



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 TRAINER LED 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) –

- Upgrade to add in classroom/catering in Host location or Satellite location, or welcome to join virtually (base option)
- print version of any PeopleCert guide for their courses, as digital format is standard issue at Foundation level
- APMG course delegates receive a print copy of the guide automatically but are welcome to opt for a digital version instead at no extra charge (please tick the box)
- our exam guarantees (read more [here](#))
- PeopleCert hard copy certificates, noting electronic version are standard for both PeopleCert and APMG (print copies n/a now for APMG certifications)
- supporting materials (noting all necessary materials are included).

Options relevant to PRINCE2 7th edition only:

- hire of a pre-loved print copy of a PeopleCert PRINCE2 7 guide if you do not wish to purchase
- addition of an extra day to make Foundation course 3 days instead of 2 to include practitioner level deeper analysis of the base content presented to date
- mock exam vouchers at both levels to help familiarise yourselves with the Examination interface

The delegate is welcome to join virtually (usually via the Zoom conferencing app) or upgrade to attend in person to where our trainer will be (usually in person or may be beamed in if



travel is not an option for them) or in your own “satellite” location if different to Host location
– Please tick the box to confirm your attendance preference.

Some classes are set up as our Virtual classroom courses (“Live Online” format) whereby the trainer and all delegates join virtually, however you are most welcome to upgrade to book a Satellite venue if you need a suitable training space away from work and perhaps with other delegates for a collaborative environment.

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 if upgraded.

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.

Please review our booking terms by the [link](#) in the form.

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. Any pre-requisites will need confirming at this time.

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 dispatched 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. If you have opted to receive a digital copy instead, this will be organised for you and emailed to you with a download link/code. This is done upon confirmation or as otherwise advised in your confirmation email.

For PeopleCert courses, the guides are in digital format and the relevant e-book will be issued to you approximately 2 weeks prior to the course start date unless otherwise advised. Access to this is within the PeopleCert delegate portal, via the exam voucher ordered at this time. Print copies available for additional purchase will be dispatched by courier upon confirmation of your place.

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 2 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 available or you are welcome to sit post training, noting we recommend sitting these are sat no more than a week after the training ends for maximum learning retention.

If any practitioner level voucher is included, you are asked to contact us when you are ready to sit and we will issue this to you instantly.



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/vouchers, it will be most likely these will need to be re-ordered at additional cost as they may already be linked to your profile.

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 / SELF PACED TRAINING:

COMPLETION OF SUBMISSION

You are welcome to register by emailing our completed 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. Any pre-requisites will need confirming at this time.

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 or by email to your email address if digital. 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, and for certain



APMG packages, print guides are standard issue however you may opt for a digital version instead at no extra charge (please advise your preference).

EXAM VOUCHER ISSUING

You will receive an email from our exam institute with details of the voucher for any foundation exam sitting 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).

If any practitioner level voucher is included, you are asked to contact us when you are ready to sit and we will issue this to you instantly.

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

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