



Diligent Academy Relaunch

Frequently Asked Questions

What's happening with Diligent Academy?

Diligent Academy has been relaunched in an updated learning platform to help us deliver the best learning experience to our learners.

Who will be using Diligent Academy?

Diligent Academy is available to learners participating in:

- Previous Diligent Academy platform courses, exams, and certifications
- Diligent Learning Hub courses and programs
- Partner certification programs
- Diligent Institute Certification programs: Climate Leadership, Cyber Risk & Strategy, and ESG Leadership

Why are we launching Diligent Academy in a new learning platform?

Through the new Diligent Academy platform, we aim to improve the learner experience, expand our Diligent training and certification offerings, and provide a unified learning experience for all learners.

The relaunched Diligent Academy will provide:

- An updated learner dashboard experience
- An improved catalog and self-enrollment experience
- Expanded learning offerings
- A modern look and feel through improved and customizable design
- Improved user experiences through greater course navigation and learning paths
- Content that offers CPE credits
- Industry-recognized certifications

What's happened to the list of courses or exams I was enrolled in on the previous versions of Diligent Academy and Diligent Learning Hub? Will I still have my full history of all completed courses?

Previous Diligent Academy learners

For learners active in the previous Diligent Academy platform after January 2021, course and exam history from the previous version of Diligent Academy was migrated to the relaunched Diligent Academy. Progress on any courses or exams with partial progress as of May 24, 2023 was reset to a **Not Started** state. Courses that you completed in the previous version of Diligent Academy will still show as **Completed** in the relaunched Diligent Academy.



The learning history for all ACDA exams, Diligent Institute certificate programs, and partner certifications will be retained in the updated Diligent Academy.

Previous Diligent Learning Hub learners

Completed course history has been transferred over to the relaunched Diligent Academy platform.

I have a course that was partially completed in the previous system. Why is the course showing as Not Started on my learner dashboard?

The status of partially completed courses was not able to be migrated over. For those courses, the enrollment of the courses was migrated over to the updated Diligent Academy and your progress was reset to a Not started state.

Where can I see the courses, exams, certifications, and trainings I was enrolled in on the previous versions of Diligent Academy and Diligent Learning Hub?

Your learner history from the previous Diligent Academy will appear on your learner dashboard in the **Activity** widget, which displays the courses, exams, certification and training you were enrolled in:

- Content with a progress status of **Completed** in the previous platform will be displayed with a progress status of **Completed** in the relaunched platform. **Completed** content will be in the **Completed** tab of your **Activity** widget.
- Content with progress of **0-99%** in the previous platform will be displayed with a progress status of **Not Started** in your **Activity** widget. Courses will be displayed in the **My Learning** tab, and programs will be displayed in the Learning Paths tab.

Check out the [Diligent Academy Tour](#) for an overview of the Activity widget.

What if my learner history didn't transfer over correctly?

If you have any questions about your learner history, please contact us at academytraining@diligent.com.

Where are the certificates or badges I earned in previous versions of Diligent Academy and Diligent Learning Hub?

The migration process did not enable us to transfer certificate or badge files to the new platform. However, your certificate completion status has been transferred to the new platform.

If you downloaded your certificates or badges files from the previous Diligent Academy platform or Diligent Learning Hub, you can upload them in the **Certifications** tab of your **Activity** widget. Check out the [Diligent Academy Tour](#) for a walkthrough of uploading certificates.



Can I still access content and certificates in the previous version of Diligent Academy and Diligent Learning Hub?

As of May 23, 2023 there is no access to the previous Diligent Academy platform or Diligent Learning Hub platform. All files and resources from previous content should have been downloaded prior to May 23, 2023.

However, you may access any content that was migrated in a **Completed** status to revisit the material after content completion. Content in a **Completed** status can be found in the **Completed** tab of your **Activity** widget. Content with progress of **0-99%** in the previous platform will be displayed with a progress status of **Not Started** in your **Activity** widget. Courses will be displayed in the **My Learning** tab, and programs will be displayed in the **Learning Paths** tab.

Can I upload certificates or badges I downloaded from the previous version of Diligent Academy and Diligent Learning Hub into the relaunched Diligent Academy platform?

Yes! For any learners who downloaded certificate or badge files previously earned, these documents can be uploaded to the relaunched Diligent Academy if desired.

Check out the Diligent Academy Tour for a walkthrough on uploading certificates.

Where can I view course progress, exam completion, course completion certificates, etc.?

You can track all your learning in the **Activity** widget of your learner dashboard. In the **Activity** widget, you can see completed courses, courses in progress, and access certificates.

For any learner history migrated from a previous platform, the **Activity** widget on your learner dashboard will display courses, exams, certifications, and training you were previously enrolled in as follows:

- Content with a progress status of **Completed** in the previous platform will be displayed with a progress status of **Completed** in the relaunched platform. **Completed** content will be in the **Completed** tab of your **Activity** widget.
- Content with progress of **0-99%** in the previous platform will be displayed with a progress status of **Not Started** in your **Activity** widget. Courses will be displayed in the **My Learning** tab, and programs will be displayed in the **Learning Paths** tab.

Note: Only learners active in the previous Diligent Academy platform after January 2021 have had their learner history retained.



I still have questions! Who can I contact?

If you have any additional questions, please reach out to us! We're happy to help!

Learners participating in any of the following Diligent Institute certificate programs, please email certifications@diligent.com:

- Climate Leadership
- Cyber Risk & Strategy
- ESG Leadership
- Competent Boards Cyber Risk & Strategy

Partner learners, please email partnerenablement@diligent.com.

HighBond/ACL customer learners, please email academytraining@diligent.com.