BOOKING PROCESS

Please refer below for information on the general booking steps that will occur when booking training with CC Learning. We use a computerised training management system to manage our bookings, course dates, our trainers and prepare our delegates.

REGISTRATION VIA CC LEARNING WEBSITE FOR A PUBLIC CLASSROOM COURSE:

COMPLETION OF SUBMISSION

You are welcome to register for yourself or a colleague through our booking pages on our website https://www.cclearning.cc/all-courses-dates/ or by emailing courseadmin@cclearning.cc

Please consider the optional extras you may include (at additional charge) – print version of any PeopleCert guide (digital format is standard issue), our exam guarantees, hard copy certificates (electronic version are standard), templates, and/or supporting materials (noting all necessary materials are included).

Please note any special needs you have regarding the exam environment (for e.g. relating to language, dyslexia, eyesight, etc.) so we can discuss options before the course. Please also advise us if you have any needs in relation to venue access and/or catering. Catering is included on all of our public courses, unless it is stated otherwise.

The delegate is welcome to attend in person to any classroom course or may join virtually (usually via the Zoom conferencing app). Some classes are set up as our "Live Online" format (fully virtual) whereby the trainer and all delegates join virtually, and these courses are priced with a discount to acknowledge lower costs.

Payment options include by bank transfer or credit card (noting a credit card fee applies which varies subject to location). Credit card payments are processed over a secure site and not taken verbally or by email for security reasons.

Your submission will be received by our course administration team who will ensure the charges equal any pricing arrangements in place or rates quoted, and note any special inclusions.

INVOICING

An electronic invoice will be issued by email. This will be directed to any invoice contact added into the booking form and you as the delegate will be copied in. This invoice will include CC Learning terms and conditions applicable for this booking, and is payable upon receipt. Please note that as a general rule we do not issue account statements.

If you have opted to pay by credit card, your invoice will show the surcharge fee as a separate entry and you will also receive via email a link to pay over a secure site with your card.

Upon receipt of full payment or an official purchase order, subject to prior arrangements and corporate account processing requirements, your place on the course will be confirmed.

CONFIRMATION

A confirmation or "Joining instructions" email will be issued to you. This will include any logistical information and details of any pre-course work recommended. We ask that you confirm receipt of this email by clicking the 'link to acknowledge' within the email.

MATERIALS ISSUING

If you have registered for an APMG accredited course, a print copy of the relevant guide will be issued by courier to the nominated address to your attention. A tracking number will be emailed to you so that you are aware of its imminent arrival. This is done upon confirmation or as otherwise advised in your confirmation email.

For PeopleCert courses, the guides are in digital format and will be issued to you approximately 4 weeks prior to the course start date unless otherwise advised. Print copies are available for additional purchase if preferred.

REMINDER EMAIL/ MATERIALS RECEIPT CONFIRMATION

Approximately 2 weeks prior to the course, a reminder email will be issued to you. This includes a link to confirm receipt of the specific items issued to you, and serves as a reminder to complete the recommended prep work.

EXAM REGISTRATION

For APMG courses, approximately 10 days prior to the start, as we order the necessary exams, an email from this exam institute will be sent directly to you asking you to register for the exam sitting/s (paper or online) included as part of the course. This is best completed prior to the course and requires you to set up a login. This process does require some

personal information and official ID details to be provided (noting that these details are safely stored according to current privacy rules).

For PeopleCert courses, exams are provided as a voucher for a remotely supervised online exam sitting. These are "bundled" in with the purchase of any digital guide (at foundation level) and issued to you from PeopleCert approximately 4 weeks before the course begins. The voucher allows you to sit the exam when you are ready – you will be advised to schedule during a specific slot during the training if preferred or you are welcome to sit post training.

BOOKING CHANGES

If the situation changes and you are no longer able to attend the course as registered, please contact us as soon as possible as charges may apply closer to the course start date (refer Terms & Conditions).

We do allow substitutes if a colleague can attend in your place. Please advise us with their name, contact phone number and email address, and pass any print materials already issued over. For any digital materials, it will be most likely these will need to be re-ordered at additional cost as they are linked to your own device app login.

POST COURSE

Post course, we will issue you an invitation by email to submit an online evaluation form about the course. We appreciate this input to help us improve our products and service to our customers.

We also issue an invitation to submit feedback on the first day of your training so that you may express any concerns at this early stage that we can address immediately for you, to enhance the remainder of your training experience.

If you require proof of your attendance for claiming of CPD's for your AXELOS PRINCE2 membership digital badge continuity, PDUs for PMI's Continuing Certification Requirements (CCR) program, or similar, we can provide upon request a letter confirming attendance.

REGISTRATION FOR E-LEARNING TRAINING:

COMPLETION OF SUBMISSION

You are welcome to register by emailing our E-learning booking form (available upon request) to courseadmin@cclearning.cc

Please ensure you are familiar with the package inclusions, topics you will cover and terms to ensure this is right for you as these packages are non-refundable and not transferable.

Payment options include by bank transfer or credit card (noting a credit card fee applies that varies subject to location). Credit card payments are processed over a secure site and not taken verbally or by email for security reasons.

The submission will be received by our course administration team who will ensure the charges equal any pricing arrangements in place or rates quoted, and note any special inclusions.

INVOICING

An invoice will be issued by email. This will be directed to yourself and any invoice contact advised. This invoice is payable upon receipt.

If you have opted to pay by credit card, your invoice will show the surcharge fee as a separate entry and you will also receive via email a link to pay over a secure site with your card.

Upon receipt of full payment or an official purchase order, subject to prior arrangements and corporate account processing requirements, your training package will be issued.

CONFIRMATION

A confirmation email will be issued to you. This will include expectations over receipt of the following; E-learning portal login details (allow up to 3 business days for this), any course materials included, and exam voucher issuing. We ask you to confirm receipt of these details by return email.

MATERIALS ISSUING

Any included print guides will be issued by courier to the nominated address to your attention. Advice of dispatch will be emailed to you so you are aware of its imminent arrival. Please note for PeopleCert packages which include the foundation level, guides are issued in digital format as standard.

EXAM VOUCHER ISSUING

You will receive an email from our exam institute with details of the voucher for the exam sitting/s included. Use of this voucher requires you to set up a login on the relevant exam institute's portal. This process does require some personal information and official ID details to be provided (noting that these details are safely stored according to current privacy rules).

BOOKING CHANGES

If the situation changes and you are no longer able to complete the training package as purchased, please contact us as soon as possible to discuss options (noting Terms & Conditions)

POST COURSE

Post course, we welcome any feedback about the actual package or our service to you. This input will assist us to improve our products and service to our customers.

If you require proof of your training for claiming of CPD's for your AXELOS PRINCE2 membership digital badge continuity, PDUs for PMI's Continuing Certification Requirements (CCR) program, or similar, we can provide upon request a letter confirming details.

THANK YOU FOR CONSIDERING CC LEARNING TO PROVIDE YOUR TRAINING

PRINCE2, PRINCE2 Agile, MSP, M_o_R, P3O, MoP & MoV are registered trademarks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. APMG International Change Management is a trademark of The APM Group Limited, used under permission of the APM Group Limited. All rights reserved. APMG International Managing Benefits is a trademark of The APM Group Limited, used under permission of The APM Group Limited. All rights reserved. Better Business Cases™ is a trademark of Her Majesty's Treasury. All rights reserved. AgilePM is a registered trademark of Dynamic Systems Development Method Ltd. All rights reserved. APMG International Project Planning & Control™ is a trademark of the APM Group Ltd.