

# FAQs about booking courses

If you have questions about how to book courses your answers may be here.

## Booking FINE 1: Foundation Toolkit

### Where can I find information about FINE 1 courses and dates?

- Go to [www.finetraininguk.com](http://www.finetraininguk.com) and click on the “Courses” tab to find information and dates.

### Can anyone enrol for FINE 1?

- The course is suitable for any healthcare professional working with infants in a hospital setting.
- Parents, neonatal charity organisers and hospital administrators or managers may also attend.
- The UK based course is not suitable for people who are not fluent in English.

### How can I book a place on a course?

- If you can pay with a credit card or via PayPal the easiest and quickest way to book your place is through our website [www.finetraininguk.com](http://www.finetraininguk.com). Click on the “Enrol Now” button on the Courses page and follow the booking instructions.
- When you follow through to payment you will be asked to create an account password. You will receive an email to let you know your account has been created and you can log in via the ‘COURSE LOGIN’ button on the site with your your chosen password to get immediate access to the course materials.

### What do I do if paying with a credit card or PayPal is not possible?

- Contact us on [info@finetraininguk.com](mailto:info@finetraininguk.com) to ask for an invoice so that you can pay by cheque or bank transfer.
- You will need to provide the full details of the person or department to whom the invoice must be submitted: name, email, telephone number and address.
- If your employer will be paying for your place we will send a draft invoice and they will issue a purchase order so that we can submit the final invoice with the PO number.
- There will be a delay between application and reservation while we wait for the purchase order or payment to come through. We then confirm dates and send you a password reset message so you can start the course.
- If we are not registered as a supplier with your HA the Procurement Office may want to set this up. On our website [www.finetraininguk.com](http://www.finetraininguk.com) you can download the Company Details document which has the information they need for this.
- We need your name and email address so that we can contact you to complete the enrolment process.

- This process can be slow and we cannot guarantee that the date you hoped for will still be available.

#### **How do I book more than one place on the course?**

- You can purchase vouchers on the website for as many people as you like. Go to [www.finetraininguk.com](http://www.finetraininguk.com) and click on Courses. Below the dates for FINE 1 courses you will see a button for purchasing vouchers.
- When you buy vouchers you need to enter the names and emails of each person who will attend. They will then receive a gift card that enables them to enrol and book their live on-line session via the courses page.
- You can also contact us at [info@finetraininguk.com](mailto:info@finetraininguk.com) to discuss options for block bookings.

#### **Can I reserve a place on a course before I have paid?**

- Places can only be reserved once we have received payment or a purchase order.

#### **Are there any reductions for multiple bookings for students.**

We are unable to offer reductions.

#### **I have booked a place on a Foundation Toolkit (FINE 1) but cannot attend, can I get a refund or pass my place on to someone else?**

- No refund is available after enrolment due to the nature of instant access to all our course materials.
- If you are unable to attend a course for which you have enrolled you may transfer to a similar course at an alternative date, provided places are available and the request has been made at least 2 weeks before the start date of the course on which you originally booked.
- Places on FINE 1 courses cannot be transferred to other persons once an account has been opened and the course materials have been accessed.
- Please refer to our Terms and Conditions.

#### **I have paid for the course but have not received any course materials.**

- When your payment is confirmed you receive an email asking you to reset your password
- If you do not receive the password reset email check your spam folder before contacting us.
- When you have reset your password you will be able to log into the course. This will give you access to all the on-line materials.
- Materials and information for the live on-line components of courses will be sent to you 1 -2 weeks in advance.
- The notes for each topic on the course are also available as one document for you to print off.

**I have booked a place for a live on-line session (FINE 1, Part 2) but have not received any information.**

- You must complete all the topics and quizzes for Part 1 before you will be invited to attend the live online session (Part 2). As you do each one click on the next button.
- The Zoom invitation and details for the PART 2 live online session are posted about 1 week in advance.

**When will you resume face to face teaching?**

- We have no plans to return to face to face teaching as FINE 1 is working well online.

**Can I book a whole course for my team?**

- It is possible to book courses exclusively for one team or one network. If you are interested in this please contact [info@finetraininguk.com](mailto:info@finetraininguk.com) for options.

## Booking FINE 2: Practical Skills.

**Where can I find information about FINE 2 courses and dates?**

- Go to [www.finetraininguk.com](http://www.finetraininguk.com) and click on the “Courses” tab to find information and dates.

**Can anyone enrol for FINE 2?**

- The course is suitable for any healthcare professionals working with infants in a hospital setting but all applicants must have completed a FINE 1: Foundations course within the last 5 years.
- There is a selection process for this course.

**How can I book a place on a FINE 2 course?**

- Use the courses tab on the [www.finetraininguk.com](http://www.finetraininguk.com) website, select FINE 2 and complete the application form.
- Your application will be reviewed and if it is approved you will be offered a place and an invoice will be sent out.
- When a purchase order or payment is received we will contact you to complete the enrolment process and select a start date.

**Can I reserve a place on the FINE 2 course before I have paid?**

- Places can only be confirmed once we have received a purchase order or payment.

**I have booked a place on a FINE 2: Practical Skills course but cannot attend, can I get a refund or pass my place on to someone else?**

- No refund is available after enrolment due to the nature of instant access to all our course materials.

- If you are unable to attend a course start date for which you enrolled you may transfer to an alternative date if the request is made at least 2 weeks before the start date of the course on which you originally booked.
- Places on FINE 2 courses cannot be transferred to other persons.
- Please refer to our Terms and Conditions.

**I have paid for the FINE 2: Practical Skills course but have not received any course materials.**

- When your payment is received you will receive a confirmation email and a hard copy of the course handbook will be posted to you within 1 week.
- You will receive an email invitation to reset your password so that you can access additional materials on the website.
- You will be able to choose your start date.
- Please contact us at [info@finetraininguk.com](mailto:info@finetraininguk.com) if you do not receive the handbook and the password reset invitation.