Foundations, Building Equity, Authentic Allyship, Microaggressions and Brave Conversations, and Inclusive Interviewer Skills). Content is designed by DEI experts and backed by research and decades of workplace data
   - DEI and inclusive language glossary
   - Supplementary articles, exercises and downloadable materials
   - Growing library of DEI, leadership and team building content

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2. Do you offer blended learning (e-Learning paired with live, facilitated programs) options?
Yes! Teams and Enterprise customers can add-on any of the following to enhance the self-paced learning experience:
- Workshops led by expert facilitators (virtual and in-person available)
- Live processing forums
- Action-planning sessions
- 1:1 and group coaching
- Open Q&A

Please contact us to speak to a Program Advisor.

3. How can I access the course materials?
Once you enroll in the course, you will receive an email with instructions on how to access the course materials. You can also log in to your Teachable account and find the course in your My Products page.

4. Can I access the course on my mobile device?
Yes, Teachable is mobile-friendly, and you can access the course on your smartphone or tablet by downloading the Teachable app from your app store.

5. Is it possible to customize the course content for our organization?
Yes, we offer customization options for our Enterprise customers. During your complimentary consultation, your Program Advisor can provide further information on how we can tailor the course(s) and/or learning paths to meet your organization's needs.

6. Is it possible to start with an Individual or Teams plan and later upgrade?
Teams/organizations that need to support more than 20 learners after having purchased a Teams Plan can upgrade to an Enterprise Plan at any time. Please contact us to speak to a Program Advisor.

Individual plans cannot be upgraded to Teams or Enterprise plans.

7. How long does it take to complete the courses?
The duration of the course will vary depending on the specific course you have enrolled in. Most courses are 30 minutes to an hour in duration.

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8. How long do I have access to the materials?
You will have membership and access to the entire TCS EDGE catalog and related course materials for one full year.

9. Can I access the course after I have completed it?
Yes, you will have membership and access to the course materials for one full year, even after you've completed the course. You can refer back to the materials at any time within the year.

10. Can I download the course materials for offline access?
Yes, you can download select course materials, such as exercises and resource sheets for offline access. The option to download select materials will be available within the course modules.

11. If someone leaves the company, can we swap out the seat/user email?
We do not allow swapping of user emails/seats.

12. Can team members complete the course at their own pace, or is there a deadline?
Yes, team members can complete the course at their own pace. Learners have membership and access to their purchased courses for one year and each team member will have their own login to access the TCS EDGE course materials. Any other deadlines for completion would be those imposed by an employer.

13. How do I manage technical issues with the course?
Learners on the Individual and Teams plans can access Teachable's robust troubleshooting resources for any technical issues.

Learners on Enterprise plans will also have access to dedicated customer support, and will be assigned a TCS EDGE user experience manager upon contract execution.

14. What is your refund/cancellation policy?
Courses are non-refundable.

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Ready to Start Your Journey?

INDIVIDUAL MEMBERSHIP

ENROLL NOW

Payment plans available via Affirm, Afterpay or Klarna

TEAMS MEMBERSHIP

SIGN UP in three easy steps!

ENTERPRISE MEMBERSHIP

CONTACT US for a complimentary consultation