The KPMG Learning Academy User help guide

January 2016

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About KPMG and the KPMG Learning Academy

What is the KPMG Learning Academy?

The KPMG Learning Academy gives you direct access to a range of training materials on topics such as;

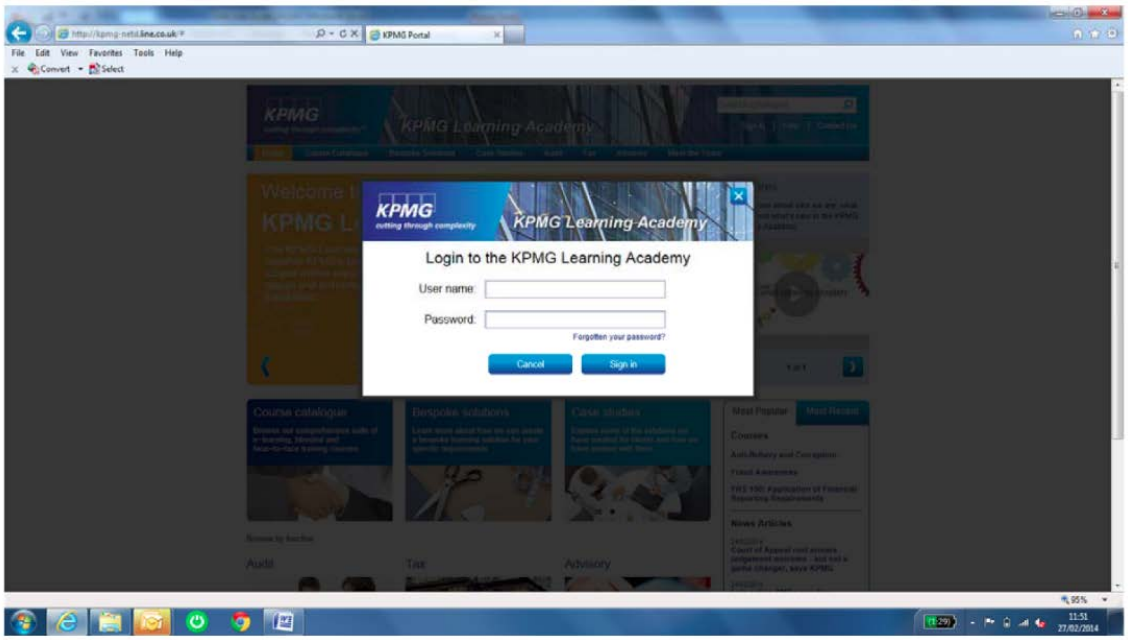
- New UK GAAP Legislation
- Anti-Bribery and Corruption Regulation
- Fraud Awareness
- VAT and International Trade

Our services range from clear branding of our standard e-learning modules through to designing and implementing bespoke digital learning environments. Each module is designed to help you understand the topics, allowing you to remain current with existing and new legislative or compliance requirements.

Accessing the KPMG Learning Academy

How do I register to access the KPMG Learning Academy?

If you'd like to enrol on content on the KPMG Learning Academy, please email us on KPMGLearningAcademy@kpmg.co.uk letting us know which modules you'd like to take, we'll then request some information from you and create your learner profile.



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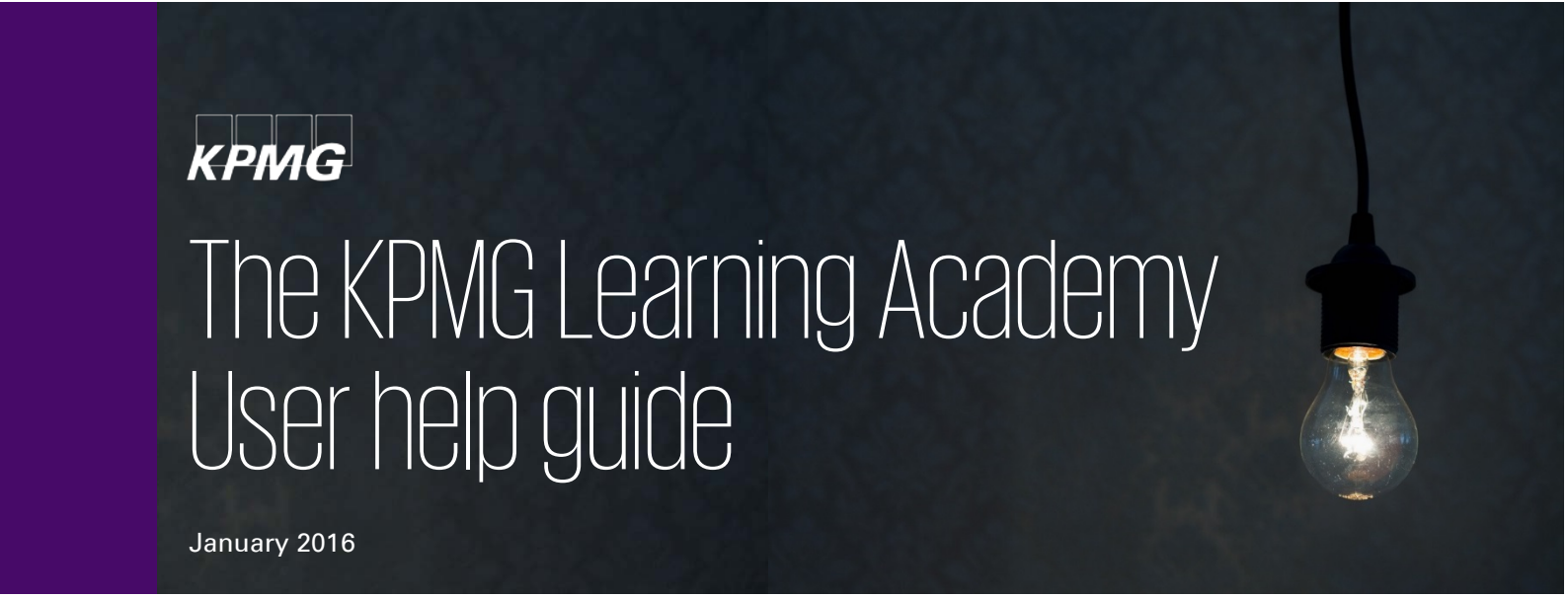

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I have not yet received my log on details and password for the KPMG Learning Academy, what do I do?
Once your account is created, you will receive an automated response from our systems overnight. To avoid this mail being trapped by your spam or junk mail systems; please ensure that you add KPMGLearningAcademy@kpmg.co.uk to your safe senders list. If you are still having difficulty please contact KPMGLearningAcademy@kpmg.co.uk, include in your email – your full name and the user ID that you are registered with (this is usually your email address).

I've forgotten my username, what do I do?
Your username is your email address. If you cannot remember which email address you used to create your account, please contact KPMGLearningAcademy@kpmg.co.uk, include in your message - your full name and your company name if you've joined through your employer.

I've forgotten my password, how can I reset it?
From the login page, select the 'Forgotten your password?' link and enter your user ID and email address (these must match the information on your account: your user ID and email address are usually identical).

Accessing content on the KPMG Learning Academy

I am unable to see a module that I'm enrolled on.

Once you are logged in, your enrolments should be on your homepage. You can then click on them and begin learning. If you cannot see the right modules in your enrolments widget, try searching for the module name in the search field (located on the top right side of all pages).

If you are still having difficulty please contact KPMGLearningAcademy@kpmg.co.uk and we'll look into it. Include in your email – your full name, user ID/email address and the name(s) of the module(s) that you think that you should be able to see.

I am unable to find the module in the catalogue

Please login as some modules are only visible once you are in your account, these will appear in your enrolments widget on your homepage. If after logging in, you still cannot find the module you require, please contact KPMGLearningAcademy@kpmg.co.uk and we'll look into it, include in your email – your full name, user ID/email address and the name(s) of the modules(s) that you think that you should be able to see.

I am receiving the error message "This learning module/programme has restricted access and your enrolment request has been denied."

Please ensure that you are trying to access the correct module and that you have received approval to access this module. This would have arrived as an email.

If you are still having difficulty please contact KPMGLearningAcademy@kpmg.co.uk , include in your email – your full name, user ID/email address and the name of the module(s) that you are trying to access along with a screenshot of the error message you are receiving.

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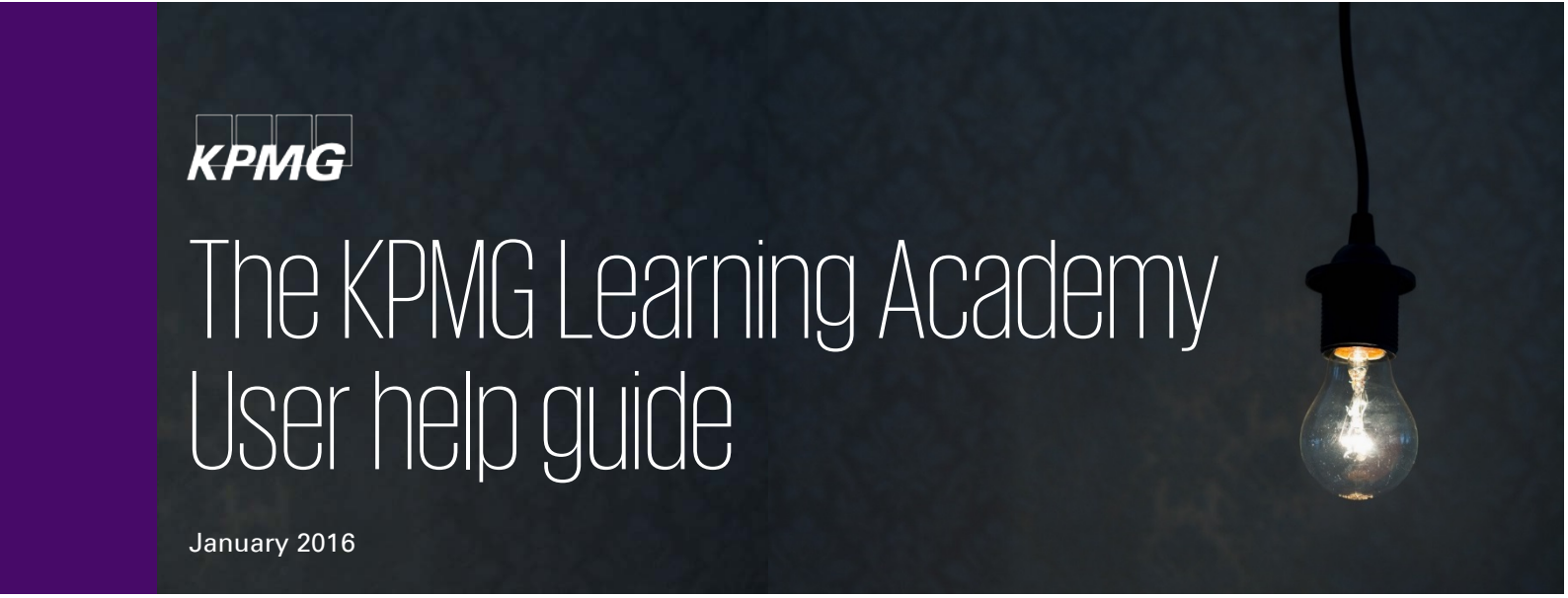

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I am unable to view the module in full screen

Firstly, try making your screen size bigger or smaller as appropriate.

- If you are using Internet Explorer, there is usually a zoom button located on the bottom right hand corner which allows you to reduce the level of zoon on the page, making the content bigger or smaller as requested.
- If you're using Google Chrome, there is usually an icon on the top right hand corner which looks like three lines, clicking here will open up the menu and on this list is the zoom functionality, again reduce or increase this as necessary until you can see all of the content.
- For all other browsers, please advise us if you are having difficulties. You may find it easier to try a different browser first to see if the issue is solved by changing this.

You can contact us on KPMGLearningAcademy@kpmg.co.uk, include in your email – your full name, your user ID/email address, and the web browser and version you are using (if known).

I am unable to view all of the text on the screen

Firstly, try making your screen size bigger or smaller as appropriate.

- If you are using Internet Explorer, there is usually a zoom button located on the bottom right hand corner which allows you to reduce the level of zoon on the page, making the content bigger or smaller as requested.
- If you're using Google Chrome, there is usually an icon on the top right hand corner which looks like three lines, clicking here will open up the menu and on this list is the zoom functionality, again reduce or increase this as necessary until you can see all of the content.
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You can contact us on KPMGLearningAcademy@kpmg.co.uk, include in your email – your full name, your user ID/email address, and the web browser and version you are using (if known).

I cannot hear any audio/the audio is cutting out

- Please ensure the audio is functioning on another programme, for example listening to music or watching a video on another website. If you are enrolled onto multiple modules on the KLA please check the audio on these.
- A strong internet connection in required for full functionality of our website, if your internet connection is poor/slow, you may need to move closer to your internet hub.

If you are still having difficulty please contact us on KPMGLearningAcademy@kpmg.co.uk , include in your email – your full name, user ID/email address and the names of the module(s) that are not fully functioning.

I am unable to view the module properly

- Firstly, check your internet connection; all of our content requires an internet connection to play properly.
- If this does not resolve the issue, logout of the system and close down your webpage. Reopen it and see if the problem is resolved.
- If not, try using a different web browser, for example if you are using Internet Explorer, please try logging in a running the module on Google Chrome or Firefox.
- If the problem persists, please clear your cached pages and login afresh.

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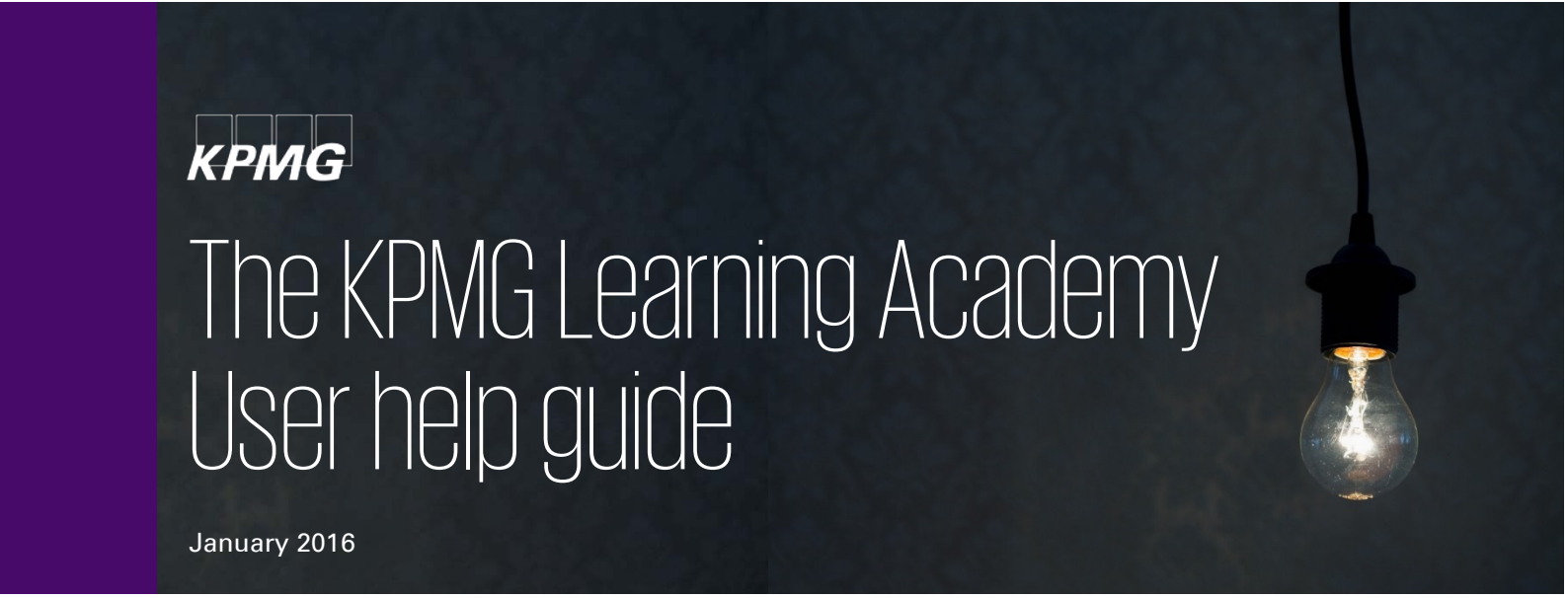

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If you are still having difficulty please contact us on KPMGLearningAcademy@kpmg.co.uk , include in your email – your full name, user ID/email address, web browser, the name of the module(s) that are not fully functioning and also a screenshot of the error message or issue that you are experiencing.

I want to revisit a module I previously completed

Once you have completed a module you will not be able to run it again without re-registering for the course. You can do this by re-purchasing the module or, if you're registered through your employer, you'll need their permission for us to add another enrolment to your account.

How many attempts will I have for each module/test/exam?

This will be dependent on the course that you're taking. Modules are a one-time only course, once you've completed them, you'll have to repurchase or reenrol to revisit the content.

Any module with an assessment will usually be a one-time only exam however if you are given more attempts than this, it will be stated within the module once you begin it.

What are CPD points/credits and what do they mean?

Continuing professional development (CPD) points, also sometimes known as continuing professional education (CPE) points are a way of recording learning and showing to your learning institution that you are committed to ongoing learning. Our modules are based on gaining one CPD/CPE point per hour of e-learning content. If you would like clarification on whether a specific module will count as a credit for your chosen institution, please email us on KPMGLearningAcademy@kpmg.co.uk and we'll be happy to assist.

We are also able to develop bespoke content which is accredited to your needs, be it CPD points, a Masters degree or anything in-between.

Bespoke content with the KPMG Learning Academy

How can I tell if a module has the content I need?

Every module has a detailed description on our course catalogue, including who it's suitable for, its \cpd points and a brief outline of the course objectives which explains some of the areas you'll cover. If you'd like to discuss content that is not currently in the catalogue, please visit our bespoke solutions page or email us on KPMGLearningAcademy@kpmg.co.uk

I would like a customised course for my company. Can KPMG accommodate this request?

We know that your business and training goals vary, and that your needs may require a more highly customised program. Our instructional designers will work with you to understand your training goals and develop customised examples, exercises and activities – all to help your employees gain the skills they need to help your organisation achieve its business objectives. Contact the KPMG Learning Academy team at KPMGLearningAcademy@kpmg.co.uk for more information.

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