

DSA ACADEMY FAQs

How do I register for a class?

To register online, log into the DGS's Learning Management System (LMS) at <https://learning.dgs.ca.gov/PublicWelcome.aspx>. Go to the Course Catalog and to browse available classes. Click on a class in the Class Catalog to see the class description, delivery method, locations, dates, times, fee and class availability. Add any class you wish to take to your cart. When you are ready to check out, the LMS will then take you step-by-step through the process of finalizing your class selection(s) and making your payment. You will receive an email detailing your payment and a separate email confirming your class enrollment.

Can I register by mail?

Yes, registering by mail is still an option but the LMS is designed to be an efficient, automated process.

Is there a registration deadline for in-person classes?

Yes, the registration deadline is one week before the class date, unless the class becomes full before that time. Fees must be paid at the time of registration.

What is included in my registration fee?

Professional training materials include electronic versions of the instructors' presentations, exercises, and resource information. Visual aids and other class-related materials may also be utilized.

Does the registration fee for in-person classes include refreshment services?

Food and drinks are not included with your registration fee. Snack and soda vending machines are available on-site at most locations and eating establishments are located near the facilities.

Does the registration fee for in-person classes include hotel accommodations?

No, hotel accommodations are not included in your registration fee. If you require hotel accommodations, it is suggested you make your reservations early to guarantee availability.

Will I receive a class confirmation?

Yes, your class confirmation will be emailed to you at the end of the online payment process. You can also view classes you are registered for on your Learner dashboard.



What is the cancellation and refund policy?

If you cannot attend a class, you must notify us by the designated cancellation date (one week before the class date) in order to receive a full class refund of your registration fee. The DSA Academy will not issue a refund of the class registration fee if you fail to attend a class or request to drop or cancel your registration after the designated cancellation date.

How do I drop a class?

To drop a class using the LMS, select "Withdraw from Course" from your Learner dashboard.

Will my credit card be credited when I drop a class?

No, the DSA Academy is unable to credit your credit card account. If you dropped a class and require a refund, please email DSALMSHelp@dgs.ca.gov. Please reference "Refund Request" in the subject line. All refunds are processed in check form and take four to six weeks for delivery. Refunds will not be processed for on-demand classes if you have already started the class.

How will my registration fee be applied if my in-person class is postponed or rescheduled?

The DSA Academy will make every reasonable effort to notify all students as soon as possible if a class needs to be rescheduled or postponed. The DSA Academy will automatically apply class registration fees towards the revised class date, if the DSA Academy reschedules or postpones a specific class. Students, who are unable to attend the revised class date, will receive a refund. All refund requests received as a direct result of a class being rescheduled or postponed by the DSA Academy will be reviewed for consideration on a case-by-case basis only.

How do I use my DSA Academy credit?

The DSA Academy policy for credits requires the credit to be used within 24 months from the cancellation date. If you believe you have a credit from the previous DSA Academy system, please send an email to DSALMSHelp@dgs.ca.gov.

How do I update my contact information?

To update your contact information, log into the DGS LMS. On the Learner dashboard select "Edit Account". Revise your contact information and click on the "Save" button.



How do I change my email address?

Select "Update My Account Profile" from the Main Menu and log in using your previous e-mail address. Enter your new e-mail address under "E-Mail Address" and "Confirm E-Mail Address" and click on the "Update" button. You will receive confirmation that your account profile was successfully updated. Next time you log in, use your new e-mail address.

What should I do if I have forgotten my password?

If you have forgotten your password, you may reset your password from the system. You will be sent an email with a reset password link.

How do I change my password?

From the login screen for the DGS LMS, select "Reset Your Password." You will receive an email asking you to click the provided link to change your password. You will receive an additional email that your password was successfully updated. Next time you log in, use your new password.

Will I receive proof that I attended a class?

Yes, once you fully complete a class it will appear in your "Complete Courses". You can click the completed course and the course completion certificate will download to your computer.

Why does my class history show I have an incomplete class?

A class is displayed under the title Incomplete Classes on your transcript if you did not drop the class at least 48-hours before the class started or if you attended only part of the class. To receive credit for completing a class, you must attend the entire class.

Which class is required for DSA Project Inspector re-certification?

The Project Inspector-Overview class is one of the requirements for re-certification (the other requirement is the Re-certification Exam offered by the Inspector Program). DSA-certified Project Inspectors must attend the Project Inspector-Overview class within their four-year certification period. The purpose of the class is to ensure that inspectors are sufficiently knowledgeable of the regulations and procedures to fulfill their code-required duties. The code edition addressed in the class is the currently effective code as of the class date. Inspectors are not required to bring their code books to class.



Can I earn Continuing Education Units (CEUs) for taking DSA Academy classes?

The DSA Academy is an American Institute of Architects (AIA) Continuing Education System (CES) registered provider. AIA members can earn Learning Units (LUs) and Health, Safety and Welfare (HSW) credit by attending qualifying classes offered by the DSA Academy.

You are required to attend the entire class to receive your Continuing Education Units.

To request AIA Learning Units (LUs) send an email to DSALMSHelp@dgs.ca.gov as soon as possible, after completing a class. DSA has a firm 10 days to report to AIA for the credit(s) to count. The DSA Academy will notify AIA when you have completed the class and will send you a replacement certificate of completion showing your AIA units.

To receive ICC and ACIA units, the student does not need to provide DSA with any information. Just keep your class certificate on hand in case ICC or ACIA requires proof you completed the class.

Is the DSA Academy online registration system secure?

Yes, when you enter your credit card information to make your payment, look for the padlock at the bottom of your browser indicating it is a secure connection.

How is my credit card information protected?

Your credit card information is encrypted when it is transmitted to the credit card processing company. It is not stored, printed or viewed on our local computer systems.