

Training FAQs

Question	Answer
<p>1. Can I still book onto a course for the summer term on CPD Online?</p>	<p>Yes, please book onto any course published for the summer term as we are arranging online courses or postponing any courses necessary and we will have your details in order to contact you regarding the different options.</p>
<p>2. I can no longer attend a course date. Can I transfer to a later date?</p>	<p>Yes, we can transfer your booking to similar course at a later date</p>
<p>3. When will you notify me if a published summer term course is going ahead as scheduled or to be postponed</p>	<p>We are in the process of re-arranging all our summer term courses to either be online or postpone to the autumn term. We plan to have all the new scheduled dates ready by the beginning of the summer term.</p>
<p>4. How will I be notified if my course is to be delivered online</p>	<p>If your face-to-face course is to be delivered online, we will notify you by email of the new training date and will provide all the details on how to access the online course.</p>
<p>5. I would like to cancel my booking. Can I have a refund?</p>	<p>If outside 7 days, full refund issued as per standard T&Cs. If inside 7 days, we will transfer delegate to another similar course at a later date (non-refundable if delegate subsequently cancels). If you do not wish to transfer your booking and the cancellation is inside 7 days then there will not be a refund.</p>
<p>6. Can I substitute a delegate?</p>	<p>Yes, you can substitute a delegate at any time. Please contact course.bookings@strictlyeducation4s.co.uk if you would like to do this.</p>