



Frequently Asked Questions (FAQ)

Salyent Pty Ltd

What are the Learnings offered by Salyent Pty Ltd?

Our Learnings are presented by people who have developed their expertise for at least 30 years in their chosen fields.

The Lessons Earned series has been created to share stories of success and failures through a series of webinars, online articles and blogs.

Asset Management (AM) Maturity sessions focus on the understanding and developing Asset Management Maturity.

Our Technical Leadership series is about the development of leadership skills and competencies required for technical specialists to develop beyond their technical expertise.

Facilitation services are provided to any growing organisation who needs help and assistance in achieving their overall mission, strategy and objective. [Find out more](#) on how Salyent Pty Ltd could help you and your organisation to thrive.

How long is your live webinar session? Is the link to webinar replay available and for how long it is available?

Our live webinar session duration is approximately between 45 minutes – 1 hour and closed by approximately 15 minutes FAQ session and a poll feedback survey. We endeavour to make the replay video available within 48 hours after the live session and available for viewing for up to 12 months. If you purchase the webinar within Unlimited Webinar Package, the viewing is available during the subscription period.

Are On Demand webinars also available?

Certain topics will be available as On Demand Webinar as well, to support those who are unable to attend the live webinar session. However, please note that Question and Answer session will not be available on in On-Demand Webinars. Should you have any query related to the topic, you could join in the respective LinkedIn group for each topic or contact us at info@salyent.com



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What is Salyent Pty Ltd relationship with Asset Management Council?

Salyent Pty Ltd is a privately owned independent from Asset Management Council. Nevertheless, some of our key speakers are Asset Management expertise and professionals who are also Asset Management Council members. Sally Nugent was the inaugural CEO of the Asset Management Council for 10 years in 2005.

Can I claim Continuous Professional Development (CPD) program from the offered Learnings?

You need to check with the CPD scheme that is relevant to you. We do design some of our webinars to be relevant for CPD.

What is the Currency on the pricing?

Salyent Pty Ltd is Australian registered business. Our pricing is in Australian Dollars (AUD).

Is there any complimentary trial on your webinars and articles?

Yes, a few articles and webinars are available without fee, however you still need to create a user account on our website to view these complimentary items.

We hope after seeing the quality of our Learnings, you have confidence on our services.

How to start purchasing your Learnings?

Create a user account on our website, then you can start selecting our range of Learnings. The fee is shown in each learnings.

If you really like our Learnings series, our [subscription plan](#) will be more beneficial and value for money for you.



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Is there any promotional code or discount?

In some occasion, we will share promotional codes or discounts to our subscribers. So, register to our [subscription](#) list to get our latest updates and promotions.

What is your payment method? Do you accept non-Australia card?

We receive online payment through our secure payment gateways within our website. For Australian card holder, accepted credit card is Visa and MasterCard.

For those outside Australia, the payment will be processed in Australia Dollar, hence currency conversions fee may apply. Payment by paypal is also available.

I forgot my username account and password. How can I retrieve it?

When you set up your account, you will be asked to answer some security questions. Click on "Reset Password", then you will be brought to answer some security questions before you could receive your new password in your email.

Should you still encounter issue to login, please contact us at info@salyent.com. Please note that some security verification questions may be required.

What is your refund policy if I don't like your Learnings?

Your satisfaction to our product and service is very important to us. Please refer to our [Refund and Cancellation policy](#) for further detail.

How to unsubscribe from your newsletter?

You may unsubscribe from our newsletter anytime by clicking on "Unsubscribe" at the bottom of our newsletter email. If you are unsure, you could also email us at info@salyent.com to be removed from our mailing list.