

Education for Health, Using the new on line booking system – Frequently asked questions (FAQ's)

The following FAQ's are designed to support customers in using the e-commerce site from 17 August 2016 and to support anyone (e.g. prospective students, existing students, those who would like to book on behalf of others) in quickly and easily booking courses with Education for Health.

Promotion of course

1. What does Level 5 / Level 6 / Level 7 mean?

Levels refer to the academic Level accredited to the module / course. Level 5 is Diploma Level and Level 6 is Degree Level. These two levels are accredited by the Open University. Level 7 refers to Master's Level MSc study and is accredited by the University of Hertfordshire.

All modules completed can then be used towards completing one of our full programmes - either a Diploma or Degree qualification (Dip HE / BSc Long Term Conditions) or MSc Respiratory Practice.

2. I'd like to book a course but am not sure if I have the qualifications / experience needed – who should I speak to confirm this before I book?

If you are planning to do a programme – contact Kate Fletcher for Level 7 and Sarah Kitt for Levels 5 and 6.

If you work in a particularly specialist area i.e. Paediatrics, Oxygen therapy or are a HCA then we would advise that you speak to the education lead prior to applying for the module. Details of the module content and the expected learning outcomes can be found on the website in the module specification document along with the education lead contact details.

If you have any questions relating to whether the course you are interested is suitable for Level 5 (Diploma) and / or Level 6 (Degree) programme – please contact the programme administrator studentsupport@educationforhealth.org. If you are interested in Level 7 (MSc), please contact studentsupport@educationforhealth.org. It would be useful if you could put the level in the subject title as emails regarding Level 5, 6 and 7 all go to the same email address.

3. When is the latest time I can book onto a course?

We cut off course bookings two working days before the course start date to ensure you receive all of the necessary communication from us to be able to confidently start the course on the start date. For Level 7 modules the cut off is 6 weeks prior to the start date.

4. Where do I find information about start dates, study days and assessment deadlines and venue etc?

You can search the store on our website <https://store.educationforhealth.org/>. You can search for a course by location, disease area or academic level. Once you have selected the course, you will see all of the course information including details of study day dates and assessment deadlines.

5. How do I know if there are any places left on a course?

Once you have selected a course in the store, the course page, which provides you with all the information relating to the course details, will also show how many seats are available to book at any time.

6. What will the booking system show once all those places have been taken?

The booking system automatically prevents potential customers from buying places but will allow them to join a waiting list for that specific course.

7. Will a place be reserved for me whilst I arrange payment by my employer?

Places on courses are not reserved before orders are accepted and processed, which will be upon receipt of payment or a purchase order.

Payment

8. What forms of payment do you accept?

We accept Credit Card, Cheque, payment by BACS or a commitment from the third party that they will be financially supporting your education.

9. I'd like to book a course for myself but someone else is paying for it, what should I do?

Continue with your purchase through the website: Put the payer's details in the "Invoice Details" section and click on the "Pay by Invoice/BACS/Cheque" button. This will generate an e-mail that will be sent to you which includes invoice details from Education for Health, and payment details of how to make the payment. You will need to pass this to your payer to process the payment.

10. I'd like to book a course with Education for Health for one or more members of my staff, can I do this online?

Yes, it is possible to book multiple places with the online booking system. You will need to have the names and individual email addresses of each attendee.

In order to do so, on checkout please complete the form in full with your own details, and tick the box at the bottom of the page next to "Tick here if you are buying on behalf of someone else".

On completion of your order, you will receive an email confirmation, which will allow you to click on a link to allocate your members of staff to the purchased course, and at this stage, you can also enter their details.

11. How will I know that I have been successfully booked onto the course or workshop?

Once your order has been accepted and processed, you will receive an order confirmation from customersupport@educationforhealth.org to advise how to access iLearn the online learning platform. Your eLearning materials will become available for you to access from 9am on the start date.

Student entry

12. Do I need to attend study days?

Our study days are optional, although we advise to attend as they are a great help to the eLearning. The only exception to this is study day 2 for all spirometry modules – this is a practical assessment day and a compulsory element of your module.

13. Do I get access to a tutor?

Each of the modules have an educational lead who is available to provide support. The education leads are all clinicians and can therefore provide excellent and clinically relevant support for you during your academic course.

In order to contact them in the first instance email studentsupport@educationforhealth.org and your email will be forwarded to the education lead for the module. Their specific email addresses' can also be found on your course page on iLearn the online learning platform.

14. What is e-learning? I am not very good with computers?

It can be daunting if you have not studied this way before so we suggest you try one of our quick previews, taken from our accredited eLearning modules, to get a flavor of what eLearning can be like: easy to fit round your professional and home life, informative and always up to date.

<https://www.educationforhealth.org/clinical-excellence/resources/elearning/>

We redeveloped our learning materials especially for online use with advanced eLearning features like video, audio, animation and illustrations. Real patient case studies throughout really support learning to be implemented into practice. You can choose where and when to undertake your learning so it's much more flexible for your needs. ELearning has been shown to support improvements in student behaviour including communication skills and procedural skills. An eLearning approach means we can update online materials rapidly so you can access the most up to date clinical information, unlike traditional courses which can date quickly as new evidence emerges.

15. Can I start my course at any time? Why do I have to start on a set date if it is distance learning?

Due to Open University regulations all students on the same cohort need to start at the same time, as assessments are set to be due in exactly 6 months after the start date (this may vary so please check details for your course); allowing early access would mean some students might have more time to prepare than others.

16. Is there a way for students to register their interest for courses that already have dates available, but not in their preferred area? So that we can identify when interest for venues such as London or Stirling requires us to set up a course in those areas.

Yes we can create a product from the template that is used for "Registering interest in a course" not linked to a cohort. This product will have a form which the potential customer can fill in to register their interest.

17. I'm booking a place on a workshop – why am I enrolled online/what do I have access to online?

You will find all the venue details and timings for your workshop online.

18. I haven't received my username and password email

If you booked your course online for yourself, the email and password you used to create your shopping account will be the same one you need to log onto our iLearn system. You will find these on the order confirmation email sent from customersupport@educationforhealth.org.

You will also receive an email from educationadministration.donotreply@educationforhealth.org with these details.

19. I haven't received an email confirmation for my order

Please check your inbox and junk email for an email from sender Customersupport: customersupport@educationforhealth.org. You will get a confirmation on screen if paying by credit card

and a confirmation email will also be sent to your email account, your email account must be a valid email account and unique to you to ensure you get all communications

20. I have a query about my order

If you have any queries about your order please email customersupport@educationforhealth.org quoting your order number or call 01926 836835

21. I have a query about the course I'm enrolled onto

Please contact our Student Support team on studentsupport@educationforhealth.org 01926 838969.

22. I can't log in to see my previous order, my password won't work

We have recently changed over to an improved booking system, unfortunately we were unable to carry across previous logins and passwords, so you will need to create a new login and password.