



## **FAQs - General Enquiries**

**How will you ensure that any accessibility requirements are met?**

*If you are a new delegate, you will be able to note down any accessibility requirements on your registration form. We will then ensure that your course instructor is informed so that they can make the appropriate arrangements prior to the start of your course.*

*If you are a current delegate, we will already have a record of any accessibility requirements on our system but please can we encourage you to contact a member of our sales team.*

**What happens if I'm unwell and can't make the course?**

*Contact a member of the Sales Team immediately.*

**Where do I go for my training? How do I find the venue?**

*Shortly after your booking confirmation you will be sent joining information which will inform you exactly where you need to be.*

**How do I know if I'm eligible to sit a course?**

*When you select a course on the website - please look carefully at the pre-requisites section.*

*From both the website and the portal you will also find a link to the M-Document which will state any pre-requisites required to complete the course.*

### **When and where do I receive my certificates?**

*You will receive a paper certificate at the end of the course subject to its successful completion. You will be required to sign an original and a copy for your employer (if applicable).*

### **Do I require a VISA to complete my course?**

If you require a VISA you must tick the VISA tick box, this will ensure that you receive a letter from Warsash Maritime School, Solent University to help you gain a VISA.

### **Is accommodation included?**

*Unfortunately, we do not provide accommodation for those attending short courses. On your joining instructions we provide you with various recommendations a close distance to your venue.*

### **Is lunch provided?**

*Yes, lunch is provided within your course fee and we can cater for a wide range of dietary requirements at each of our training locations. Please contact a member of the Sales Team in advance of your course if you have any serious allergies.*

### **What equipment or clothing do I need to bring?**

*Any special requirements will be listed in your course information document that you will receive shortly after booking.*

### **What documentation do I require?**

*As above. Any documentation we will require from you will be listed in both the joining instructions and course information documents you will receive shortly after booking.*

## **How do I enrol onto a course?**

*If you are a new delegate, you will be required to complete an online registration form. All delegates will also have to complete a short survey prior to the start of the course. On arrival, your instructor will check that you have completed these documents and make note of your attendance.*

## **If I cancel, how long will it take for my account to be refunded?**

*We will refund you as soon as we can. Please see the booking terms and conditions.*

## **How do I pay for a course if I am booking for myself but have previously been booked by a company?**

*You will have to pay by credit or debit card through the portal. Please see 'Booking a Course' guide for further information.*

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

## **I can't access my online course - what do I do?**

*Please contact a member of the Sales Team who will be able to assist.*

## **I am booked on a course - what further information will I receive as I will need to plan my week?**

*Following your booking confirmation, you will then shortly receive a further email with joining instructions and specific course information attached as two separate PDFs.*

***Joining Instructions** - will contain information you will require to attend the course such as the course location, start time, contacts, campus map (for East Park Terrace), travel directions/advice, campus facilities such as catering and parking.*

***Specific Course information** - regarding pre-course preparation, enrolment documents, attendance, objectives, aims, approvals/pre-*

*requisites, assessment, timetable/syllabus, clothing/special requirements.*

*A reminder email with these documents will be sent out once again, two weeks prior to course start. If you haven't received this information please get in contact with the Sales Team for short courses at your earliest convenience to ensure that you are organised and prepared.*

**How do I transfer to a different course? What if there is a price difference?**

*Self-funded delegates will need to contact the Sales Team.  
[email and phone number]*

*Company delegates will require authorisation from their manager. Managers will be able to transfer their delegates to a different course (see managing my company account guide).*

*Should you be transferring to a different course title; as opposed to just changing the date; any cost differences will be managed accordingly including refunds.*

**I need to book a course as soon as possible but there is no availability for a long time - what can I do?**

*You can join a waiting list for any number of courses. Should a space on a course become available we will contact you in the first instance.*

**Can I book on a course but be on a waiting list for my preferred date?**

Yes, you can. Just remember that if a space becomes available on your preferred date to cancel the other date you booked before two weeks of that start date.

**Will I be informed of any changes to my course booking?**

*You will be emailed immediately should there be a change to your booking e.g. cancellation, course dates, venue change etc.*

### **I have forgotten my user details - what do I do?**

Please contact a member of the Sales Team and they will send you a password reset link and inform you of your User ID.

### **Can I book multiple courses?**

Yes. You can add multiple courses to your shopping basket at any one time.

### **What additional access do managers of a company have on the platform?**

*Managers are able to access and edit the details of users/employees they have permission over, view details of the accounts that have access to, and create new users within those accounts. They are also able to book courses for their users/employees, monitor their training history, and run reports.*

*Managers also have access to some of the more advanced features within accessplanit (our booking database system) such as authorising course places for their users/employees if your accessplanit has the provisional booking functionality enabled, and monitoring survey submissions.*

### **What access do individual users/employees from my company have?**

*They only have access to The Portal. They can view their own bookings, make new bookings for themselves, and access eLearning or document course material.*

### **I don't yet know which employees I will book onto the course. Can I reserve spaces and add personal information later?**

*Yes, you can. Process your booking like normal (please see Booking a Course Guide) without assigning the delegates. Please note that these will go down as provisional bookings. Personal information for each delegate will be required two weeks prior to course start or you will*

*risk losing your bookings. Please refer to our bookings policy.  
Reminder emails will be sent out.*

*Please note that provisional bookings can only be made through the portal.*

**What happens when I have booked and assigned my delegates/employees onto a course? Do I need to pass on any further course or joining information?**

*No, you won't need to pass on any further information.*

*Delegates will be emailed a booking confirmation, then shortly after that a further email with joining instructions and specific course information attached as two separate PDFs. This will be the email address provided on their user record.*

**Joining Instructions** - will contain information a delegate will require to attend the course such as the course location, start time, contacts, campus map (for East Park Terrace), travel directions/advice, campus facilities such as catering and parking.

**Specific Course information** - regarding pre-course preparation, enrolment documents, attendance, objectives, aims, approvals/pre-requisites, assessment, timetable/syllabus, clothing/special requirements.

*A reminder email with these documents will be sent out once again, two weeks prior to course start. If a delegate hasn't received this information, please inform them to get in contact with the Sales Team for short courses at the earliest convenience to ensure that they are organised and prepared.*

**When will my company receive an invoice after booking?**

*The invoice will be generated immediately after the course start date.*

**How long does my company have to pay an invoice?**

*An invoice must be paid within 30 days of the course booking.*

**If I cancel a delegate will the refund show on the invoice originally generated?**

*Yes, if you cancel a delegate the invoice will automatically update to reflect this. If it is more than two weeks before the course starts the invoice will show a cost of £0. If it is within two weeks, you will still be fully charged.*

**Can I make a manual payment against an invoice?**

*Yes, find the invoice in which you wish to make a manual payment. Select the drop-down arrow to the far-right of the row and then click pay. Select your method of payment and carefully follow instructions.*

**Does our company qualify for a discounted course cost?**

*Please contact a member of the Sales Team and they will be able to inform you whether your company qualifies for a discount.*

**Can my company make a Private/Bespoke course booking?**

*Please complete an online enquiry form which can be found on the website. Alternatively, please feel free to contact one of the Sales Team.*

**A user/employee from my company has two accounts. What can I do? Can I remove one of the accounts?**

*Please speak to a member of the Sales Team. They will be able to merge the two accounts into one and keep the most up to date/requested information.*

**What dates are the courses?**

*You will find course dates on your learner portal. From the dashboard click the 'Course Search' box. From there you can filter your search by keyword, type, venue, category/department or by a date range of*

*your choice. Once you have found your course click on the green 'drop down arrow' to view all the course dates.*

*Look at our user guide - Booking a course (through the portal) for further support finding course dates.*

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

### **What is the course availability?**

*Look at our user guide - Booking a course (through portal) for support finding the availability of different courses.*

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

### **How do I set up a new user account?**

*Look at our user guide - Managing a Company Account for support setting up a new user.*

Video Link: <https://youtu.be/lfdCpk5SqRY>

### **How do I make a booking?**

*Look at our user guide - Booking a course (through portal) for further support.*

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

### **Can I change to another date once I have booked?**

*Yes, you can transfer to another date. Cancel the course you are currently booked on and then process the new booking as per normal. Please ensure that your manager has been made aware. Please note that you will be charged for the original date if this is within two weeks of the course start if a replacement delegate can't be found.*



## **How do companies book delegates without the delegates full details?**

*You can make a provisional booking to reserve a place on a course. However, delegate details must be confirmed two weeks before the course start. Otherwise, your provisional booking will be cancelled. You will be sent reminders to do so.*

*Look at our user guide - Booking a course (through portal) for further support.*

Video Link: [https://youtu.be/XkL2MBh5\\_VA](https://youtu.be/XkL2MBh5_VA)

Video Link: <https://youtu.be/ffnkcaXyU80>

## **How do I pay for a course?**

*Look at our user guide - Booking a course (through portal) for further support.*

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

*Company managers you can find out how to pay for a course by looking at our user guide - Managing a Company Account.*

Video Link: <https://youtu.be/CMCUHzg7Mhk>

## **How do I provisionally book spaces on a course?**

*Look at our user guide - Booking a course (through portal) for further support.*

Video Link: [https://youtu.be/XkL2MBh5\\_VA](https://youtu.be/XkL2MBh5_VA)

## **What details do I need to provide to fully book a course?**

*Look at our user guide - Booking a course (through portal) for further support.*

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

*We will have a record of your personal and company details.*

### **What time does my course start?**

*After booking on a course, you will be sent joining and course information which will specify the time your course starts.*

### **What happens if I'm on the waiting list?**

*If you are on a waiting list for a course, we will contact you as soon as possible if a space becomes available.*

### **My payment has failed how can I book a course?**

*If your payment has failed, please contact the Sales Team.*

### **How do I know 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-notices-msns>