

## Frequently Asked Questions (FAQ)

### 1. How can I enrol in an e-learning course?

Enrolment in our e-learning courses is done exclusively through our online services portal, available at: <https://www.instituto-camoes.pt/en/activity-camoes/online-services/trainees/portuguese-everyday-language>. Simply fill in the enrolment form, submit your details, and make the payment to complete the process.

### 2. When will I get access to the course after enrolling?

Access to the course is granted after payment confirmation for self-study courses. You will receive your login credentials at the email address provided in the registration form. For Basic and Premium courses, access is granted a few days before the course start date. If you experience any access issues, please contact us at [elarning@camoes.mne.pt](mailto:elarning@camoes.mne.pt).

### 3. Can I enrol in two courses at the same time?

Yes, it is possible to enrol in more than one course simultaneously. However, there is a linguistic progression between proficiency levels. Additionally, we recommend managing your time effectively, as each course has a set duration (12 weeks) and must be completed within the given timeframe.

### 4. What happens if I don't complete the course on time?

If, due to exceptional circumstances, you are unable to complete the course within the stipulated period, you may request an extension by emailing us. However, extensions are granted on an exceptional basis, depending on the justification provided and the tutor's availability in Basic and Premium courses.

### 5. Do I need to purchase any additional materials for the courses?

No, all necessary materials are available on our e-learning platform. You only need your login credentials to start studying.

### 6. What does the online session (via Skype, Zoom, Teams, Meet, etc.) in Premium courses include?

The online session, included in Premium courses, is personalised and can be used for conversation practice, pronunciation improvement, or to clarify specific doubts with the tutor. Sessions are scheduled according to both parties' availability.

**7. Can I request a certificate after completing the course?**

Yes, upon successfully completing the course, a digital certificate will be issued. To request it, simply send an email to [elearning@camoes.mne.pt](mailto:elearning@camoes.mne.pt). Please ensure that your name is correctly registered on the platform, as this will be the name printed on the certificate.

**8. Can the certificate be used to apply for nationality or residence visas?**

No, the certificate issued by Camões, I.P., is not suitable for processes to acquire nationality or residence (<https://diariodarepublica.pt/dr/legislacao-consolidada/decreto-lei/2006-34442175-46640975,artº25º>).

To obtain certification of language proficiency for these purposes, we advise you to consult the following portals: CAPLE ([Centro de Avaliação e Certificação de Português Língua Estrangeira](#)), IAVE ([Instituto de Avaliação Educativa](#)) e AIMA ([Agência para a Integração, Migrações e Asilo](#)).

**9. Can the invoice be issued in a company's name?**

Yes, when filling in the enrolment form, you can enter the company's tax identification number (NIF). If you have already made the payment and need to amend the invoice details, please contact us at [contabilidade@camoes.mne.pt](mailto:contabilidade@camoes.mne.pt).

**10. Is there any course I can start immediately?**

Yes, self-study courses start immediately after enrolment and payment. These courses are ideal for those seeking flexibility and independent study.

**11. What should I do if I don't receive my enrolment confirmation email?**

If you haven't received the confirmation email, please check your spam folder. If the issue persists, send us an email with your full name and the email address used for registration so we can assist you.

**12. Can I enrol in a course to prepare for a language proficiency exam (CIPLE, DIPLE, etc.)?**

Our courses do not include certification exams. To take exams such as CIPLE or DIPLE, please check the information available on the CAPLE website.

**13. How can I contact technical support?**

You can contact technical support by emailing [elearning@camoes.mne.pt](mailto:elearning@camoes.mne.pt) or using the form available on our e-learning portal.

**14. Can I change my course start date?**

Yes, it is possible to defer your course start date to a future edition, provided you inform us in advance and there is availability. Please contact us via email to request this change.

**15. What happens if I need to cancel my enrolment?**

Cancellations must be requested by email before the course starts. Refunds are subject to the course regulations and may be subject to administrative fees.

**16. Are courses available only in Portuguese, or are there other language options?**

Courses are primarily delivered in Portuguese. However, in A1-level courses, support materials and explanations are available in both Portuguese and English.

**17. Is technical support available during the course?**

Yes, we provide technical support to resolve any issues related to platform access or course materials. You can contact technical support at **elearning@camoes.mne.pt** or via the form on the e-learning portal.

**18. Can I access the course on a mobile device?**

Yes, our e-learning platform is compatible with mobile devices and tablets. You can access the course from anywhere with an internet connection, either through the Moodle app or a web browser.

**19. What should I do if I forget my password?**

If you forget your password, you can use the "Forgot your password?" option on the login page to reset it or send an email to **elearning@camoes.mne.pt**.

**20. Are there discounts available for companies or groups?**

Currently, Camões, I.P. does not offer discount packages or customised courses for companies or groups. All enrolments are made individually and are subject to course availability.

**21. How long will I have access to the course after enrolling?**

Access to the course depends on the chosen modality:

- **Self-study courses:** Immediate access upon payment confirmation, valid for 12 weeks.
- **Premium courses:** Access granted at the official start of the course, valid for 12 weeks.

**22. Does your institution offer in-person Portuguese classes?**

No, our courses are exclusively online. We offer an e-learning platform that allows students to study flexibly, adapting to their schedules and pace.

**23. I'm not sure which course to choose. How can I assess the most suitable level for me?**

We recommend consulting the **Self-Assessment Grid** to evaluate your proficiency level before enrolling. If, after starting the course, you realise that the chosen level is not the most appropriate, you may request a change within the first few weeks. The transfer will be subject to availability and approval by the academic team.