

## General / Support:

### Q: How can I seek help or support?

- Support can always be reached by contacting: [GenerativeAlinFinance@ebi.gov.eg](mailto:GenerativeAlinFinance@ebi.gov.eg)

### Q: What is the Digital Academy?

- The CBE powered by FinTech Egypt launched its first “Digital Academy”, aiming to empower employees with the right skills in the banking, financial and FinTech sector.

### Q: What is the Digital Academy offering?

- The **Digital Academy** provides internationally accredited training programmes including the “Generative AI in Finance” programme following the first ever “Innovator Programme”. You can always check [FinTech-Egypt](#) for updates.

### Q: What is Generative AI in Finance Programme?

- **Generative AI in Finance Programme** is offered through the Digital Academy by FinTech Egypt to provide all management financial professionals and supervisors across all functions of a bank and FinTechs who oversee teams and projects, make strategic decisions, and are responsible for meeting their organisation’s financial goals. The programme grants access to a well-structured online material (short videos, live sessions & quizzes).

### Q: What is the Generative AI in Finance duration?

- Participants are granted online access for 3-months in order to complete 6 self-paced online courses and live sessions, hands-on activities with an open-book final assessment at the end of the programme.
- The courses cover a range of topics, including the fundamentals of Generative AI, the landscape of Generative AI, technologies, current and future applications in finance, and risk management and regulation.
- Throughout the programme, participants will have the opportunity to engage in live sessions with subject matter experts, fostering meaningful discussions and enhancing their learning experience. These sessions aim to provide valuable insights and practical knowledge, further enriching the course material.

### Q: What is self-paced?

- Self-paced learning means you can learn in your own time and schedule.

## General / Support:

### Q: What happens after registration?

- Upon registration, you will be contacted by the FinTech Digital Academy support team to guide you through the process.
- At the planned start date of the cohort, you will be granted access and provided the needed credentials (user name & password) to log on **Generative AI in Finance** portal and kick-off your learning journey.

## Enrollment:

### Q: Is this programme for me?

- **This Generative AI in Finance programme is designed for** professionals within the financial sector. The course is tailored to individuals who oversee teams and projects, make strategic decisions, and are responsible for meeting their organisation's financial goals. Managers possess a unique advantage in leveraging the benefits of AI in the finance industry, given their thorough understanding of the industry's dynamics and challenges.

### Q: Will I receive a certificate?

- Yes, you will receive a digital certificate upon successful completion of the course. This certificate is digital so it can be shared at any time and embedded into your online professional profile.

### Q: How can I pay for the course?

- Payment Instructions will be shared upon successful application.

## Registration and Payment

### Q: Do you offer the course from outside Egypt?

- Yes.

### Q: How do I get my credentials?

- Upon successful application, credentials & access instructions will be sent to you via your registered e-mail.

### Q: How do I contact technical support during my course?

- You may contact [GenerativeAlinFinance@ebi.gov.eg](mailto:GenerativeAlinFinance@ebi.gov.eg) at any point of time during the programme for technical support.

### Q: How can I pay for the course?

- Payment instructions will be shared upon successful registration once your application is accepted.

### Q: How do I know I got accepted after paying?

- Once payment is processed you will be required to send the payment reference number to [GenerativeAlinFinance@ebi.gov.eg](mailto:GenerativeAlinFinance@ebi.gov.eg) from your registered e-mail.

## Study and course material questions:

### Q: How does it work?

- Upon successful application and payment, you will be provided credentials and all details required to log on (Centre of Finance & Technology Entrepreneurship) CFTE's learning platform equipped with the selected list of courses (based on specialty).

### Q: What is expected from me in the course?

- As a learner, in order to be able to complete the learning programme, 15 minutes per day would be sufficient to study provided material. It is always possible to review material whenever needed.
- To actively attend the live sessions.
- You must pass the end of the programme assessment.

### Q: What is the qualification I should have as learner?

- Professionals or management position in the financial sector.

### Q: Are there exams and quizzes?

- Quizzes exist to help you self-assess your progress and work on the points where additional review is required.
- A collective assessment will be conducted at the end of the programme. In order to earn completion certificate, you must pass the end of programme open-book assessment.

### Q: Do I need to pass?

- Achieving a passing score of 80% in the open-book final assessment is a must in order to achieve completion certificate.

### Q: Is it mandatory to attend the live sessions?

- Yes.

### Q: Do I get a certificate?

- Upon successful completion of all modules & passing the final assessment, you will be granted a Digital Certificate.

### Q: Are the live sessions mandatory to attend or optional? And will the live sessions be recorded or not? And if not, what if I missed it?

- Live sessions are mandatory to attend.
- Live sessions will be recorded in case participants need to revisit the session for further clarification.
- Any missed sessions will be recorded as absence.

### Q: Can I retake the open-book final assessment if I failed it the first time?

- Participants can be granted as many trials necessary for the open-book final assessment in case of failure in first attempt.