

## Airtel Free Online Skill Courses FAQs

Q1) What is Shaw Academy?

Shaw Academy is an online educator, providing skill development courses like photography, financial trading, digital marketing, nutrition and many more. These courses are provided online on-demand so that users can learn as per their convenience.

Q2) What is the Airtel Thanks offer for Shaw Academy?

- Airtel Thanks brings a special offer from Shaw Academy:
- For Airtel Thanks Gold members:
- Free access to 1 Shaw Academy Course of user's choice for 1 month
- Post expiry of free access, 50% off on all course
- For Airtel Thanks Platinum members:
- Free access to ALL Shaw Academy courses for a whole year
- To check your membership details, install Airtel Thanks App

Q3) What courses are available on Shaw Academy?

Shaw Academy has more than 50 courses available in a variety of domains such as photography, financial trading, digital marketing, nutrition and many more.

Q4) How can I avail this offer?

- To avail the offer, simply follow these steps –
- Download & register on the Airtel Thanks app
- Click on the “Discover Airtel Thanks” button at the top of the home screen
- Click on the ‘Shaw Academy’ banner in the rewards section
- Create your Shaw Academy account
- Choose the course you want to enrol in
- Post enrolment, you can access the course either from the Shaw Academy website or app.

Q5) How many times can I avail this offer?

You may avail the offer only once per Airtel number.

Q6) I have two connections both eligible for the Airtel Thanks – Shaw Academy offer. Will I get the offer benefits twice?

Yes, you will be able to avail the offer once for each eligible Airtel number.

Q7) I have two connections both eligible for the Airtel Thanks – Shaw Academy offer. Can I use the same login credentials to avail both offers?

Yes, you may login with your existing credentials to avail the offer.

Q8) Is there any validity for availing this offer?

This is a limited time offer. You can avail this offer only till the time it is being displayed on your Airtel Thanks app.

Q9) What will happen if I change my bill plan/my segment gets changed/ convert from postpaid to pre or prepaid to postpaid during the offer period?

Once you have claimed the offer and started a course, it will be available to you till the validity of the course.

Q10) If I have an existing account with Shaw Academy, can I login using my existing credentials and avail the offer?

If you are already registered for Shaw Academy undergoing a course, you will have to re-register with an alternate email ID to avail Airtel Thanks benefit for another course.

However, in case you have a dormant registered account (i.e. registered for Shaw Academy with no active courses), you may use the same registration/email ID for availing the course benefits from Airtel Thanks.

Q11) What will happen once my free period expires?

Post the expiry of your free period offer, you can subscribe to other Shaw Academy courses through the Shaw Academy website or app.

Q12) Will I get a certificate once the course is completed?

Yes, you will get a certificate of course completion.

Q13) What is the cost of getting the physical copy of my certificate?

The cost for getting the physical copy of the certificate is Rs. 400 and it will be delivered at your billing address.

Q14) What is the cost of procuring diploma?

The cost for procuring e-diploma is Rs. 400 & for hard copy, you need to pay Rs. 1999.

Q15) What will be the cost of the courses once my offer period is over?

- For Airtel Thanks Gold members: Once you have taken the Free 4-week course, you can enrol other courses at a special 50% discounted price
- For Airtel Thanks Platinum members: After the Free 1 year offer period, you will have to pay the regular course fee as mentioned against the courses.
- To check your membership details, install Airtel Thanks App

Q16) I have a fixedline/broadband connection. Can I avail this offer?

Of course. Shaw Academy offer on Airtel Thanks is available for eligible Mobile Postpaid, Mobile Prepaid and Home Broadband customers.

Q17) I have a prepaid connection. Can I avail this offer?

Of course. Shaw Academy offer on Airtel Thanks is available for eligible Mobile Postpaid, Mobile Prepaid and Home Broadband customers.

Q18) I have an Airtel DTH connection. Can I avail this offer?

Airtel Thanks program is currently not available for Airtel DTH users. We will be launching the same very soon. Once Airtel Thanks is launched, Shaw Academy offers would be available for DTH users as well.

Q19) How do I make the payment for the chargeable courses once the free period offer is over?

Once the free period is over, you can directly pay for the courses at Shaw academy's website, during the enrollment process.

Q20) What will happen if I do not complete the course and the course validity is over?

If the Free period is over, you can always resume the course by paying the course fee.

Q21) I claimed the course but did not start it. Can I swap/change the course now?

No. Once a particular course has been claimed, it cannot be changed during the free period. If you are an Airtel Thanks Platinum customer, you can claim multiple courses.

Q22) Is this offer available for corporate self-paying customers (COIP)?

Yes. This offer is available for all self-paid customers.

Q23) Is there any age criteria for eligibility either for the whole program or few courses?

No. There is no age criteria for Shaw Academy offer available on Airtel Thanks.

Q24) How can I view the course details?

You can view the course details in your Shaw Academy account. You can register for the same on Airtel Thanks app.

Q25) At the end of the session is there any test/assessment which I need to complete?

Yes. There will be a test/assessment at the end of each course.

Q26) What happens in case I fail the certification? Can I reappear?

Yes of course. You can reappear for the course within the validity of your subscription. Post the Free period, you can pay for the course directly at Shaw Academy's website.

Q27) Will I be charged in my Airtel Bill for the course post the free period expiry?

No. The course fee needs to be paid directly to the Shaw Academy through their website.