

Frequently Asked Questions (FAQ)

1. How long is the subscription?

The on-demand subscription lasts for 12 months. To keep access, it must be renewed before the renewal date for another 12 months.

2. How long can users access the courses?

Users can access the courses from the time they are given access until the subscription ends.

3. Do we need to name all users at the start?

No. You can sign up for a package first and add users at any time during the subscription period.

4. If I add a user later, do they get 12 months' access?

No. All users' access ends on the same date as the subscription.

5. Can different users do different subject areas?

No. Each package covers one subject area and cannot be changed for different users.

6. Can we change our package during the subscription?

Yes, you can upgrade your package and pay the difference in fees. You cannot downgrade a package.

7. What if I want to add more users?

You can upgrade to a larger package. If you upgrade later in the subscription period, fees may be pro-rated.

8. What if we don't meet the 50% ARITA Professional Member requirement for a discount?

You can purchase the course packages at the non member price.

9. Can I replace a user in the package?

No. Once a user has been given access, that place is considered used. New users can only be added if places are available or upgrading your package.

10. Can I reduce the size of my package?

No. Package sizes cannot be reduced during the subscription period.

11. How are staff enrolled?

All users must have an ARITA profile linked to the firm and have a company email address. ARITA can create profiles if you provide:

- full name
- month and year of birth
- company email address
- office/company details

12. How can we track staff progress?

Quarterly progress reports can be provided if requested. Completed courses will automatically record CPE hours on each user's profile.

Note: ARITA does not award CPE hours for any additional in-house training.

13. How long does it take to get access?

Once the signed agreement is received, access is usually provided within three days. If a large number of user profiles need to be set up, the process may take longer.