



Frequently Asked Questions

1. **Is there an exam?**

Certified Scrum Master:

Yes, there is an exam for the Certified Scrum Master course. Once you have been registered for certification you have 90 days to complete the test. You have 60 minutes to complete the test, there are 50 questions and you need 74% to pass. If you do not pass the test on the first attempt you get one further free attempt. It is then \$25 for each additional attempt. It is an open book exam, so you can use the course materials and any notes you take during the course to help you to answer the questions.

Certified Scrum Product Owner, Advanced Certified Scrum Master, Certified Agile Leadership:

There is no exam for this course- all that is required for us to register you for certification is full attendance and participation throughout the training.

Certified Scrum Professional - Scrum Master:

There is no exam for this course, however, there is some post-course work that will need to be completed before you can be registered for certification.

2. **Do I need to complete pre-reading before the training?**

We do ask that some pre-reading is completed before the training begins, which differs depending on the course you enrol onto. All of the pre-reading information will be sent to you upon booking the training through our website.

3. **Can I pay by Invoice?**

Yes, you can pay by invoice! If you head to the website, you can book your training by selecting the 'Pay by Invoice' option on the checkout page of our website. Once that has come through to us, we will send you an invoice directly from our accounts system, in addition to the invoice generated when you place your order. If you need any purchase orders or additional details added to your invoice, we can get the invoice amended and resent to you once the order is placed on the website.

4. **Do I need to have zoom installed to take Online training?**

We recommend downloading the Zoom Application ahead of your Online training, however, this is not essential as you can access Zoom through your web browser without setting an account up.

5. **When do I need to pay for the training?**

We usually ask for invoices to be paid prior to attendance of the training in accordance with our T&C's, but understand that sometimes when bookings are made close to the training date that it can take longer to process them. If this is the case, please contact accounts@agilecentre.com.

6. **My password link is invalid for the On-demand training, how do I log in?**

If your password link has expired or is invalid, please contact the team on operations@agilecentre.com and request a new password link reset.



7. Do I need to take the Online Introduction To Agile & Scrum training before my course?

We recommend that you take the free Online Introduction To Agile & Scrum Training before your course to gain a better understanding of Scrum & Agile, or even just to refresh yourself on these topics, but the training is not essential to take before your course.

8. Do delegates need to have Mural accounts set up?

Signing up for a Mural account is not essential as you will be able to access the Mural boards via the anonymous link provided to you on the training. Creating an account will allow you to add your name and a photo of you to your account which other delegates will be able to see when using the board.

9. What is the start time of the training?

The majority of our training courses will run from 9:30-17:30 BST (London) with full attendance required in order to achieve the associated certification. For Online training, we do ask that delegates log on to the Zoom call 15 minutes early on the first day of the training, at 9:15, to allow time for everyone to get set up on the platforms/tools that will be used during the course. For In-Person training, we also recommend arriving a few minutes earlier to allow set up.

10. What tools are used during Online training?

We will be using Zoom to host the training. Please ensure that your webcam is turned on as much as possible to maintain engagement. We will be using MURAL, an innovative and cutting edge platform for collaboration. Please note some older browsers may struggle to provide an optimum experience for participants of our training. Mural is a HTML5 web application and works best with Chrome, but also supports Firefox, Edge and Safari. Please check that you are able to access Mural on the device you will be using for the course ahead of the training. You will also need to have access to Google Docs. As the training is online and we will be using a variety of tools at once, using a laptop, computer or device with a large screen is important to ensure that you can actively participate without the limitations of using a smaller device. A reliable internet connection is also vital - you can test your connection here.

11. What should I wear for online training?

We will be using video so please dress as you would like to be seen.

12. How are the live Online training courses different from the in-person courses?

The course has been designed from the ground up for remote delivery using tried and tested techniques. Your trainer is an experienced trainer and coach and has used all of these skills plus a wealth of additional research into adult education to craft an engaging and compelling remote experience.

The course structure and content itself is very similar. The Learning Outcomes are the same, as is the Certification. Being live online delivery, we include many more breaks. We have also amended the in-person course with exercises more appropriate and effective for an online/remote experience.



13. What is the schedule of the Online training?

With remote training and facilitation, the need to take breaks is increased. There will be regular short breaks throughout the training, roughly every 45-50 minutes, with a longer 45-minute break for lunch. There is a lot to cover during the training, so it is important that you are on time. Attendance in full is required in order to be registered for the associated certification.

14. Do you offer group discounts?

Yes, we are able to offer discounted rates for groups of 3+ on all of our training courses. Please contact our training team for more information at operations@agilecentre.com

15. Why are some of the same training courses at different prices?

The same training course may be priced differently for a couple of reasons. We offer an Early Bird discount up to 2 weeks before the course start date, which means you will receive £100 off when you register for a course more than 2 weeks in advance.

We also offer In-Person training courses - as we have to cover the costs of the venue and training materials, the price of an in-person course is higher than that of an online course.

16. Do you offer In-House training?

In-House training is something we do offer out to clients. If you are interested in finding out more information about what sort of In-House training we offer, along with any price enquiries, please contact our head of sales at mika.peck@agilecentre.com who will be happy to assist.

17. Do you have a waiting list?

If you have a training course you'd like to take but none of the dates available are suitable for you, we can put your name down on our waiting list, that way you will be contacted as soon as we list more dates. If this is something you would be interested in then please email the team at operations@agilecentre.com who will be able to assist.

18. Can you hold a space for me?

If you have a request to hold a space for any of the training courses, please contact the team at operations@agilecentre.com. Depending on the circumstances, we may not be able to hold a space for the training, but please get in touch to see what we can offer.

19. Where is the In-Person training location?

Our In-Person training courses take place at Etc.Venues in Chancery Lane, London. The location details will be shared in full with any In-Person training purchase.



20. Can I transfer to a different date?

Please read through our [T&C's](#) on our website, which details that a transfer could entail a cost depending on the time margin of your current training. Participants can be substituted without charge.

21. What do I need for the live online training?

Pen and paper, reliable internet connection, computer or laptop to enable you to participate in the course effectively (please note that phones and tablets have limitations with the tools that we use during the training, therefore we require delegates to use a laptop or computer), a webcam that is turned on at all times if possible to maintain engagement, access to [Zoom](#), access to [Mural](#)/Miro (depending on trainer), to be in a quiet space where you can speak freely.

22. What do I need to bring for the in-person training?

You do not need to bring a laptop or any other equipment with you. A comprehensive workbook will be provided to all attendees and you are welcome to take notes in that or in your own notepad.

23. I have a special requirement, what do I need to do?

Should you have any special requirements that you need us to accommodate, please do let us know at training@agilecentre.com so that we can ensure the course is accessible for all and make the necessary arrangements for you. Anything you share with us will be kept confidential.