FAQ

FREQUENTLY ASKED QUESTIONS

How do I sign up for a training course?

For **face-to-face and hybrid training**, select the desired training course, click on the "register" option, select your country and state and then the phone number and address of the Authorized Training Center (ATC) of your region will appear, with the person you can contact to register.

For **e-learning**, when you select the desired training course and click on the "register" option, you will be redirected to the Online Education System (SEO) page, where if you are already logged in just log in to your account and you will be automatically registered. If you still have not been registered when you are redirected to the SEO page, click on the "register here" option, create your registration and at the end you will already be automatically enrolled in the class.

Do the training courses offer certificates of participation?

Yes, all Furukawa training courses offer a certificate of participation.

For **face-to-face and hybrid training**, the certificate of participation will be available after the end of the training course for trainees who have 75% attendance and 100% progress in the training content.

For **e-learning**, the certificate of participation will be available after completing 100% of the training content. For training courses with "live videos" (live class streams), the student must participate in at least one "live video" of each content and complete 100% progress in the training content to receive the certificate.

How is the content between free and paid training courses different?

The **free** courses cover Furukawa´s solutions. These explore solutions such as the Laserway optical cabling solution, which uses optical transmission technology with wider bandwidth, higher reliability and faster transmission speeds compared to traditional metal cable technologies.

Paid training is about existing technologies in the telecommunications market. An example is the FTTx (Fiber-To-The-Anywhere) network architecture, which is a technology that allows you to take the fiber to the FTTH (Home) subscriber's home, apartment, or even other variations such as the entrance of buildings FTTB (Building).

What are the differences between face-to-face, hybrid and e-learning training courses?

Face-to-face training courses are those carried out 100% face-to-face at a ATC unit in your region.

Hybrid training courses are those that have both practical classes in the ATC of your region and e-learning content made available in the SEO.

On the other hand, **e-learning training courses** are those carried out 100% online on the SEO platform, whether they have live videos or not.

NOTE

It is worth mentioning that for some **hybrid training courses**, practical classes can be taken online if the student cannot go to the ATC or if he/she prefers it that way. In such cases, please contact the ATC in your region to verify this possibility.

How do I find the CTA for my region?

When accessing the desired training, you should click on the "**Locate Units**" option (Figure 1), select your country and state (Figure 2), and then the Autorized Traning Center (ATC) offering the nearest desired training will be displayed! If you want to see more information about the ATC, you can access the "**More Information**" option (Figure 3).
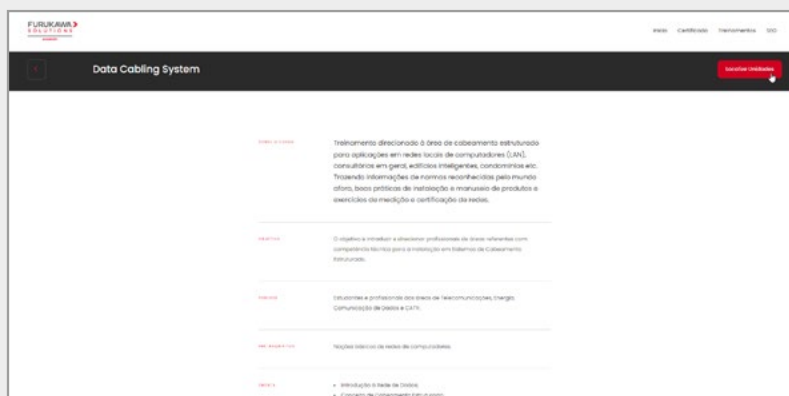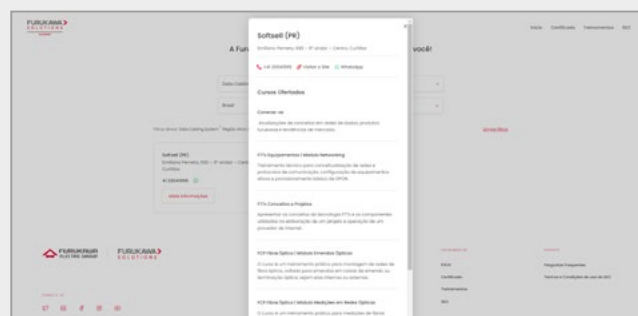

Figure 1

Figure 2

Figure 3

How can I get support or help if I have problems during the training?

For training offered by the ATC's, i.e., **face-to-face and hybrid**, you must contact the ATC of your region so that they can offer the necessary assistance and guidance.

For **e-learning**, you must access the SEO platform, click on the "Help" option, and there you will find questions frequently asked by students. If you still can't find a solution, you can fill out a form describing your problem and we'll get back to you as soon as possible.

CLICK HERE