Education Reimbursement FAQ

In accordance to the Education Reimbursement Policy - [Education Reimbursement Policy](#)

**What makes my course eligible for reimbursement?**

- Course is taken at a University or Accredited institute: credits are transferable to any university.
- Approved by your manager.
- Course must be aligned with current role or future role within the company.
- **Examples**: These typically include executive education programs, certifications, degrees, diplomas etc. These bodies are recognized as industry/subject institutions and offer accredited education programs. Examples of eligible courses include:
  - Qualified accounting programs for accountants
  - Recognized certifications in programming languages for IT professionals
  - CIPD or SHRM for HR professionals
  - Prince 2 for project managers
  - Language schools are also approved and do not need to be accredited.

**What Courses are not eligible?**

- **Courses not Eligible**: Privately run courses, seminars, workshops and conferences that do not provide you educational credits or a certification. Examples of private training not eligible for reimbursement include, but are not limited to, personal or professional coaching, public speaking, and whiteboard training, courses from General Assembly, Udacity.com, Sans.org (unless tied to a certification). Classes offered by individuals of any sort are not eligible under this Policy.

If a course is required by your department, this may be covered by your team and/or Talent Development. Talent Development offers a selection of educational training programs for all employees and people managers. Please refer to the [Talent Development site](#) for more info.

**Are new hires entitled to the education reimbursement program?**

The Program is intended for all permanent Salesforce employees and requires your manager's approval. Per the Education Reimbursement Policy, you must be employed at the course completion through receipt of reimbursement.
Can I backdate a claim for my Masters that I started prior to joining Salesforce?
You cannot backdate fees for a Masters or any courses started before you joined Salesforce. You are however able to claim for reimbursement towards ongoing modules started after you joined Salesforce. You can only claim up to the maximum limit set per year and reimbursement is only available with your manager and Employee Success’ approval.

How does Education Reimbursement work?
Reimbursement cases are subject to regular compliance audits, and claim approvals may be overturned if information is found to be missing, inaccurate or courses are not eligible as per the criteria in this policy. If you are not sure about the course, please log a ticket in Concierge or visit the FAQs before signing up.

Who approves my submission?
All submissions are manager approval dependent, on submission of request employees will be required to confirm that their manager approval was sought and given, final submission will be subject to review.

What is covered by Education Reimbursement?
Education Reimbursement covers qualifications, degrees and individual courses for professional development and education that:

a. Directly contribute to the achievement of the employee’s assigned job responsibilities with Salesforce
b. Leads to further education qualification pertaining to employees’ future aspirations within the company
c. Not currently offered through our internal sfdc.co/courseofferings

What are the deadlines for Education Reimbursement?

a. The Education Reimbursement program is run from December 1 - November 30th of each year. Claims made after November 30th will be processed from the following year’s benefit.

b. While some education will span across calendar years, reimbursement will occur from your benefit amount for the year in which it is submitted. A reimbursement must be submitted within 12 months after you finish the course. (ie, courses taken in 2016, but submitted in 2017, will be deducted from your 2017 reimbursement limit up to the maximum for the year. Courses taken in 2016 cannot be submitted in 2018.)

Can I use my Corporate AMEX card to pay for my courses?
No, education reimbursement is driven by the employee. Employee must pay upfront and pass the course meeting all eligible criteria in order to submit for reimbursement.
Where can I check my claims status?
Go to My Reimbursement Cases → Click on All cases to check the claim’s status.

Note: Status "Closed" means that you already received or will receive your reimbursement next paycheck.

For additional ways to drive your professional success, please visit Career Development Options!