

## **FAQs - ACCENTURE LANGUAGE ACADEMY (ACCLA)**

### **If there are less than 3 students registered in the course, can you offer me another way to study?**

- Yes, you can choose any of the courses with our [sister school focusing on public courses](#). Let us know the course you choose and we will arrange the payment and registration.

### **Is there any way I can check the remaining number of lessons in my budget?**

- Yes, before the beginning of your new course you will receive a login and a password to our information system SchoolPartner where you can check how many lessons there are left.

### **Can I substitute a lesson if I cannot attend it?**

- If the entire lesson (all students) is cancelled 24 hours ahead through the Schoolpartner portal, then the lesson can be made up at another time according to your agreement with the teacher and other students. If the lesson takes place immediately after a weekend or a public holiday, it is necessary to cancel it by 4 PM of the previous working day. Although, the lesson can be only substituted when all students in the course enter their absences in time. Otherwise, in case of late cancellation, the lesson will be fully invoiced.

### **Hypothetically, if I stop working for Accenture, will I still be allowed to finish my prepaid lessons?**

- Yes. Your colleagues from your course will send you the MS Teams link and you can keep attending the lessons until your budget is over.

### **Is it possible to pay via ePass electronic vouchers?**

- Yes. Please email us the ePass(es) in PDF to confirm the payment.

### **Is it possible to pay via Sodexo Card?**

- Yes, but you have to come to our offices at Palác Platýz, Národní 416/37, Praha 1 during any work day between 8am - 17pm. Prior appointment is needed. You can also use paper vouchers to pay in our office.

### **In case there are still some lessons left in our budget before the summer, is it possible to take the remaining lessons during July/August?**

- Absolutely.