THE UPSKILL NETWORK

Frequently Asked Questions

Certified Soft Skills & English Language Trainers Programme | India

Training | CPD Accreditation | Professional Practice Enablement

This FAQ explains the programme, its certification, learning structure, fees, learner enquiries, independent professional practice and consultation registration policy. Programme-specific inclusions and the accepted enrolment terms govern where applicable.

INDEX OF CONTENTS

	Page No
A. About Upskill	2
B. About the Certified Soft Skills & English Language Trainers Program	3
C. CERTIFICATION, ACCREDITATION & PROFESSIONAL CREDIBILITY	5
D. Program Structure & Learning Experience	6
E. Learner Enquiries, Professional Practice Enablement & Earnings	8
F. Personal Consultation, Enrolment & Registration	11

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A. About Upskill

1. What is the Upskill Network?

The Upskill Network is a professional trainer-development and support ecosystem operated by APT Educators LLP. It supports individuals through structured learning, certification, academic resources, digital visibility and Professional Practice Enablement. Trainers build their own independent teaching or coaching practices; joining Upskill does not create an employment relationship.

2. Who owns the brands "The Upskill Network" and "Upskill with Ambrish"?

The brands "The Upskill Network" and "Upskill with Ambrish" are owned and operated by APT Educators LLP.

APT Educators LLP is:

Registered with the Ministry of Corporate Affairs, Government of India (Identification Number: ABB-6829)

Recognized as a Startup by DPIIT, Ministry of Commerce & Industry, Government of India (Recognition Number: DIPP178514)

3. What are the various verticals currently operating under the Upskill umbrella?

The Upskill Network currently operates across multiple professional domains, including:

- Education & Career Counsellors
- IELTS & PTE Trainers
- Soft Skills & English Language Trainers
- Emotional Intelligence Coaches
- Overseas Education Consultants

Additional skill-based and demand-driven verticals may be added to the ecosystem over time.

4. Does Upskill operate only in India?

No.

While India remains the primary market, the Upskill ecosystem has a growing international presence and continues to expand across multiple countries.

Several verticals under the ecosystem already have active participation from professionals based outside India.

B. About the Certified Soft Skills & English Language Trainers Program

1. What is the Certified Soft Skills & English Language Trainer Program?

The Certified Soft Skills & English Language Trainer Program is a structured professional development program designed to help individuals build a career as a trainer in the areas of spoken English, communication skills, personality development, confidence building, and professional effectiveness.

The program is offered under the Upskill ecosystem and is designed for individuals who wish to teach and train others.

2. Who is this program designed for?

The program is ideal for:

- Teachers & Educators
- Spoken English Trainers
- Soft Skills Trainers
- Corporate Trainers
- Working Professionals
- Homemakers
- Individuals interested in teaching, coaching, and training

3. Is this program suitable for teachers and educators?

Yes.

Teachers and educators often find this program highly relevant as it helps them expand their expertise beyond academics into communication skills, confidence building, personality development, and spoken English training.

4. Can working professionals join this program?

Yes.

Many participants join the program while continuing their existing jobs and gradually build their training practice alongside their professional commitments.

5. Can homemakers join this program?

Yes. The programme can help homemakers with suitable English proficiency and communication skills develop an independent online or in-person training practice, subject to their individual circumstances and learner demand.

6. Is prior teaching or training experience mandatory?

No.

Prior teaching or training experience can be helpful but is not mandatory.

The program is designed to provide the structure, frameworks, and guidance required to begin your journey as a trainer.

7. What minimum skills should I possess before joining the program?

Participants should ideally have:

- Good English language proficiency
- Reasonable communication ability
- Interest in teaching and training
- Basic comfort with online learning tools
- A willingness to learn and grow professionally

8. Can I build a work-from-home training career through this domain?

Yes.

One of the major advantages of this domain is flexibility. Many training formats can be delivered effectively through online platforms, allowing trainers to develop a professional training practice from home depending on their preferred delivery model and learner requirements.

9. Can I eventually build my own independent training practice?

Yes.

The long-term objective of the program is to help participants build the knowledge, confidence, systems, and professional positioning required to gradually establish their own independent training practice.

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C. CERTIFICATION, ACCREDITATION & PROFESSIONAL CREDIBILITY

1. Is the Soft Skills & English Language Trainers Program CPD accredited?

Yes. APT Educators LLP is an Official Accredited Provider recognised by the CPD Standards Office (Registered Provider No. 50945).

The Soft Skill And English Language Trainers learning activity has been independently CPD accredited for 45 CPD hours (Internal Reference No. 50945\2).

2. What certifications will I receive after completing the programme?

Upon successful completion of the prescribed programme requirements, participants will receive two separate certifications:

A. **The Upskill Network – Certificate of Achievement**

Issued by APT Educators LLP under The Upskill Network brand, this certificate recognises the participant's successful completion of the structured Soft Skills & English Language Trainers Programme, including academic training, practical learning and prescribed assessments.

B. **Official CPD Certificate – CPD Standards Office, UK**

Participants will also receive an Official CPD Certificate for the accredited Soft Skills & English Language Trainers learning activity, carrying 45 CPD hours.

The learning activity is accredited by the CPD Standards Office, UK, with APT Educators LLP recognised as an Official Accredited Provider (Provider No. 50945; Internal Reference No. 50945/2).

3. What does CPD accreditation mean and how can the certificate be used professionally?

CPD (Continuing Professional Development) accreditation means that the learning activity has been independently assessed against the CPD Standards Office framework. The resulting CPD certificate may be included in an individual's professional-development record and presented to employers or professional organisations where relevant.

Acceptance for a particular role, membership, employer or jurisdiction remains subject to the requirements of that organisation.

D. Program Structure & Learning Experience

1. What is the duration and structure of the program?

The programme runs for approximately 11 weeks:

9 weeks of academic training, teaching methodology, practice and assessments.

2 weeks of Professional Practice Enablement, including platform and systems orientation, learner consultations, academic delivery resources, digital presence, promotional support and independent-practice development.

2. What will I learn during the program?

The program covers:

- Spoken English Training Methodologies
- Communication Skills Training
- Personality Development
- Confidence Building Techniques
- Vocabulary Development
- Practical Grammar for Communication
- Pronunciation & Accent Neutralization
- Learner Engagement Strategies
- Business Growth & Professional Positioning

3. Will I learn how to train different learner categories?

Yes. The programme introduces approaches for adapting soft-skills and English-language training to learner groups such as students, homemakers, fresh graduates and working professionals. Participants develop practical frameworks; confidence and delivery proficiency depend on practice and successful completion of programme requirements.

4. Will I learn how to conduct both one-to-one and group sessions?

Yes.

The program prepares participants to confidently conduct:

- One-to-One Coaching Sessions
- Small Group Training
- Batch-Based Programs
- Online Training Sessions

5. Will I receive teaching frameworks, training resources, and support material?

Yes.

Participants receive structured teaching frameworks, trainer guidance, support material, and academic resources designed to help them conduct sessions effectively.

6. Will I have to acquire any additional academic resources during or after the program?

Standard academic resources, teaching frameworks and programme support materials are included. Any optional third-party tools, advertising, specialised materials or services selected by a trainer are separate unless explicitly included in the Programme Inclusions & Exclusions Document.

7. Are the sessions live and interactive?

Yes.

All sessions are conducted live and online with opportunities for interaction, discussion, clarification, and guided learning.

8. What if I miss a session?

In case a participant misses a live session, the recording of the session is made available for learning support and future reference.

9. What is the total programme fee, and what does it include?

The India programme fee is ₹40,000 for the standard training, certification package, academic learning resources and Professional Practice Enablement services.

Any instalment facility, where available, and its payment schedule will be communicated during the personal consultation.

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E. Learner Enquiries, Professional Practice Enablement & Earnings

1. Will I receive support for my digital presence and online positioning?

Yes.

The ecosystem provides guidance and support towards building a professional online presence, helping trainers position themselves more effectively in the market.

2. Will I receive support for social media content and branding?

Yes.

Upskill provides trainers with professionally designed content, creatives, and branding support that can be used across social media platforms for audience engagement and visibility building.

3. Will I receive a trainer profile within the Upskill ecosystem?

Yes.

Certified trainers receive listing and visibility opportunities within the Upskill ecosystem, making it easier for prospective learners to discover and connect with them.

4. Does The Upskill Network support trainers in reaching potential learners?

Yes.

The ecosystem continuously undertakes branding, digital marketing, webinars, outreach, and promotional activities with the objective of generating awareness, learner enquiries, and professional opportunities across various verticals.

Where applicable, prospective learners may be guided and mapped to suitable trainers based on factors such as learner requirements, trainer specialisation, location, availability, and responsiveness.

5. Can I expect a certain number of students or leads through the Upskill ecosystem?

Upskill undertakes promotional, digital and learner-engagement activities intended to create opportunities for eligible trainers. However, there is no guarantee of a minimum number of enquiries, student enrolments, assignments or earnings. Results vary by demand, geography, trainer profile, availability and responsiveness.

Historical enquiry figures from another vertical or market should not be treated as a guaranteed outcome for Soft Skills & English Language trainers.

6. What role is expected from trainers in building their professional practice?

Trainers are not required to undertake cold calling or paid advertising as a condition of participation. However, as independent professionals, they are encouraged to take reasonable steps to build their learner base:

A. Personal and professional networks: Share suitable information and promotional materials with existing contacts.

B. Organic social media: Maintain a consistent and credible presence using content and guidance from Upskill.

C. Local digital discovery: Build visibility through a professional web presence and, where appropriate, a Google Business Profile.

D. Learner engagement: Respond promptly to enquiries and manage consultations, admissions, payments and training delivery.

Upskill provides guidance and resources for these efforts, but student acquisition and professional outcomes remain dependent on each trainer's own engagement and market conditions.

7. How does the revenue-sharing model work for students introduced by Upskill?

For individual learners introduced through The Upskill Network ecosystem, the revenue-sharing arrangement is as follows:

1. First Three Months from Onboarding

During the first three months following onboarding, trainers retain 100% of the fees received from learners introduced by Upskill. No revenue-sharing obligation applies during this initial period.

2. After the First Three Months

For every new learner introduced by Upskill after the initial three-month period, the applicable revenue-sharing arrangement is:

- Trainer: 70%
- Upskill: 30%

Learners pay the independent trainer directly. The trainer retains the applicable share and remits Upskill's portion in accordance with the communicated commercial process.

3. Independently Acquired Learners

For learners acquired independently through the trainer's own social media, personal referrals, professional network, website, Google Business Profile or other independently developed channels, the trainer retains 100% of the fees received, irrespective of when the learner enrols.

8. Do I need advanced marketing or technical knowledge to succeed in this domain?

No.

The ecosystem is designed so that individuals without advanced technical or marketing backgrounds can also participate effectively and progressively develop their professional training practice through structured support and guidance.

9. Can I continue to receive ecosystem support after completing the program?

Yes. Eligible active trainers may continue to access the standard academic resources, guidance, promotional support, platform facilities and community initiatives included in the programme, subject to applicable participation and platform policies.

There is no separate recurring fee for standard community support included in the programme. Optional separately priced services are not included unless expressly stated.

10. Does Upskill also create college and corporate training opportunities for trainers?

Upskill primarily focuses on generating retail learner enquiries through its digital and B2C initiatives. Trainers are also encouraged to independently approach colleges and corporates for Campus-to-Corporate and corporate training opportunities. Upskill will support them with content, proposals, fee guidance, and program customisation.

As our trainer network grows in specific regions, Upskill will also approach institutions and corporates to create such opportunities.

11. What happens if a trainer generates an institutional opportunity independently?

If a trainer independently secures a college or corporate assignment, the trainer retains 100% of the professional fee. Upskill can provide support with proposals, content, pricing frameworks, and program customisation where required.

12. What if the opportunity is generated by Upskill?

For an institution or corporate opportunity generated and introduced by Upskill, the standard B2B revenue share is 70:30 (trainer:Upskill), unless different terms are agreed in writing for a particular engagement.

The precise scope, pricing, responsibilities and commercial arrangement will be communicated to the trainer before accepting the assignment.

13. Do I need to invest in paid advertising or performance marketing?

No. Paid advertising is optional, not a requirement for joining or remaining within the Upskill ecosystem. Trainers who independently wish to expand their reach may choose to invest in promotion according to their own budget and goals. Upskill can provide guidance and coordination where available; advertising spend and third-party costs are separate unless expressly included.

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F. Personal Consultation, Enrolment & Registration

1. What is the personal consultation?

The personal consultation is a one-to-one interaction designed to understand a candidate's background, suitability, expectations, and seriousness towards building a career as a Soft Skills & English Language Trainer.

It also provides an opportunity to ask questions and understand the ecosystem before taking a final decision.

2. What is the registration amount for personal consultation?

The registration amount for personal consultation is:

₹1,000/-

3. Is the ₹1,000 consultation registration fee refundable?

Yes. A candidate who does not wish to proceed may request a full refund within 7 calendar days of the original registration date.

4. What happens if I do not claim a refund within seven days or request it later?

If no refund request is received within 7 calendar days of the original registration date, the ₹1,000 registration fee becomes non-refundable under the stated policy, whether or not the candidate subsequently enrols. Refund requests made after this period are not eligible under the standard policy, subject to applicable law.

5. What if I choose to proceed with enrollment and later withdraw?

Once the candidate formally confirms participation and the enrolment link is issued, the ₹1,000 consultation registration amount becomes non-refundable under the stated registration policy, even if the candidate later decides not to enrol or attend.

Any amounts separately paid towards the programme fee after enrolment are governed by the Refund & Cancellation Policy and the enrolment terms accepted at the time of admission, subject to applicable law.

6. Is the consultation amount adjusted in the program fee?

Yes.

If the candidate proceeds with enrollment, the ₹1,000 consultation registration amount is adjusted against the total program fee.

7. What if my candidature is not accepted by the organization?

If Upskill decides not to accept the candidature following the consultation or screening process, this will be communicated to the candidate and the ₹1,000 consultation registration amount will be refunded.

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