



## Frequently Asked Questions Course Enrolments

### 1. How can I enrol on a course?

Enrolments can be made online, by email, post, fax or telephone.

### 2. How do I enrol online?

Enrolments are made via our website at [www.mercia-group.co.uk](http://www.mercia-group.co.uk), by clicking on the Courses button located on the homepage. You will need to sign in. If you have previously done this please use your username and password. If this is your first visit you will need to register.

### 3. What other information on courses can I find on the website?

You will be able to search a full list of courses organised by us. These can be searched for by date or subject matter or location.

### 4. Where can I find details of the course content?

For Professional Development courses details of the content are available immediately. They can be found in our course brochures, on our website (by clicking on the more details button) or by contacting us to request the information. For CPD courses, the content is not always agreed until nearer the date of the course. Once it is agreed it will be available on our website or by contacting us.

### 5. Do your courses qualify for CPD?

All of our courses qualify for CPD. The course details usually detail the number of CPD hours but if the course details are not available you can contact us and we will tell you how many CPD hours are attributable to the course you are interested in.

### 6. Can I check how many places are available on the courses?

This information is not available from our website but if you contact a member of our enrolments team on 0116 258 1241 they will advise you of the number of places currently available.

### 7. Is there a deadline for me to enrol on a course?

Online enrolments must be made 14 days before the date of the course; all other enrolments can be made at any time up to 7 working days before the course. Later enrolments may be

accepted if there are spaces available but will be subject to a late administration charge of £25.

### **8. Am I entitled to any discounts on my course enrolments?**

If you pay an annual fee for one of our membership packages you may be entitled to discounts on some of your course enrolments. For further details on the discounts available to you please contact Sarah Moore on 0116 258 1243.

### **9. How can I pay for my course?**

Once your enrolment on a course has been processed, you will be sent an invoice (if applicable). This can be paid by cheque, BACS or credit card within our 30 day terms.

### **10. Will I receive confirmation of my enrolment?**

Once your enrolment has been received and processed you will receive an email confirming your booking. If you do not receive an email within 7 working days please contact our enrolment team on 0116 258 1241 to find out if we have received your enrolment.

### **11. How can I check what enrolments I have made?**

You can access your booking and training records via the My Control Panel button. You will need to be logged in to do this. If you need help in doing this please contact a member of our Online Services Team at [onlineservices@mercia-group.co.uk](mailto:onlineservices@mercia-group.co.uk) or call 0116 258 1200.

### **12. Can I change my enrolments once they have been confirmed?**

Enrolments can be amended online, by post, fax or email.

If you are cancelling an enrolment, notification must be received at least 14 days before the date of the course for a refund to be given. The refund will be subject to a 20% administration charge.

If you are transferring an enrolment to another course, 7 working days' notice must be given. Shorter notice will be subject to a £25 administrative charge.

### **13. What can I do if I can't attend a course I am booked on?**

If you can't attend a course you can send a substitute. You only need to advise us of this if you have originally given us the attendee's name.

Alternatively you can transfer your enrolment to another course, or cancel the booking altogether. See 12 above for time limits on these options.

Finally if you can't send a substitute or are too late to transfer or cancel the booking, you can request a copy of the course notes.

### **14. Can I have a copy of the course notes?**

Course notes are only made available to those who were enrolled on the course. If you were not able to attend the course you were enrolled on, we can email a copy of the notes to you if requested.

If you are not enrolled on a course but would like to purchase a copy of the notes, we will only be able to agree to this if we have copyright of the course material. Please contact a member of the enrolment team on 0116 258 1241 for further details.

### **15. Do you keep a record of the courses I have attended?**

You can access your booking and training records via the online services area of our site, you will need to be logged in to view, transfer and cancel your bookings, along with your training records.

#### **16. Who do I contact if I have any queries about a course?**

A member of our enrolment team is always available to help you. Please call on 0116 258 1241 or email [enrolments@merciam-group.co.uk](mailto:enrolments@merciam-group.co.uk)

#### **17. Who do I contact if I have a query about the technical content of a course or suitability for a particular member of staff?**

Please speak to Kay Sanders, Emily Bailey or Andrew Paul on 0116 258 1200 or by email [kay.sanders@merciam-group.co.uk](mailto:kay.sanders@merciam-group.co.uk) [emily.bailey@merciam-group.co.uk](mailto:emily.bailey@merciam-group.co.uk) [andrew.paul@merciam-group.co.uk](mailto:andrew.paul@merciam-group.co.uk)

#### **18. Useful details**

- Enrolments telephone number - 0116 258 1241
- Training telephone number - 0116 258 1243
- Fax number - 0116 258 1250
- Email - [enrolments@merciam-group.co.uk](mailto:enrolments@merciam-group.co.uk) or [enquiries@merciam-group.co.uk](mailto:enquiries@merciam-group.co.uk)
- Address - Mercia Group Ltd, Best House, Grange Business Park, Enderby Road, Whetstone, Leicester. LE8 6EP.
- Mercia's membership details - <http://www.merciam-group.co.uk/membership/index.htm>