



FAQ

SOA ACADEMY ONLINE

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stateofartacademy.com



Get your answers

POSTPRODUCTION

Welcome to SOA Academy!

In this document you can find useful information that may answer to all your questions and doubts about SOA Academy's online courses. Please, read this pdf carefully and if you still need info, contact us! We'll be glad to solve all your remaining doubts.



FAQ

SOA ONLINE COURSES: POSTPRODUCTION

Software Requirements

Software used during the lessons:

Adobe Photoshop 2018 (or later)

Please download also the free software [EXR.IO](https://www.exr.io/).

Course structure: details on videos & live webinars

How is the course structured? Is it live or recorded?

Our online courses are made up of two parts: some recorded videos which become instantly available upon purchase of the course and some live webinars which are scheduled on specific dates. Every course is associated with a specific date for the live webinar. When you purchase the course, you get access to that specific session.

What's the difference between a webinar and an on-demand course?

On-demand courses are pre-recorded and available at any time. Webinars are online live lessons with our teachers. Webinars are always sold together with pre-recorded (on-demand) videos.

How long can I access the pre-recorded videos I've purchased?

Pre-recorded videos are available forever from the date of your purchase.

Will I have to be online to follow the live webinar?

Since the webinars are live lessons, you'll have to be online to attend them (otherwise you can see the recordings later).

When are the live classes? Which dates?

Live classes are in the afternoon (Italian timezone) to give the chance to all people in different timezones to watch them live. The dates vary according to each batch. Please check them in the course schedule on our website or in the calendar page.

I couldn't attend the live session of the webinar. Can I get the recordings? How long will such recordings be available?

All live webinars will be recorded and shared with the participants of the batch. You can watch them later on our website. Please note that the recordings will be available only for a limited time during which you can freely watch them in your personal area on the website (for about one year). After that time, they'll be cancelled and no longer accessible on our servers.

I missed one of the live webinar, can I attend it on another date?

No, if you missed the live session, you can watch the recordings but won't be able to access another live (for that topic) at a later date.

What platform are you using for the live sessions?

All webinars are streamed via our Zoom platform. You'll receive credentials before the live starts.

How long do the lessons last? How many hours/days should I work on them?

The length of lessons varies as some may last only a few minutes and others may be longer.

Are the live classes lasting a full day?

No, live webinars are lasting about 3 hours each and are scheduled one per day. In general in the afternoon (Italian timezone).

I've chosen the best course for me, what do I have to do now? How can I apply?

Make sure the dates of the webinars are good for your schedule and add the course to your cart. Pay for the course and you'll receive all information to access the platform and take the course in the booked time.

What platform are you using for the live sessions?

All webinars are streamed via our Zoom platform. You'll receive credentials before the live starts.



Schedule

How long are the live webinars?

Live webinars on Unreal last about 3 hours each.

How many live webinars are there in the Unreal Engine course?

The Unreal course includes 3 live webinars:

- 1 for Archviz postproduction examples
- 1 for People matching
- 1 for Reviews & work on students images

Where do the courses take place?

All online courses take place on our Zoom platform. You'll receive the credentials to access few days before the scheduled webinars.

What time are the webinars scheduled?

The live webinars are usually scheduled in the afternoon (Italian timezone). You'll receive a notification with the exact timeframe few days before the webinars.

Are the live classes lasting a full day?

No, live webinars are lasting about 3 hours each and are scheduled one per day. In general in the afternoon (Italian timezone).

Discounts & cancellations

Are there any discounts available?

No, there aren't any discounts available unless stated differently.

Are there discounts if I purchase more than one course?

No, there aren't any discounts available unless stated differently.

Are there discounts for former students of SOA Academy?

If you're a former student, please contact us.

Can I cancel my purchase and get a refund?

No, purchases can't be cancelled and no refunds are available. We assume that if you purchase the course, you've read and accepted our Terms & Conditions. All conditions imply that since with the purchase you get instant access to the contents, no refund can be provided.

Payments

Can I pay via PayPal?

No, we only accept payments via credit/debit card.

Can I pay via bank transfer?

Yes, you can. Please, contact us.

Is VAT applied if I buy the course as a company in the European Union?

VAT isn't applied to companies in the EU. To have it removed from the cart, please put your VAT ID in the correct field. If you need an invoice, please specify it during the purchase. No invoice can be requested after the purchase has been completed.

I put my VAT ID but I still have to pay VAT. Why?

Only companies who are registered in the vies don't pay VAT. All other companies have to pay for it. If you are registered and still get an error, please contact us and we'll help you solve it.

Can I split the payment in two installments?

Since the payment is made via credit card on the website, it can't be split in different parts. You'll have to make one unique payment to purchase it.

I can't complete the payment. I got an error. What shall I do?

Please make sure you have enough money in your card to make the purchase. Don't make multiple attempts at the same time or you may be charged multiple times. Contact us if you have any problems with payments.

If I book, when I need to pay?

To book the course you have to pay for it. The payment is automatic and via credit card. If you don't complete the purchase, you won't get the access to the course contents. Only 20 seats are available per batch.



Other

Is the ArchViz Masterclass also offered online?

No, it isn't.

Why isn't the ArchViz Masterclass offered online?

The Academy team likes being in contact with the students to instantly solve any kind of problem that might arise. We also think that a face-to-face course is the best way to establish a good relationship with the guys who, in the end, become part of the Academy family. This is the reason why we decided to keep the Masterclass an in-class personal experience.

What is the language of the courses? Online courses are all available in English unless specified differently.

How many seats are there in each batch?

In every online course, we can have 20 persons. Once we reach the maximum number, bookings will be closed and a new live session on different dates will become available.





SOA Academy

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