



Guide - Booking a course (through the portal)

How to find a course

From your dashboard click the 'Course Search' box. You can then filter your search by typing in a keyword or selecting the course type, course category, course venue or date range. There is also a box which will allow you to see only the courses where you have completed the necessary pre-requisites and qualifications. Once you have added your filters click the red 'Search' button.

Alternatively, you can see all the courses running by selecting the red 'Show All' button.

Video Link: <https://youtu.be/akpKe60cLok>

How to check the dates of a course

Click the green 'arrow' button on the course you wish to book. You will then see all the dates with timings in which that course is running.

Use the date range filter on course search to see any courses running on a particular day, week, month etc.

Video Link: <https://youtu.be/ya30RiJ6htg>

How to check the availability of a course

The course is available if you can proceed by clicking the green 'Book' button. To see the number of spaces left, click the green 'Book' button which will add the course to your shopping basket. Click the delegates drop down arrow and you will see a line which will denote how many spaces are available to book.

If there are no spaces available, the status will read fully booked and you will instead see a green 'Waiting List' button. More information on the waiting list can be found below.

Video Link: <https://youtu.be/Ot27So8MMsk>

How to check the venue location of a course

Click the green arrow button on the course you wish to book. You will then see the course location of the venue in one of the columns - right click for the full address.

Use the venue filter on course search to see the courses that run at each of our venues.

These are: East Park Terrace - Southampton, St Mary's Campus-Southampton, Warsash Campus and The Ship Handling Centre - Timsbury.

Video Link: <https://youtu.be/uuldQeS3dLs>

How to I check the cost of a course

Click the green 'arrow' button on the course you wish to book. You will then see the cost of the course in one of the columns.

Video Link: <https://youtu.be/YLixgJo-77A>

How to check to see if I qualify for a course with my level of experience

Please find a link below to the M-Documents from the MCA website, which will state the pre-requisites required to complete a particular course:

<https://www.gov.uk/government/collections/merchant-shipping-notice-msns>

How to proceed with a booking and make a payment

Choose the course you wish to book. Click on the green 'Book' button which will add the course to your shopping basket. From your shopping basket check that the course title and date are correct and then click the 'Next Step' button.

Click the 'Assign Myself' button and you will see your name appear next to Delegate 1. Then click the 'Next Step' button. Please note only the manager of a company can assign other delegates/employees.

You will then see a cost breakdown including VAT of the course(s) you have booked. If you or your company have a discount code, type it into the box and select the grey 'Apply' button.

Type in the correct billing address. If it is a company booking the billing address will automatically fill in.

You will then need to select how you pay. Self-funded delegates will have to pay by debit/credit card. Company delegates can choose whether to pay by card or invoice. If applicable, please type in the PO (purchase order) number.

Please read the terms and conditions and confirm this by ticking the box. Then click the 'Complete' button. You will then see a summary of your order and a confirmation email will be sent.

Video Link: <https://youtu.be/JLqIYSmCV6k>

How to see what courses that I am booked on

From the dashboard click the 'My Courses' box and you be able to see a live status update of your courses.

Video Link: <https://youtu.be/ZRywDXzl9Nc>

How to cancel a booking

From the dashboard click the 'My Courses' box and you be able to see a live status update of your courses. On the far-right column you will be able to request a cancellation for each individual course. If this was a company booking, please ensure that your manager is aware and that your request has been authorised.

You will not be charged if you cancel a booking two weeks before the course start. However, please note that you will be charged the full cost if you cancel within two weeks and a replacement delegate can't be found.

For further information please look at our cancellation policy.

Video Link: <https://youtu.be/BTUlrYVQ-C0>

How to join a Waiting List

Click the green 'Waiting List' button and proceed with the booking, as explained above, through the shopping basket. You will not be required to pay.

Video Link: <https://youtu.be/gepoK3ibifY>