

Creative Communities Learning Lab

Frequently asked questions

28 April 2021

Have you got a question? We are here to answer it. Contact us at arts@britishcouncil.org.ph if you don't see your concern below.

1. Q: Where can I access the courses?

A: You may access all the courses by signing up through this page: <https://creativeeconomy.britishcouncil.org/projects/creative-communities-learning-lab/>.

2. Q: Is there a fee to access the courses?

A: No, there is no fee. The courses are accessible freely once you have registered through this [page](#) (same as above). You only need to register once to access all three courses.

3. Q: What devices can I use to access the courses?

A: You can access the courses from different machines – laptop, desktop tablet, smartphone. However, we recommend using a laptop or desktop for an optimal experience.

4. Q: Do I need to download Microsoft Sway to access the courses?

A: No, Sway is a free and easy-to-use browser-based platform, that can be accessed through your smartphone, laptop and tablet without downloading the application.

5. Q: It is my first time using Sway. Can you give me tips in navigating the application?

A: Yes - we have prepared a guide on how to navigate Sway. You may check section 2 at the beginning of each course for more information.

6. Q: Can I access the courses offline?

A: No, you need an internet connection to be able to access the courses.

7. Q: Is there a time limit to finish the courses?

A: No, you can finish the courses at your own pace. All courses are asynchronous. We estimate that each one will take 3-4 hours to complete.

8. Q: Will I get a certificate after completing the courses?

A: Yes, you can receive a certificate if you want one. You just need to fill out the post-survey form at the end of each course. In the form, there is an option to request for a certificate of completion. It will be sent directly to your registered email address.

9. Q: **Who should I contact if I have any concerns on the courses?**

A: Send an email to arts@britishcouncil.org.ph.

10.Q: **How can I connect with fellow learners?**

A: You may go on Twitter and search for the hashtag #HybridCommunities. If you'd like to interact with other learners, make sure you also post a Tweet using the same hashtag.