

Create the academy workspace

Open Academies as an active administrator of an approved organization. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Create a private academy". It contains four numbered steps indicated by orange circles with numbers 1 through 4. Step 1 is the "Operating company" dropdown menu with "Select..." and a downward arrow. Step 2 is the "Academy name" text input field containing "Example Training Academy". Step 3 is the "URL name" text input field containing "example-training", with a note below it stating "Lowercase letters, numbers and hyphens." Step 4 is a large dark blue "Save" button at the bottom of the form.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Select the company that operates the academy.
2. Enter the academy's display name.
3. Choose its URL name using lowercase letters, numbers and hyphens.
4. Choose Save to create the private academy.

REMEMBER

Creation gives you academy administrator permission. Public sales are initially disabled; ordinary company training remains available.

Choose and create your academy

For academy owners, administrators and staff. An academy adds a training operation to an approved organization; it is optional for companies that only buy and assign training.

Before you create one

- Use the Organization administrator manual if you only need employees, purchased seats, assignments, reports or company training-time integrations.
- Use an academy for your brand, course publishing, instructors, programmes and client training sales.
- The operating company must be approved and active. You need an active organization administrator membership and MFA; an academy staff role alone is insufficient.

Create the workspace

1. Sign in and complete MFA, then open Academies.
2. Choose Create a private academy. Select Operating company and enter Academy name and URL name.
3. Review the URL name before saving; it identifies the academy address, for example /a/your-academy.
4. Open the created academy. You become its academy administrator; your global account role remains unchanged.

What creation does

The academy starts private with public sales disabled. Current creation does not require a second platform approval and does not automatically charge a subscription.

The operating company is connected as an internal client. Required course licences, offers, seats and assignments still need to be configured. Existing platform training is not automatically moved.

REMEMBER

If the creation form is missing, check company approval, active administrator membership and MFA. Ask the company Primary Administrator to check your membership.

Choose the academy identity

Open Academy administration > Brand & identity. Follow the orange numbers on the screenshot.

The screenshot shows a form titled "Academy identity" with four fields, each marked with an orange number in a circle:

- 1** Academy name: A text input field containing "Northstar Skills Academy".
- 2** Brand colour: A dropdown menu showing "Green" with a downward arrow.
- 3** Default language: A dropdown menu showing "English" with a downward arrow.
- 4** Contact email: An empty text input field.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Set the academy name learners should see.
2. Choose a readable brand colour from the available palette.
3. Select the academy's default language.
4. Enter the support contact email, complete the remaining settings below and save.

REMEMBER

The lower part of this form contains payment instructions and visibility settings. A custom sender or domain still needs technical setup.

Set the academy identity

Open Academy administration > Brand & identity. Check the selected academy before changing branding or contact information.

Configure the learner-facing identity

1. In Academy identity, set the display name, available brand colours, logo and contact details. Use artwork your organization is authorized to use.
2. Set the default language and available aviation labels for your audience. The academy interface supports English and Slovak; shared screens may still use English.
3. Keep the academy private while preparing content. Enable the public catalogue only when its descriptions and access routes are ready.
4. Review the academy as a learner. Check contact details, readable colours and logo appearance on desktop and mobile.

Public access and sales are separate

Before selling, set Your payment recipient and Invoice instructions in Academy identity. A public offer also requires Public catalogue and Public personal sales. Catalogue visibility alone is not a learner entitlement; licences, orders, codes and assignments determine access.

Use the normal /a/academy-name address first. A custom domain requires an ownership claim and DNS verification, followed by routing and HTTPS configuration by the technical operator.

Email setup

Changing the academy contact address does not configure a working mail service. A custom sender must be verified and enabled by the technical operator. Test invitation and account messages before launch.

Share domain and email configuration requirements with your technical contact. Keep mailbox passwords, DNS credentials and service keys out of academy descriptions.

REMEMBER

Saving a domain or sender setting is not proof that live routing or email delivery works. Confirm both before advertising the address.

Give staff the correct permissions

Open Academy administration > Staff & clients. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Set staff permissions". It contains three main sections: "Existing verified account email" with a text input field (marked with an orange circle 1), "Academy roles" with five checkboxes labeled "Administrator", "Author", "Reviewer", "Publisher", and "Instructor" (marked with an orange circle 2), and "Active access" with a checked checkbox. At the bottom is a large green "Save" button (marked with an orange circle 3).

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Identify an existing verified account by its email address.
2. Select only the academy roles that person needs. Roles can be combined.
3. Save and confirm that the person can open the intended workspace.

REMEMBER

Academy staff permissions are separate from company administrator membership and global account roles.

Request a client relationship

In Staff & clients, find Request a client relationship. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Request a client relationship". It contains two input fields: "Client company ID" and "Agreement reference". Below these fields is a text label: "The client supplies its ID and must accept in Academies." At the bottom of the form is a large green button labeled "Save". Three orange circles with numbers 1, 2, and 3 are overlaid on the form to indicate the sequence of steps: 1 points to the "Client company ID" field, 2 points to the "Agreement reference" field, and 3 points to the "Save" button.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Enter the identifier supplied by the intended client company.
2. Enter a meaningful agreement reference.
3. Save the request. Ask the client administrator to review and accept it in Academies.

REMEMBER

Acceptance connects the organizations. It does not automatically grant every course or purchase learner seats.

Grant the intended course licence

In Staff & clients, find Course licence after the client has accepted. Follow the orange numbers on the screenshot.

The screenshot shows a 'Course licence' form. It has two dropdown menus for 'Client' and 'Course', both marked with an orange circle and the number 1 and 2 respectively. Below the 'Client' dropdown is an 'Expiry (optional)' date field marked with an orange circle and the number 3. To the right of the date field is an 'Active licence' checkbox marked with an orange circle and the number 4. The date field contains the placeholder 'dd/mm/yyyy --:--' and a calendar icon. The 'Active licence' checkbox is checked.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Select the accepted client company.
2. Select the academy course that client may use.
3. Set the licence expiry if required by the agreement.
4. Check Active licence and save using the control below.

REMEMBER

A course licence and a purchased seat are separate. The academy's own operating company also needs the relevant licence.

Manage staff and client companies

Open Academy administration > Staff & clients. Academy staff, company administrators and learners are separate responsibilities.

Grant only the needed permissions

1. Under Set staff permissions, identify the existing user by their verified email address and select the intended roles.
2. ADMIN manages the academy; AUTHOR prepares content; REVIEWER reviews versions; PUBLISHER releases eligible content; INSTRUCTOR records assigned training.
3. Save and confirm the account sees the expected workspace. Multiple roles may be combined. Remove inactive permissions when responsibilities change.

Course collaborators and instructors

An explicit course collaborator can receive read, edit, review or publish permission for that course. Reading authoring content includes the private question bank, so choose collaborators carefully.

Instructor staff status alone is not an assignment to every course or cohort. Use Assign an instructor for the intended scope. Instructor access does not automatically expose answer keys.

Connect a client organization

1. Use Request a client relationship with the intended company identifier and a meaningful reference.
2. Ask that company's administrator to accept the relationship in Academies. A pending request does not grant client access.
3. Use Course licence for the accepted client and intended course; set its active status and expiry where required. Configure the licence for the operating company too.
4. Arrange the appropriate order or code. A client relationship and a course licence do not by themselves purchase learner seats.

REMEMBER

Company administrators retain control of their employees. Academy permissions apply to that academy and do not grant access to unrelated companies or academies.

Prepare and publish your courses

Use Course Studio in the intended academy. Read the Course creator manual for lesson editing, workbook formats, import validation and assessment settings.

Build controlled content

1. Create the academy course draft, add modules, lessons and private study PDFs, then save. Confirm the course belongs to the correct academy.
2. Use the Question bank controls for questions and blueprints. Open paginated bank supports larger banks and separate formal-assessment or practice purpose.
3. Import in batches of at most 200 rows. Preview errors first; in the paginated editor, Add questions to draft stages a batch and Append batch saves it.
4. Select the intended approved certificate template and resolve preparation-checklist items. Preview content and save before requesting review.

Review and release

An authorized reviewer approves the eligible submitted version. An authorized publisher releases it. A role or explicit course permission must allow each action; being a company administrator alone is insufficient.

Publishing creates immutable training content. It does not create an offer, course licence or learner assignment. Configure those separately.

Changes and access

Use a successor draft to correct published content. Release policy can let ordinary unfinished learners finish the original version or transfer them to fresh progress. Programme components stay pinned to their programme revision.

Practice questions are separate from formal assessment. Practice scores do not complete an assessment or award a certificate. Course PDF downloads require active course access, including after completion.

REMEMBER

Verified Vimeo completion remains pending. Do not publish video drafts as completed video integration, or place private answer keys in public descriptions.

Assemble and publish a programme

Open Academy administration > Programmes & sessions. Follow the orange numbers on the screenshot.

The screenshot shows a form titled "Publish a programme revision". It contains several fields and buttons, with orange circles and numbers 1, 2, and 3 highlighting specific areas:

- 1** points to the "Programme title" text input field.
- 2** points to the "Add component" button, which is part of a list of components.
- 3** points to the "Publish immutable revision" button at the bottom of the form.

Other visible fields and elements include:

- "Complete required components in order" with a checked checkbox.
- "Additional optional components to complete" with a numeric input set to 0.
- "Programme certificate (optional)" with a dropdown menu showing "Select...".
- "Certificate validity in days" with a numeric input set to 365.
- "Synthetic demonstration" with an unchecked checkbox.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Name the programme and configure its order, optional requirements and certificate policy.
2. Choose Add component for each course, session or practical activity; complete its reference and prerequisites.
3. After reviewing the full pathway, choose Publish immutable revision.

REMEMBER

Published revisions cannot be edited in place. Start a new revision for later changes, and review its effect on existing learners.

Create a training cohort

In Programmes & sessions, find Create a cohort. Follow the orange numbers on the screenshot.

The screenshot shows a form titled "Create a cohort" with four fields, each highlighted with an orange box and a numbered orange circle:

- 1** Cohort name: A text input field.
- 2** Programme revision: A dropdown menu with "Select..." and a downward arrow.
- 3** Client company (optional): A dropdown menu with "Select..." and a downward arrow.
- 4** Starts: A date and time input field with the placeholder "dd/mm/yyyy --:--" and a calendar icon.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Use a cohort name that staff and clients can recognize.
2. Choose the intended published programme revision.
3. Choose the client company when the cohort is company-specific.
4. Set the start, end and timezone, then save the completed form.

REMEMBER

A restricted session must match the learner's assigned cohort. Check the programme revision as well as the cohort name.

Build programmes and cohorts

Open Academy administration > Programmes & sessions. A programme defines a versioned pathway with courses, sessions and practical activities.

Create a programme revision

1. Prepare its published courses and any required sessions or practical activities. Choose the intended certificate template and completion rules.
2. Create the programme with 1 to 50 components. Use stable component keys, select each component type and reference, and mark required or optional items.
3. Set ordering and prerequisites where needed. Prerequisites refer to earlier components. Specify how many optional components must be completed.
4. Review the full pathway and publish it. A published revision is immutable; changes require a new revision.

Use cohorts for a training group

Create a cohort against a published programme, with its title, dates, timezone and client company when appropriate. Assign instructors to the intended course or cohort.

Sessions can be restricted to that cohort. For a new restricted pathway, create the initial published programme and cohort, schedule the cohort sessions, then publish a programme revision containing them.

A programme with cohort-restricted sessions needs a matching corporate cohort assignment. Do not expect unrestricted public offers or access codes to supply that cohort.

Completion and later revisions

The learner follows prerequisites in My learning and uses Check completion & certificate after the required work. Published optional-component rules also apply.

Company administrators can transfer a programme assignment to a newer revision with a reason. Progress starts fresh; earlier evidence remains recorded. Do not promise automatic credit carry-over.

REMEMBER

Course publication does not silently replace a programme component. Review the programme revision and cohort explicitly when changing training.

Schedule instructor-led training

Assign the instructor first, then open Schedule a session. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Schedule a session". It contains four input fields, each highlighted with an orange border and a numbered orange circle (1-4) indicating the sequence of steps. Step 1 is the "Session title" text input. Step 2 is the "Course" dropdown menu. Step 3 is the "Assigned instructor" dropdown menu. Step 4 is the "Restricted cohort (optional)" dropdown menu. All dropdown menus show "Select..." as the current selection.

Field Label	Step Number
Session title	1
Course	2
Assigned instructor	3
Restricted cohort (optional)	4

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Give the session a clear title.
2. Select the course being delivered.
3. Select the assigned instructor.
4. Choose a restricted cohort if needed, then complete time, timezone, capacity and location below.

REMEMBER

After saving, eligible learners book the session. A booking or meeting link is not evidence of attendance.

Schedule sessions and practical work

Programmes & sessions contains the planning controls. Instructor desk is used later for attendance and practical evidence.

Prepare an instructor session

1. Add the instructor as academy staff, then Assign an instructor to the relevant course or cohort.
2. Use Schedule a session. Select the course, instructor and cohort when applicable; enter the title, local start/end times and named timezone.
3. Set the location or HTTPS meeting link and capacity. Check the displayed date and timezone before saving and announcing the session.
4. Tell eligible learners to use Book session in My learning. Check bookings and prerequisites before the training takes place.

Capacity and changes

A session permits 1 to 500 participants and a duration of up to 24 hours. Capacity and cohort restrictions are enforced when booking.

Booking can consume a reserved programme seat. Learners should check the time before booking. An administrator can cancel a session before it starts; arrange and communicate replacement training separately.

A meeting link provides a place to meet. It does not prove attendance, run a video call or automatically calculate accepted training time.

Prepare practical assessment

1. Use Define practical activity with the course, title and clear criteria. Ensure the responsible instructor has the required assignment.
2. Include the activity in a programme when it is a completion requirement. Explain the expected evidence and assessment arrangements to learners.
3. After delivery, the assigned instructor records the result and accepted minutes in Instructor desk.

REMEMBER

Session planning, self-study time observations and instructor-accepted training minutes are distinct records. Review them through the applicable organization process.

Record attendance after delivery

Open Instructor desk and find the ended session and booked learner. Follow the orange numbers on the screenshot.

Drew Complete · PRESENT

Attendance 1	Observed minutes 2
Present ▼	60
Accepted training minutes 3	Evidence / correction reason 4
45	

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose the attendance outcome for the actual session.
2. Enter the minutes you observed the learner attending.
3. Enter accepted training minutes, which cannot exceed observed minutes.
4. Record the evidence or correction reason, then save below.

REMEMBER

Corrections preserve earlier evidence and can affect programme certificates. Absent attendance has zero minutes.

Record demonstrated practical skills

Open Instructor desk and select the learner's practical activity. Follow the orange numbers on the screenshot.

The screenshot shows a form titled "Sam Shared · Explain a shared next step". It contains four numbered annotations: 1. A checkbox labeled "Requirements demonstrated". 2. A text input field labeled "Accepted training minutes" with the value "0". 3. A text area labeled "Assessment evidence / correction reason". 4. A green "Save" button. Below the text area, there is a note: "In this fictional example, describe the task, the next action and the assigned colleague."

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Mark Requirements demonstrated only when the published criteria were met.
2. Enter the accepted training minutes.
3. Describe the observed evidence or reason for a correction.
4. Save and check the result against the correct learner and activity.

REMEMBER

The instructor records what occurred. A learner opening an activity does not mark it completed.

Record instructor evidence

For assigned instructors and authorized academy administrators. Open Instructor desk > Assigned sessions & practical work.

Record session attendance

1. After the session ends, select the correct session and booked learner. Check the course, company or cohort and the actual attendance evidence.
2. Choose Present or Absent. Enter Observed minutes and Accepted training minutes with a meaningful reason.
3. Accepted minutes cannot exceed observed minutes, and observed minutes cannot exceed the scheduled duration. Absent or void records must have zero minutes.
4. Save and check the resulting record. Attendance must represent what occurred; a booking by itself is not attendance.

Record practical work

1. Choose the intended activity and learner. Check the published criteria and the work actually demonstrated.
2. Set Requirements demonstrated, Accepted training minutes and Assessment evidence / correction reason as appropriate.
3. Save the result and confirm it appears against the correct learner and activity. Tell the learner when to check programme completion.

Correct evidence without erasing history

Use the supported correction controls with a reason. Changes create a new revision of the evidence and preserve the earlier record.

A correction can invalidate a programme award, revoke a certificate or require further review. Check the affected learner's completion and certificate status after a correction; do not edit an issued PDF.

Instructor access is restricted to assigned training. Request the proper assignment if the expected learner or activity is missing.

REMEMBER

These records do not automatically reconcile a flight-duty roster. The responsible organization still reviews training time under its own process.

Prepare a training offer

Open Academy administration > Sales & codes. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Create an offer". It contains four input fields, each highlighted with an orange border and a red circle containing a number. Step 1 points to the "Offer title" text input field. Step 2 points to the "Course version (choose course OR programme)" dropdown menu. Step 3 points to the "Programme revision" dropdown menu. Step 4 points to the "Price per seat (EUR)" text input field, which contains the number "0".

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Give the offer a recognizable title.
2. Choose a course version when selling a standalone course.
3. Alternatively choose a programme revision; select one product type only.
4. Set the price per seat, complete access/public settings below, then save.

REMEMBER

Configure the academy payment recipient and invoice instructions first. Publishing a course does not automatically create an offer.

Prepare a corporate invoice order

In Sales & codes, find Create a corporate invoice order. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Create a corporate invoice order". It contains three input fields and a "Save" button, each highlighted with an orange border and a numbered orange circle. Step 1 points to the "Offer" dropdown menu. Step 2 points to the "Client" dropdown menu. Step 3 points to the "Seats" text input field, which contains the number "1". Step 4 points to the "Save" button.

Create a corporate invoice order

Offer 1 **Client** 2

Select... Select...

Seats 3

1

Save 4

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose the agreed training offer.
2. Select the correct client company.
3. Enter the number of seats agreed with the client.
4. Save the order, then issue the invoice through your accounting process.

REMEMBER

Creating the order does not activate seats. Record received invoice payment only after checking the actual receipt.

Set the limits for an access code

In Sales & codes, find Create access codes. Follow the orange numbers on the screenshot.

The screenshot shows a form titled "Create access codes" with four numbered steps indicated by orange circles:

- 1 Offer**: A dropdown menu with "Select..." and a downward arrow.
- 2 Restrict to client (optional)**: A dropdown menu with "Select..." and a downward arrow.
- 3 Expiry**: A date input field with the placeholder "dd/mm/yyyy --:--" and a calendar icon.
- 4 Maximum distinct learners**: A text input field containing the number "1".

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Choose the training offer the code should provide.
2. Restrict it to a client company when appropriate.
3. Set the expiry.
4. Set the maximum number of distinct learners, then create and securely save the code.

REMEMBER

A generated code is shown in full only once. This manual deliberately shows the setup form, not a usable code.

Sell training and issue access codes

Open Academy administration > Sales & codes. First configure Your payment recipient and Invoice instructions in Brand & identity. The operating company is the seller.

Create and settle a corporate order

1. Create an offer for a course or published programme. Set its EUR price per seat, access duration and public availability where appropriate.
2. Use Create a corporate invoice order with the accepted client, offer and seat quantity. Confirm the intended seller and customer.
3. Issue and send the invoice through your accounting process. Eurolearn does not generate the academy's tax invoice PDF.
4. After verifying actual receipt, use Record received invoice payment with the exact amount, invoice reference and payment reference. Confirm the resulting seat allocation.

Access codes

1. Use Create access codes for the intended offer, optional client, expiry and maximum number of distinct learners.
2. Save the displayed code securely: its full value is shown only when created. Share it with the intended recipients through your agreed channel.
3. Tell learners to use Redeem an access code in Catalogue & access. Confirm any required academy access arrangements first. A learner can redeem the same code only once.

Know the commercial limits

Cancel unpaid order requires a reason. Confirmed payments are not cancelled or refunded through that control; reconcile any refund with accounting and the access decision separately.

Public personal orders require the appropriate catalogue, sales and offer settings. Academy commerce currently uses invoice payment; the platform Stripe checkout does not automatically enable card payments for academy sellers.

Subscription records do not automatically charge a card or suspend an academy. Agree and manage those arrangements through your business process.

REMEMBER

A licence, offer or pending order is not payment confirmation. Never activate a receipt solely from a customer's screenshot or ask for duplicate payment.

Choose the certificate authority

Open Academy administration > Certificates & results. Follow the orange numbers on the screenshot.

The screenshot shows a web form titled "Approve a new certificate template". It contains four input fields, each with an orange circle containing a number indicating the step order:

- 1** Template name: An empty text input field.
- 2** Certificate issuer: An empty text input field.
- 3** Certificate heading: A text input field containing the text "Certificate of completion".
- 4** Signing authority: A dropdown menu showing "Client Head of Training (individual: blank)" with a downward arrow.

Actual application screen. All people, companies and training shown are fictional examples.

What to do

1. Give this template revision a meaningful name.
2. Enter the actual certificate issuer.
3. Set the certificate heading.
4. Choose client Head of Training or academy authority; complete the authorized signing details below.

REMEMBER

The issuer, employer and Eurolearn platform are distinct. Approved templates and issued certificates retain their historical details.

Manage certificates and reports

Open Academy administration > Certificates & results. The academy/provider, employer and Eurolearn platform are distinct identities.

Approve a certificate template

1. Use Approve a new certificate template with the title, heading, issuer and authorized artwork. Check the details before approval.
2. Choose client-organization authority when the client's Head of Training signs. The client configures its authorized name and signature in Team & training.
3. Choose academy authority only when the academy is the intended issuer and its signatory is authorized. Configure that responsible person and signature.
4. Select the approved template for the course version or programme before publication. Later template changes do not overwrite issued certificates.

Individuals and waiting certificates

Under client-organization authority, personal training has no employer signatory: name and signature remain blank for later organization acceptance. Academy-authority certificates instead use the configured academy signatory.

If company signing details are missing, complete Head of Training setup. Ordinary course requests can then be processed; programme learners should use Check completion & certificate again.

Report and correct

Review course results and available CSV exports within the academy scope. Use company or programme views for their respective allocations and progress; these are not a global employee database.

For an incorrect certificate, verify the request and use the correction/replacement or revoke action with a reason. Issued PDFs and historical signing details remain preserved.

Check the current verification status after a correction. Completion, certificate validity and an employer's recognition decision are separate records.

REMEMBER

Eurolearn is not inserted as the default responsible training person. Explain the chosen authority policy to clients before selling the training.

Launch and support the academy

Complete a rehearsal with test users before inviting operational learners. Read the Organization administrator and Course creator guides for their detailed workflows.

Rehearse the complete journey

1. Check private/public visibility, branding, contact details, account recovery, MFA and invitation delivery.
2. Verify staff permissions using separate accounts. Check the client acceptance and explicit course licences for the intended company.
3. Review published courses, downloadable PDFs, formal questions, practice banks and certificate templates. Keep demonstration content clearly identified.
4. Rehearse a corporate order, verified payment, seat allocation and learner access. Check programme prerequisites, bookings and instructor evidence.
5. Check completion, the final certificate and its signing policy. Test a correction and confirm that historical evidence remains available.

Import and integration limits

Subject creators can supply Excel question workbooks. A broader academy migration is a technical-operator task using the supported import format, followed by draft review. There is no general self-service SCORM or xAPI package import.

Legacy evidence remains historical evidence; an import must not manufacture new learner attempts or completed Eurolearn training. Do not transfer users' passwords.

Vimeo completion, custom-domain routing, verified email senders and live payment arrangements require their own setup and qualification. Do not advertise unconfigured features.

Route support to the right owner

Company administrators handle employee membership and assignments. Academy staff handle their content, schedules, invoices, records and certificates. Contact Eurolearn for platform account or service issues.

Include the academy, company and affected record reference, time and visible error. Never include credentials, recovery codes, private answer keys or card details.

REMEMBER

An organization can remain an ordinary training customer indefinitely. Academy ownership is a separate operational choice, not a condition of using Eurolearn.