

FAQs

Q1. I cannot add/remove a programme/topic to my basket

A1.

- If the item is already in your basket you will not be able to add it again, the button on the programme / topic tile will say "Added to basket".
- If you refresh your browser the items will still be in your basket unless you have cookies turned off.
- If you add a topic to your basket and you then add the specific programme that the topics part of, the programme will be added to your basket and the topic removed from your basket to prevent you purchasing the same topic twice.
- If you have added a programme/topic to your basket and then log out when you log in the number icon may disappear but the items will remain in your basket.

Failing this please complete our contact us form or email info@kpmglearningsolutions.co.uk and we will provide technical support.

Q2. My country is not listed in the VAT dropdown form.

A2. Currently purchases can only be made from EU countries on the site. Further countries will be added shortly. If you would like to know more please submit the contact us form or send us an email on info@kpmglearningsolutions.co.uk

Q3. The VAT page does not calculate VAT correctly

A3. Please ensure you have selected the correct country of residence. If this is incorrect please complete our contact us form or via info@kpmglearningsolutions.co.uk and we will review to ensure VAT is correct.

Q4. The VAT page thinks my IP address is outside the country I have selected and am living in. I have received a warning message stating "I can confirm that the location entered is correct. If found to be incorrect, access to the learning selected might be denied." and I am concerned that I will be denied access to my purchased learning.

A4. Please check the country you have selected is correct. If you are not in your normal country of residence and so your IP address is not matching this you are able to proceed by confirming you have read the Terms and Conditions. If however you have purposefully selected the wrong country of residence then access to the learning could be denied. Failing this please contact our technical support team via the contact us form or via info@kpmglearningsolutions.co.uk with details of your issue.

Q5. When will the programme/topic I have registered interest in be available on the site?

A5. We will notify you when the content is ready for purchase on the site.

Q6. I cannot remove one of the topics from the programme I have selected and I do not want to purchase this topic.

A6. If you wish to purchase a programme without one or more of the topics included then you will need to purchase all the topics you wish to individually - you cannot remove topics from a pre-determined programme in your basket.

Q7. The discount code provided does not work when I try to purchase content?

A7. Please check you have the correct discount code. If you are experiencing further difficulties please raise the issue via our contact us form or via info@kpmglearningsolutions.co.uk and technical support will look into the issue.

Q8. I have forgotten my password, how can I log in?

A8. Please attempt to reset your password via the link below: .If this does not work, please contact us via our contact us form or via info@kpmglearningsolutions.co.uk and technical support will look into this for you.

Q9. I cannot connect to Worldpay and get an error message when accessing the site?

A9. Please contact us via our contact us form or via info@kpmglearningsolutions.co.uk and technical support will look into the issue.

Q10. How do I know that my registered interest has been recorded?

A10. You will receive an email notifying you we have received your registered interest for the product. Once we have confirmed the go live date for the content we will send confirmation to you that the product is ready for purchase.

Q11. I would like to know more information about a new or existing programme on the KPMG Learning Solutions website.

A11. Please contact our team via the contact us form or via info@kpmglearningsolutions.co.uk and we will respond to your request.

Q12. My screen froze when I was on World Pay / I dropped off World Pay when making a payment / my payment was aborted.

A12. If you abort payment / drop off world pay without paying, but would like to purchase the product you will need to re-add the learning product to your basket, as it will not be saved unless cookies are turned on in your browser. You will not need to register again. If you wish to verify

whether payment has been taken please contact us via our contact form or via info@kpmglearningsolutions.co.uk

Q13. Can I get a refund for content I have purchased?

A13. You can only get a refund on programmes/topics you have purchased if you have not started to consume the content. If you have not started the content you have purchased please contact us via our contact form or via info@kpmglearningsolutions.co.uk and we will process your refund request.

Q14. I cannot view the content in “My Learning” that I have purchased

A14. If you cannot view the content you have purchased then please contact info@kpmglearningsolutions.co.uk or contact us via our contact form and we will look into this for you. Please provide your order ID so we can check payment for content has been completed as you will not be able to view content without payment being confirmed.

Q15. I cannot submit the “Create account” form on the website

A15. Please check you have filled in the details correctly, ensure your email and confirm email fields are the same and you have checked the T&Cs box. If you still cannot submit the form, please contact us via the contact us form or via info@kpmglearningsolutions.co.uk

Q16. I have purchased a product and created an account but I have lost access to the confirmation screen and cannot log in to my account.

A16. If you have not, please ensure you set your password via the link below: If you are continuing to experience issues with accessing your account then contact our technical team via our contact form or via info@kpmglearningsolutions.co.uk and technical support will look into this for you.

Q17. Other technical issues

A17. If you are experiencing any other technical issues that are not listed here please fill in our contact form or contact info@kpmglearningsolutions.co.uk and technical support will get back to you.

Q18. Can I receive CPD credits for the courses taken?

For ACA, ACCA and NASBA accredited learners, each module of 30 minutes can be counted towards the learners CPD learning for a total of 0.5 credits.

For learners accredited from another institute, please speak to your local accreditation team.