

Skills City FAQ

Communication

Who should I reach out to if I need support?

For the majority of queries (attendance, shadow PC/laptop issues, careers, access to zoom/course content, community support, industry projects, feedback/complaints), please use our [brand-new ticket system](#) to reach out to the team.

From here, you can submit a support ticket (please include as much information as possible) and should receive a reply in 24 hours on the active tickets associated with your email.

For support with course content/materials (what has been covered in sessions), please reach out to your instructor via Discord.

If you feel unsafe or are worried about someone else, please email Matt Cuerden, the Designated Safeguarding Lead at matt@in4group.co.uk

How do I access Skills City portal Discord channel?

[Click here to access the Skills City portal Discord channel](#) and choose the relevant group for the bootcamp you are enrolled on. This is your communication link for your instructor and your Industry Project Team.

Attendance

What do I need to do if I need to miss a session?

1. Complete an absence request form in the support section on canvas
2. Catch up on the recording which should be assigned to you on canvas (in your assignments section)
3. You **must** make sure to **leave a comment and press submit** after you have watched the recording in order for your attendance to be registered.

What should I do if I have missed several sessions and feel behind?

There are several ways we can support you to catch up, you can

- Book a space on our drop-in sessions – Tuesdays 3-4 and Wednesdays 6-7, this can be done by submitting a [ticket](#) using the category 'Technical Drop In Session'. The team will check your availability and send the relevant link.
- Contact your instructor via discord
- Contact the community support team by submitting a [ticket](#) using the category 'Community Support (Pastoral)'.

How do I access recordings to catch up?

1. Go to your assignments section on canvas – watch the sessions marked as 'Technical Session' followed by the date you missed
2. You **must** make sure to **leave a comment and press submit** after you have watched the recording in order for your attendance to be registered.

What if my personal circumstances have changed affecting my attendance?

Contact the community support team by submitting a [ticket](#) using the 'Community Support (Pastoral)'.

Where can I find information about changes in timetabled sessions?

Last minute changes to your timetable will be communicated by your instructor or technical coach via discord – to access Discord, [click here](#) and choose relevant group for the bootcamp you are enrolled in.

I've noticed an error in my attendance records. What should I do?

Contact the attendance support team by submitting a [ticket](#) using the attendance category – please provide information on which sessions are showing incorrectly.

What does my attendance need to be?

Consistent attendance is crucial to maximising the benefits of our programme and your attendance should always be above 90%. This commitment ensures you stay engaged with the course material, participate actively in discussions, and fully absorb the learning experience.

If you miss a session and catch up on it, your attendance will be registered but you **must make sure to leave a comment and press 'submit' after you have watched the recording.** Low attendance will mean you cannot access post-bootcamp careers support or receive your certificate of completion.

Accreditation Criteria

What do I need to achieve to receive the graduation certificate?

To obtain the Graduate Certificate, learners must meet the following criteria:

- Attendance: Achieve at least 90% attendance.
- Technical Assessments: Complete both Technical Assessments.
- Questionnaires: Complete both Pre and Post Bootcamp Questionnaires.

What do I need to achieve to receive the Credly Badges?

Learner will receive one of the following badges based on their overall performance:

- Graduate: For scores below 80%.
- Outstanding: For scores of 80% or higher.

To earn a Credly badge, learners must meet the following criteria:

- Technical Assessments : Complete Technical Assessments 1 and 2 and submit pre and post bootcamp questionnaires.
- Careers & Professional Development : Submit three job applications and a LinkedIn profile.
- Overall Attendance : Achieve the required percentage of attendance across all bootcamp sessions.
- Homework and Quizzes : All submitted

To receive your awards, you must meet the criteria outlines above within 2 weeks after the last day of your bootcamp

Canvas

How do I access technical assessments/homework and quizzes?

You can find the weekly technical quizzes under the Quizzes section on Canvas.

For homework and technical assessments (1 and 2), go to the Assignments section.

Recordings will also be available there.

I've noticed an error in my attendance records. What should I do?

Contact the attendance support team by submitting a [ticket](#) using the 'Attendance' category. Please provide information on which sessions are showing incorrectly.

How do I access recordings to catch up on lessons?

1. Go to your assignments section on canvas – watch the sessions marked as 'Technical Session' followed by the date you missed
2. **Comment watched and press submit** when you have caught up so we can log your attendance accordingly

What do the Skills City portal (Canvas) Grades (symbols) mean?

Tick - Assignment has been graded as complete

' - ' = No submission: Sometimes data recording can be delayed on updating for 24 hours

' T ' = Text entry: This lets you know that you have submitted text onto the recording/assignment and it has not yet been graded (again this could be delayed in the system)

Page Icon - Assignment submitted, not yet graded

Page Icon with Green Box - Assignment submitted and has been graded

Ticks with blue dots = Your grade has been updated/submission has been marked

Technical Support

I think my laptop/PC is struggling to run Unreal/Unity?

Contact the technical support team by submitting a [ticket](#) using the category 'Request a Shadow PC'. You will then receive an email asking you to provide us with your system specs. Based on the information provided, a Technical Coach will assist you with optimising the settings on Unity/Unreal engine or send a Shadow PC account invitation email.

My Shadow PC is not working.

Contact the technical support team by submitting a [ticket](#) using the category 'Troubleshooting Shadow PC'.

I am struggling to use and navigate around the Unreal/Unity Engine console.

Book a space on our drop-in sessions. These run weekly on Tuesdays from 3-4pm and Wednesdays from 6-7pm. This can be done by submitting a [ticket](#) using the category 'Technical Drop In Session'. The team will be in touch to check your availability and book a slot for you.

How can I request support from a Technical Coach?

Book a space on our drop-in sessions – Tuesdays 3-4 and Wednesdays 6-7, this can be done by submitting a [ticket](#) using the category 'Technical Drop In Session'. The team will be in touch to check your availability and book a slot for you.

Careers Support

Who should I email if I have a question about careers support?

Contact the Careers team by submitting a [ticket](#) using the appropriate Careers related category.

How do I request a 1-2-1 with the careers team?

Book a 1-2-1 session with our careers team by submitting a [ticket](#), using the category 'Book a 1-2-1 (Careers)'. The team will be in touch to check your availability and book a slot for you.

How can I access job postings through the bootcamp?

We communicate regularly with our clients and share their job postings with our learners on our own personal job platform called **Spacewalk**. You can access Spacewalk via the Skills City Portal (Canvas). On your home page, scroll to the 'Careers' section and use the link to access the Spacewalk Jobs Board.

We also find jobs from external job posts that are suitable for graduates from each bootcamp pathway and add them to Runway.

Do I get careers support after the bootcamp has finished?

Yes! When your bootcamp has finished, we continue to offer a further 12 weeks help in securing a role in tech, providing you have:

- Met the expected attendance of 90%,
- Had your camera on during in sessions
- Submitted evidence of at least one job application every 3 weeks

This careers support includes in-depth CV support, how to use AI tools to your advantage, transferable skills, rejection handling and much more. During this time, you will also retain access to Runway and the careers request support form.

Industry Projects

What is and isn't confidential?

In line with projects current covered by IN4's NDA, unless agreed directly with the client, learners should avoid:

- Naming the client
- Disclosing internal strategies, technologies, processes, or other non-public business information
- Sharing any materials, documents or outputs from the project.

If looking to share information about the project, e.g. as part of their CV or interviews, learners should:

- Generalise the project, focusing on their role/responsibilities, the type of organisation rather than the name, and the impact/outcomes of their work (e.g. increase in engagement)
- Focus on their skills i.e. what they did and learned, rather than what the project was.

When does it last until?

2 years from the date of the agreement.

Who owns the IP?

This is a client project and therefore the client owns the IP. Learners should speak to clients directly after the course to discuss or negotiate anything outside of this.

Can I work with other bootcamp learners or the client?

Yes, you can work with other bootcamp learners and the client independently following the project. All we ask is that should you secure an interview or employment with the client (or any other business), you let the Skills City team know and provide evidence of this.

Will we get recognition if our project is published or used in a future published project?

This is a question to be asked to the client, but usually if your work is being utilised after the Bootcamp you will receive appropriate recognition.

How many opportunities will there be with the client after the project ends?

This depends on the client. Usually they would put forward a project to get an understanding of the skillset on the Bootcamp and to see if there are any learners that may be a potential fit for any of their projects they are working on so usually the Industry Project acts as an extended interview.