

UNDERSTANDING T LEVELS

FREQUENTLY ASKED QUESTIONS

1. I am having trouble creating an account in order to make a booking.

Follow the instructions in the [user guide](#) and if you still experience issues email bookingsupport@etfoundation.co.uk or pd@ascl.org.uk

2. I can no longer attend this session and wish to cancel my place.

For all withdrawals, please email bookingsupport@etfoundation.co.uk with the booking reference number/code, starting "BK"

3. I cannot attend the session I booked onto; can I be transferred to another one?

You can transfer to an identical session if one exists and places are available. Transfer requests will be approved if they are made within 7 working days of the booking or 14 days before the start date of the course. Outside of these periods the request would need to be reviewed by the Booking Admin team.

4. Who can withdraw or transfer delegates?

All requests for delegates to be withdrawn or transferred should be emailed to bookingsupport@etfoundation.co.uk.

5. What happens if the session I have booked on is cancelled by the ETF or ASCL PD?

If ETF or ASCL PD, the delivery partner cancels or changes a course instance, any delegates booked on to it will be given notice at least 7 days before the start date - by email. Delegates will be offered the option to transfer to an alternative session, if available. All requests for delegates to be withdrawn or transferred should be emailed to bookingsupport@etfoundation.co.uk.

6. Can delegates be added to an event after it has taken place?

Only Booking Support can add delegates to an event after it has taken place. Request for this should be sent to Booking Admin. You must supply full details of the delegates to be added (name, email, telephone, job title, job role, organisation) and tell us whether you want them to receive surveys. Joining Instructions will be changed to 'Not required' so these will not be sent out.

7. Can a delegate's details be updated after they have made a booking?

Booking Support can update a delegate's email address to ensure that they receive emails like their joining instructions. Other details can be updated, but these changes need to be authorised by Booking Admin. ASCL PD, the Delivery Partner can also update a delegate's information, but they do not need authorisation.

8. I have mislaid my Joining Instructions – how can I request these to be resent?

ASCL PD, the Delivery Partner can resend joining instructions if requested by a delegate or if any of the information has changed.