

AWS re/Start – Frequently Asked Questions (FAQs)

1. Who is eligible to apply?

To be eligible, you must:

- Be **18–35 years** old
 - Have completed **12th, Diploma, or Graduation** (any stream)
 - Be unemployed or underemployed
 - Be willing to complete the **12-week** program
 - Have basic English communication skills
 - Be available for classroom and online sessions
 - Be interested in starting a career after the program
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2. Is there any fee to join the AWS re/Start program?

No. The program is **fully free** for eligible learners selected/Shortlisted through the admission process.

3. Do I need prior knowledge of cloud computing?

No. AWS re/Start is designed for beginners. No prior cloud or IT experience is required.

4. Where can I apply for the AWS re/Start program?

On completion of the AWS educate courses, the cultus team will guide on the next step for the AWS re/Start course.

5. What email address should I use for course registration?

Always use the **same registered email address** for Canvas, AWS services, Credly, and certification-related communications.

6. What is AWS re/Start?

AWS re/Start is a **12-week, full-time instructor led training program** offered by Amazon Web Services (AWS) that prepares learners from any educational background for entry-level careers in cloud computing and IT.

There is also 8-week training program for learners with Tech background only. Which involves self-study and partial support from the trainer.

The program is being delivered by **Cultus Education**, one of AWS's largest collaborating organizations in the ASEAN region, known for strong industry partnerships and excellent placement outcomes.

7. What mode is this course conducted?

This course is Conducted fully **online/Virtual**.

8. What AWS Canvas?

It is an Online learning portal, used by the training provider to access the course materials

9. How do I receive AWS Canvas access?

1. Check your registered email for a **Canvas invitation**.
2. Click **Get Started** or **Accept Invitation**.
3. Create your password (if prompted).
4. Sign in using your registered email.
5. Your AWS re/Start course will appear on your Canvas dashboard.

Note: If you cannot find the email, check your **Spam, Junk, or Promotions** folder.

10. What should I do if I don't receive AWS Canvas access?

Please Check your Spam/Junk folders and make sure you check in your registered email.

If you still cannot find the mail then contact in the below given email,

Email support@cultusedu.com with your full details for assistance.

11. What should I do if I forget my Canvas password?

Use the **Forgot Password** option on the Canvas login page to reset your password.

12. Do I need a laptop or desktop?

Yes. A **laptop or desktop with a stable internet connection** is required to access the course training material.

13. Can I use my mobile phone for the course?

A laptop or desktop is recommended to access labs, and taking assessments.

14. What internet speed is recommended?

A stable broadband connection is recommended for live classes, labs, and assessments.

15. Which browser is recommended for AWS re/Start program?

For the best experience, use the latest version of:

- Google Chrome

- Microsoft Edge
 - Mozilla Firefox
 - Safari
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16. How many days are classes conducted each week?

Classes are held **Monday to Friday. Saturday and Sunday are holidays.**

Note: The schedule may change if required. Any public holiday will be shared in the Holiday calendar before the start of the program.

17. How will I receive important announcements?

Important updates will be shared through your trainer, official WhatsApp group, email, and AWS Canvas announcements.

18. What topics will I learn?

The course covers:

- Cloud Computing Fundamentals
 - Linux
 - Networking
 - Security
 - Python Basics
 - AWS Services
 - Professional Skills
 - Career Preparation
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19. Will there be hands-on practice?

Yes. Learners complete practical labs and hands-on activities using AWS services throughout the program.

20. What happens if I miss a class?

You should inform your trainer or coordinator as soon as possible. Repeated absences may affect your graduation eligibility.

21. What are the AWS re/Start graduation requirements?

To graduate, you must:

- Maintain **at least 90% attendance**
- Complete **all Knowledge Checks (KCs) and Labs** on AWS Canvas

22. Will I receive a certificate after graduation?

Yes. Eligible learners receive an **AWS re/Start Graduate Digital Badge** after successfully completing the program.

To know more about Digital badges [click here](#)

23. What happens after I graduate?

After graduation, eligible learners receive:

- AWS re/Start Graduate Badge
 - Free AWS Certified Cloud Practitioner (CLF-C02) exam voucher
 - Career and placement support
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24. Will I receive a free AWS Certified Cloud Practitioner (CLF-C02) exam voucher?

Yes. Eligible graduates receive **one free AWS Certified Cloud Practitioner (CLF-C02) exam voucher** worth **USD \$100**.

Note: The voucher is for **one-time use only**. Replacement vouchers will not be provided for missed exams, cancellations, or failed attempts.

25. Is the AWS certification exam mandatory?

The certification exam is **strongly recommended** as it improves your employability, and the certificate badge is globally recognised.

26. Will I receive post-graduate resources after completing the program?

Yes. AWS will send post-graduate resources to your **registered email address** after you successfully complete the program (1-2 weeks after you graduate).

27. Can I continue accessing Canvas after the course ends?

No. Canvas will not be accessible after the cohort/course end date. Learners should download any important notes before access expires.

28. What job roles can I apply for after completing AWS re/Start?

Common entry-level roles include:

- Cloud Support Associate
 - Helpdesk Technician
 - IT Support Executive
 - Junior Cloud Engineer
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29. Will I get placement support?

Yes. The program includes resume building, interview preparation, career guidance, and placement assistance.

Note: Placement support does not guarantee a job offer.

30. Who should I contact if I need help during the course?

For technical or course-related issues, contact your trainer or the course coordinator.

Note: In case if you face an issue and cannot find the resolution in the FAQs, you can directly inform your trainer or mail us at support@cultusedu.com. Please make sure that you follow the format below:

- Name
- Email
- Number
- Course Name
- Issue
- Screenshots(if any)