Coursera
FAQs for Bertelsmann Employees

ⓘ Overview

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Learning with Coursera

The Coursera learning platform provides transformational learning online, taught by top instructors from 190+ of the world's leading universities (including Stanford, Yale, and IESE) and organizations (including Google, BCG, and Deeplearning.ai). Coursera courses focus on essential skills across **data, technology and business.**

Why learn with Coursera?

- Refresh your education, broaden your professional skills and keep your competitive edge
- Become better informed on a variety of topics
- Receive sharable certificates from renowned top universities and institutions
- Make flexible use of your time and learn with a high degree of customization

Can I complete courses at my own pace?

Participants begin and end the course together. They can register any time. Upcoming cohort starting dates across the year are published on the www.bertelsmann-university.com and on peoplenet. In between, the participants' time can work at their own pace. Most Coursera courses have personalized deadlines that begin when you take up a course. There is no grade penalty if you cannot or do not want to meet the suggested deadlines. Some courses have sessions, which means everyone has the same deadlines to help ensure there are enough peer review assignments to review. If you fall behind, you will need to switch sessions in order to change your deadlines.

What is a Coursera course like?

Coursera courses include recorded auto-graded and peer-reviewed assignments, video lectures, and community discussion forums. When you complete a course, you will be eligible to receive a shareable electronic course certificate.

What is the difference between a course and a specialization?

A Coursera specialization is a series of related courses designed to help you master a specific topic. Some shorter specializations include as few as three courses and only take a few months to finish. Longer specializations can include ten or more courses and take up to a year. When you finish a specialization, you will get a specialization certificate. You will also get course certificates for each course you complete in a specialization.

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How do Coursera SkillSets work?

Coursera SkillSets are a special functionality launched in Q4, 2021 to support targeted learning based on the individual requirements of a learner. Hence, they are a great way to facilitate individual reskilling scenarios.

Each SkillSet includes a group of skills relevant to a learner's chosen learning target. It makes personalized recommendations of premium curated content based on the learner's personal progress towards the target score of each skill required for his/her desired skillset. Progress is automatically measured based on the courses already taken on the Coursera platform plus the opportunity to assess previous experience and training from other learning sources. Learners in selected Bertelsmann training programs, such as the Bertelsmann Tech Curricula or the Bertelsmann Product Management Learning Set can choose from a variety of pre-mapped SkillSets to ease and further customize their learning experience.

Learning content is taken from individual courses mapped specifically to the learning need at hand, rather than a full University program. To appropriately recognize their efforts, learners will receive a specific badge documenting their achievement of a SkillSet, once completed.

Will I have a chance to interact with other learners?

Taking a course will make you part of a community of millions of global learners who want to expand their skills and keep their competitive edge. Discussion forums form part of your course, but whilst participation is encouraged, it is voluntary. You will have the opportunity to exchange feedback on assignments and discuss ideas in your course discussion forums as you work together to master new concepts and best practices.

How long will each course take?

Coursera courses are designed to allow you to work at your own pace with bite-sized sessions and a self-paced learning model. The time varies by each course and when you click into a course it has a very detailed description to help you choose the course that fits your needs. Coursera keeps lectures and lessons short - with only a few minutes each - so learners can make meaningful progress in just a few minutes a day. The average length of a course is 20 hours and is designed to fit around your schedule.

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Can I also learn on a mobile device?

You can learn at any time on your computer or on the Coursera mobile app (available in Android and iOS app stores). For some exercises using a desktop PC or laptop is recommended.

What is the program language?

The program language of all courses is English. For the great majority of courses, subtitles are available in a multitude of languages.

How can I earn a course certificate?

To earn a course certificate, you need to pass all the assessments included in the course. If the course includes peer review assignments, you will have to review other assignments, as well as have your own assignments reviewed and passed.

Organizational matters

Legal

Is the time spent learning on the Coursera platform considered working time?

Arrangements with regards to working hours will need to be individually agreed on-site with the respective supervisor. Thus, the regulation is made in consultation with the local Human Resources department. Please reach out to your supervisor or local HR department for clarification in case you are unclear what regulation applies to you.

Data Protection

What rights do employees have in connection with data protection?

As data subjects, participants have a right of access, rectification, deletion, restriction of processing, data transferability and a right of objection. Participants also have the right to lodge a complaint with the applicable data protection authority.

The contact person for data protection at Coursera can be reached at the following address: privacy@coursera.org

The contact person for data protection at Bertelsmann can be reached at the following address: datenschutz@bertelsmann.de

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What personal data is transmitted by Bertelsmann and vice-versa?

The learner's first and last name, email address and peoplenet-ID are automatically transmitted from Bertelsmann to its learning partners. In some cases, the data transfer between Bertelsmann and its learning providers exceeds the European regulations on data security, as some of the providers are based in the US. In order to make the transfer of personal data secure and legal, data protection agreements are in place between Bertelsmann and its learning partners, where necessary.

How secure is the data?

The data protection is in line with the European data protection regulations and strict German data privacy standards. As with all other training offers on peoplenet, supervisors and HR can see the respective employee's training plan and learning history of completed courses. However, they are not given any details or progress information on courses which have not (yet) been completed.

peoplenet & Reporting

Will the participation be stored in the employee's peoplenet learning plan/learning history?

Upon registration, only the temporary Coursera license item is added to the learner's training plan. Once individual courses are completed, they are recorded to the peoplenet learning history of that leaner. Bertelsmann University will run an update adding completed courses to the learning history on a quarterly basis.

Contact

Who can I turn to if I have more questions?

- For **Bertelsmann-specific questions** (e.g. working time, peoplenet), please contact your local Human Resources department.
- For **general questions** on the course program, and for user support, please contact: university@bertelsmann.com
- Visit https://learner.coursera.help and make sure you are logged into your account to start a live chat with one of the Coursera learner support agents or contact clientsupport@coursera.org.