Shropshire Council/ University Centre Shrewsbury CPD

Booking Portal

Current FAQs

Questions arising:

1. Are we able to print out reminders of courses for staff?

   5 days prior to the event the delegate will receive an email reminder which will also include their parking voucher. This will require printing in readiness for their attendance.

2. Will the system allow trainers to respond to say that delegates have attended and completed the event? Useful to know for tracking training events for our training logs.

   This will be a phase two development (summer term 2019), it will also coincide with the process for certification which will highlight attendance for courses that are time limited (e.g. child protection/ safeguarding)

3. Is it possible to change the delegate (for whatever reason) as the date of the course gets nearer?

   Whoever holds admin rights for the new portal will be able to amend all bookings at any time.

4. Will courses after 1st Apr but before Easter now be at UCS even though under Shropshire?

Time	Centrally held CPD Events Venue	CPD Administration Responsibility
Up to 31st March	STDC	Shropshire Council
1st April to 12th April	University Centre Shrewsbury	Shropshire Council
From 29th April	University Centre Shrewsbury	University Centre Shrewsbury

5. What happens with payment if the course is cancelled either by the school or yourselves?

   There will be published terms and conditions within the booking portal that will address cancellations, the process and charges applied for late cancellations. If a monetary refund is required this will be managed by UCS CPD admin team after the event has been held and paid direct to the booking provider.

6. We are part of a trust and have no Debit card, can we use a Credit card?

   To make a monetary payment then either a debit or credit card is acceptable.

7. Up to Easter (for courses that have already been booked) can we get access to free parking e-mails?

   Yes – these will be emailed direct to schools/ providers from Shropshire Council. Shropshire Council will require the car registration number of all delegates prior to the issue of the permit.

8. How do the attendees receive their certificates once attended? Is it emailed to them or can we print off the portal?

   See question 2. Basically, this is in scope for phase two development of the booking portal – summer term 2019.

9. I would appreciate it if you could please send the username and password to myself so I can then ensure I am able to login and use the portal.

   The initial release of the booking portal URL including username and password will be sent to the known 'admin' email address for all schools/ providers. How this is shared within a school will be down to internal school/ provider decisions.

10. Will the portal show remaining credits?

    Yes. On your school/ provider dashboard it will details your level of subscription and amount of credits remaining (if appropriate).

11. What is the event is full at the point of booking?

    You will then be asked to contact the CPD team direct at UCS to determine if a repeat event will be offered and the delegate added to a waiting list.

12. Will the booking portal send a meeting request direct to an outlook account/ calendar?

    This is now in scope for phase 2 development of the booking portal. This will be reviewed during the summer term and it's a desired option within the functionality of the portal.