

Booking Training for National Grid Person Authorisation for Contractors

Frequently Asked Questions

March 2020



Copyright

All rights reserved. No part of this publication may be reproduced, stored in a retrievable system, or transmitted in any form or by any means whatsoever without prior written permission from the copyright holder.

© Energy & Utility Skills Group

Registered Office: Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN

Registered no: 3812163

W: <https://ngbookings.eusr.co.uk/>

T: 0121 713 8272

E: ngbookings@euskills.co.uk

A: Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN

FAQs

We've pulled together the most common questions asked about how to create and manage your bookings for training contractors must undertake to gain 'Person' authorisation under the National Grid Electricity Contractors scheme. As we get asked more questions, these FAQs will be updated.

If you have a question that is not listed below, please contact booking support. We are available Monday 8.00am – Friday 5.00pm, email: ngbookings@euskills.co.uk or telephone: 0121 713 8272.

Coronavirus Advice

If an individual cannot attend a Person course due to Coronavirus, either diagnosed or self-isolation, their booking must be cancelled via the Person Booking Portal and the EUSR Support team notified so refunds can be made. Further detail on the process to follow is provided below.

- Before the day of the Person course: Cancel the booking via the 'My bookings' page and forward your Course Cancellation e-mail to ngbookings@euskills.co.uk confirming that the individual cannot attend due to Coronavirus, either diagnosed or self-isolation.
- On the day of the Person course: Contact Kefax before 8:30am to inform them by telephone (01623 422099) or e-mail (admin@kefax.co.uk), cancel the booking via the 'My Bookings' page and forward your Course Cancellation e-mail to ngbookings@euskills.co.uk confirming that the individual cannot attend due to Coronavirus, either diagnosed or self-isolation.

Please note, refunds will be made for cancellations less than 10 working days before the course date when this process is followed. You may receive a warning when cancelling a booking that you are not eligible for a refund, please continue and follow the process above. If a trainer or the National Grid Academy at Eakring are unavailable due to Coronavirus, we will cancel the course and you will receive an e-mail notification and a refund.

National Grid Electricity Contractors Scheme

Topic	Question	Answer
Course information	What are the new National Grid Person Courses called?	There are two courses that are offered: Person (Substations) and Person (Overhead Lines) . There are two e-learning packages that are offered for individuals needing to

		renew their existing Person authorisation: Person Renewal (Substations) and Person Renewal (Overhead Lines) .
Course information	Who are the courses for?	<p>These courses are suitable for individuals who are:</p> <ul style="list-style-type: none"> • Contractors who carry out work for National Grid; and • Carry out duties as a member of a working party; and • Have sufficient technical knowledge or experience to avoid danger. <p>Taken from: NSI 30 November 2019</p>
Course information	My previous authorisation is just for Person. Why are there now two options for Overhead Lines or Substations?	National Grid have split the Person training to enable individuals to undertake training to gain the authorisation most appropriate for their work.
Courses information	How do I know whether I need the Overhead Lines or Substations course?	Pick which Person course is most appropriate for the work you do. The booking service contains full details for each course. You can also view more information about the National Grid Electricity Contractors scheme here on the EUSR website.
Course information	Can I take both assessments and get Overhead Lines and Substations Person authorisations?	Yes, but these will be two separate bookings, training sessions and fees if individuals wish to do this.
Course information	When do the new Person training courses begin?	You can book them now through the booking service.
Course information	I sat Person and BESC AME before 20 January 2020 will I need to take the new courses?	<p>You only need to renew when your current Person authorisation expires. Current registrations will be valid for their duration.</p> <p>You must have an in date Person authorisation and an in date BESC AME registration to be eligible for Person Renewal e-learning. Your Person and BESC AME registrations must be in date when the Person Renewal e-learning</p>

		<p>is started and when the e-assessment is taken, automated checks are in place.</p> <p>If your Person authorisation or BESC AME registration has expired, then you must take the full day face to face Person course at National Grid's Academy in Eakring.</p>
Course information	Can I book training for other National Grid Electricity Contractor authorisations through this service?	No, this service only manages booking for training for contractors to achieve Person authorisations.
Course information	How do I book training for other National Grid authorisations, ie Competent Person and Authorised Person?	These will still be booked in the usual way. Booking forms and information can be found here . This booking service is only for contractors requiring Person authorisation.
Course duration	How long do the training sessions take?	<p>For those who do not hold a current Person authorisation the training courses are a full day.</p> <p>Those who are eligible for renewal can undertake the e-learning packages independently. The learning and assessment must be completed within 28 calendar days of receiving the link to the training AND before the existing Person authorisation expires. You should allow at least 1 hour to complete the e-learning training.</p>
Eligibility for the renewal option	What do I need to be eligible for the e-learning renewal route?	<p>You must have an in date Person authorisation and an in date BESC AME registration to be eligible for Person Renewal e-learning. Your Person and BESC AME registrations must be in date when the Person Renewal e-learning is started and when the e-assessment is taken, automated checks are in place.</p> <p>If your Person authorisation or BESC AME registration has expired, then you must take the full day face to face Person course at National Grid's Academy in Eakring.</p>

Eligibility for the renewal option	What if someone has held a Person authorisation but it has recently lapsed?	The individual is no longer eligible for the e-learning renewal route and must be booked onto the training at the Eakring venue.
Pre-requisites	Are there any pre-requisites I need to undertake the day long Person course?	Individuals need to take proof that general health and safety awareness has been successfully undertaken prior to course attendance. Some examples include SHEA Power and courses affiliated to the Construction Skills Certificate Scheme (CSCS card) and the Construction Industry Training Board (CITB card). For more details, see NSI 30 version November 2019.
Pre-requisites	Do I need to do or re-do BESC AME as well?	No. BESC AME is no longer a pre-requisite for holding either Person authorisation under the National Grid Electricity Contractors Scheme.
Course content	What is covered in the new Person courses?	This full day course consists of e-learning and assessment on underpinning knowledge, e-learning and assessment in relation to the dangers of Impressed Voltage and a relevant practical health and safety assessment. The e-learning package is designed to refresh the individual in relation to relevant health and safety substation knowledge. It is undertaken along with refresher e-learning on the dangers of Impressed Voltage.
Course content	I did not have to do Impressed Voltage before. Will I be charged extra now?	No. National Grid now include this in the price for all Person training courses.
Course content	Will the new training include elements of what was being covered in the BESC Cable Training assessments?	Substation Person covers basic safety; cable contractors are deemed as specialist contractors and as such their employee will be responsible for cable specific training
Course content	Will classroom training be provided prior to the renewal assessment similar to that currently offered by some training providers?	No. Individuals requiring this will need to source this independently if they wish to undertake it.

Course content	Will practical assessment for OHL include elements of climbing, putting on pennants etc like it does on our current BESC Assessment?	No.
Course content	Can I still get a BESC AME authorisation when my current one expires?	Yes. Visit the EUSR page to find approved assessors.
Training venues	Where will the day long courses be held?	At the National Grid Academy in Eakring, Nottingham and carried out by KeFax on behalf of National Grid.
Training venues	I cannot make it to Eakring, what other venues and training providers can I use?	None. All trainer-led courses for Person authorisations are carried out at Eakring.
Training times & availability	Will the courses be available at a weekend?	No. The day long courses at the Eakring venue will be Monday to Friday, excluding Bank Holidays. Renewal e-learning can be carried out at any time suitable for the individual within the 28-day time limit after booking.
Training times & availability	How many training sessions will be carried out each day at the Eakring venue?	One Substations course per day Monday, Tuesday, Wednesday and Friday. One Overhead Lines course per day Thursday. There will be a maximum of 12 places available per course.

Renewal e-learning	I am eligible for the e-learning renewal. Will Person renewal still be available on pods or coaches?	No. Person training will no longer be offered on pods or Coaches.
Renewal e-learning	How will I undertake the e-learning if it is no longer available at pods or Coaches?	Individuals can do the e-learning independently on any PC or laptop with an internet connection and audio capabilities. The training packages are compatible with a wide range of devices (not iPads and iPhones) and will not require a webcam or invigilators but must be carried out without assistance.
Renewal e-learning	Is the voiceover still available on the renewal e-learning?	Yes. Please ensure your device is audio enabled.
Course costs	How much are the training courses?	Person (Substations) - £ 475 Person (Overhead Lines) - £475 Person Renewal (Substations) - £375 Personal Renewal (Overhead Lines) - £375 All prices are exclusive of VAT.
Course costs	Is lunch provided for the day courses at Eakring?	Yes, lunch is included in the cost for those attending training at the Eakring venue.
Course costs	Currently, if we book via a CITB ATO we can claim grant monies back for BESC. Will this loss in what we can claim be taken into account with the new costs?	No, this will not be part of the pricing structure.
Taking the assessment	How many attempts am I allowed at the assessments?	Two attempts for both the day training and the e-learning renewal courses.

Taking the assessment	What happens if both attempts at the assessment are failed for either training route?	<p>For the training at the Eakring venue, individuals will have to rebook another day of training at full cost.</p> <p>If both attempts are failed during the renewal e-learning, individuals will have to undertake the full day training at Eakring at full cost.</p>
Reasonable adjustments	What do I do if I need a reasonable adjustment?	<p>For Person Courses, please notify the Training Provider (KeFax) at the point at which you book the course.</p> <p>For Person Renewal, reasonable adjustments are permitted. These must be locally agreed between individuals, contractors/providers and training providers (if they are supplying an e-learning service) but must not affect the independence of the learning and assessment being undertaken by the individual undertaking the Renewal package.</p>
Training for speakers of other languages	Will the Person training be available in other languages?	<p>No not currently.</p> <p>It is permissible for individuals for whom English is not their first language to have an interpreter to support them during the classroom training and practical assessment. If you need an interpreter to support you, please contact KeFax (by e-mail admin@kefax.co.uk or telephone 01623 422099) at the time of booking your course to arrange this.</p> <p>Please be advised that failure to contact KeFax to make the necessary arrangements may result in you being refused access to training. Interpreters must be sourced and paid for by the individuals attending the training or their employer and must also have the required PPE.</p>
Course information	Will contractors working near overhead lines that have only previously had to have BESC AME now have to hold a Person authorisation?	<p>Yes, National Grid Safety rules state 'Work on or near to' meaning the relevant person registration (and training) will be needed when working near overhead lines.</p>
Course information	Local agreements state that only Linesmen have BESC and everyone else just has Person. Will I need to attend a Person training course now?	<p>If the work is under National Grid Safety Rules, yes. If the work is in a CDM controlled area only, then the Principle Contractor will decide what qualifications / authorisations are required</p>

EUSR card	Will I get an EUSR card?	Yes. The registration on the card will reflect the training undertaken - 'Person (Overhead Lines)' or 'Person (Substations)'.
EUSR card	How long will the EUSR card take to arrive?	Cards typically arrive within 5-10 working days.
EUSR card	How will I prove I have the right Person registration before my card arrives?	Cover notes will be issued for those attending training at the Eakring venue and are valid for 15 calendar days from the date of training. Registrations will also appear in the online register prior to cards arriving.

Booking service

Topic	Question	Answer
Service availability	When is the booking service open?	The booking website is available 24 hours a day for making and managing bookings. E-mail and telephone support are available Monday – Friday, 8.00am – 5.00pm.
URL	How do I access the booking service for Person training for contractors?	This is the URL for the online booking service website: https://ngbookings.eusr.co.uk
Web browser	What web browsers are supported?	The latest versions of Firefox, Chrome, Microsoft Edge, Opera and Safari desktop browsers are supported. Please note that Internet Explorer is not supported and the booking site will not function correctly with this browser.
Mobile devices	Can I use the booking service on mobile devices?	Yes, the booking service is optimised for use with Chrome, Safari and Opera browsers on mobile devices.


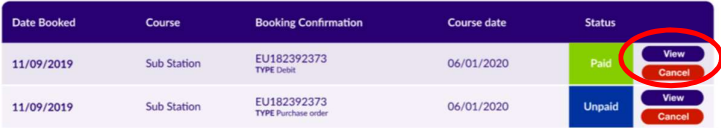
<p>Auto-fill browser settings</p>	<p>When I input attended information, details appear for attendees I have previously booked. If click on them, they overwrite the attendee I have entered</p>	<p>This is because 'auto-fill' is switched on for the browser you are using. This is a local computer setting and you can switch this off via the appropriate setting in the browser you are using.</p>
-----------------------------------	---	---

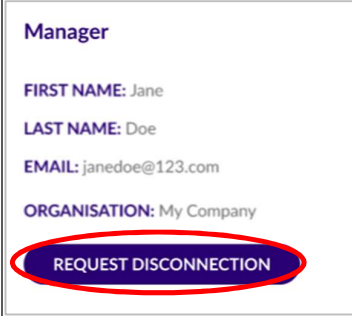
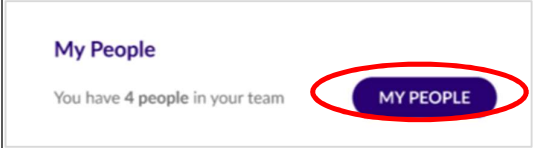
Booking and paying	Can I book training just for myself or for others as well?	<p>You can do both. You must have registered with a 'manager' account in order to do this. If you registered as an individual please contact the booking service via email from the account email address requesting the change.</p>
Booking and paying	How do I book for others?	<p>Login, find the required training and click 'Book' as normal.</p> <p>At the attendee details screen, simply enter the details of the individual attending.</p> <p>NOTE: it is very important you enter the email address of the individual in the field highlighted below as it is unique to them, the account that will be created for them and the booking. If you enter your own email address in this field the booking will automatically be created for you.</p> <div data-bbox="890 748 1591 1289" style="border: 1px solid black; padding: 10px;"> <p>Please enter booking details</p> <p>The course you are booking is detailed below. Please check this information is correct before proceeding.</p> <p>Attendee Details</p> <p>Select team member <input type="text" value="Select team member"/></p> <hr/> <p>Mr. <input type="text" value="Mr."/> Please complete all fields marked with a *</p> <p>First Name* <input type="text" value="First Name*"/> Last Name* <input type="text" value="Last Name*"/></p> <p>Date of birth * <input type="text" value="01"/> <input type="text" value="January"/> <input type="text" value="1980"/></p> <p>Email* <input style="background-color: yellow;" type="text" value="Email*"/></p> </div> <p>Both you and the attendee will receive a booking confirmation.</p>

Booking and paying	Attendee email address	Email address for the attendee is compulsory. This is a requirement from National Grid. Please ensure you enter the attendees email address, not your own as the account holder making the booking.
Booking and paying	Can I book and pay as a guest?	No. When creating a booking for the first time you will have to create an account as part of the process. This allows you to better manage current and future bookings and make better use of the features of the booking platform.
Booking and paying	I do not know my EUSR ID or the EUSR ID of the person I am making a booking for. Can I still make the booking?	Yes for training at the Eakring venue. If the individual does have an EUSR ID it will be helpful if they take it with them on the day. No for renewal computer-based learning bookings. The EUSR ID is needed to be able to give the access to the online learning and check eligibility prior to starting learning.
Booking and paying	How do I pay for the training?	It is a 'one stop shop'. You book and pay at the same time through the website using the site's secure checkout.
Booking and paying	I do not have a PayPal account but the card payment screen says PayPal card checkout	You do not need a PayPal account. The website uses the common PayPal card checkout services to securely process card payments. You can also pay with a PayPal account if you wish. Select either the PayPal account or 'Debit/ Credit card' payment option and enter the card details as normal. At the card input screen, be sure to check the 'No' option if you do not wish a PayPal account to be automatically created for you. This is PayPal checkout functionality.
Booking and paying	I want to pay by purchase order (PO) but it is not available. How do I pay using this method?	Contact the booking service via ngbookins@euskills.co.uk to arrange this. Formal credits checks will be carried out so PO payment option will not be immediately available when first requested. Note, PO payment in the booking service can only be used for training places

		at the Eakring venue and payment must be received before the training date, otherwise you will be refused access to training until payment has been made.
Booking and paying	How far in advance can I book and pay for training?	Up to 90 days in advance.
Booking and paying	I need to attend training as soon as possible but there are no courses available soon enough even though it looks like there are places available.	Bookings can only be made via the website 10 or more working days in advance. The website will automatically make unavailable training sessions that are less than 10 working days away.
Booking and paying	Can I provisionally reserve places via the website and complete checkout for them later or over the phone?	No, places must be booked and paid for at the same time.
Booking and paying	I want to book a place on a training course a colleague is already booked onto but the system is not letting me.	This could be for a number of reasons. If it is more than 10 working days before the training event, it is likely to be fully booked. Bookings cannot be made if less than 10 working days before an event and the booking website automatically makes them unavailable. This is as per National Grid guidelines.
Booking and paying	The e-learning renewal courses do not appear in the training calendar.	They are e-learning so will not appear in the calendar. To book and pay for CBL renewal click the 'Buy' button from the course information page. You will receive a separate e-mail once your e-learning renewal course has been booked, which includes a link for you to follow to carry out your e-learning.
Renewal	How do I access the e-learning once I have booked and paid for the computer-based learning training?	You will receive a separate email from Energy & Utility Skills with an activation link to the e-learning. You will need to enter your EUSR ID and date of birth when you follow the link for the first time. Note, you must complete the e-learning and e-assessment before the your current 'Person' and 'BESC AME registrations expire and within 28 calendar days of when the link is sent to you.

Renewal	How long do I have to complete the e-learning and e-assessment once I have booked and paid for the e-learning renewal route?	28 calendar days from receipt of the activation email – this is how long the training-learning course is available to you. In addition, individuals must make sure that they complete the e-learning and e-assessment before their current Person and BESC AME registrations expire. It is your responsibility to make sure you complete the e-learning and e-assessment before your registrations expire.
Renewal	My BESC has already expired. Can I still do the renewal route?	No. Whilst BESC is no longer a prerequisite for the new Person authorisations, it is a requirement to be eligible for the renewal route. Meaning those wanting to renew via e-learning will need to ensure their BESC registration is still in date to be able to do so, as per National Grid rules.
Renewal	What happens if I book and pay for the renewal but my current BESC or Person authorisation expires before the e-learning is successfully completed?	You will no longer be eligible for renewal via the e-learning route and will have to book, at full cost, the full day trainer-led course at the Eakring venue.
Renewal	I am uncertain when my own Person and BESC AME registrations or the attendee's Person and BESC AME registrations expire. Can I still book the e-learning just in case?	You are advised not to book and pay for any Person e-learning until you are sure attendees will be eligible for renewal via e-learning. Automated checks when the e-learning is started prevents ineligible individuals from continuing and you may end up losing money if you pay for attendees that are not eligible.
Renewal	How can I check when my Person and BESC AME registrations, or the attendee's Person and BESC AME registration expire?	You can check using the 'Register Search' on the EUSR website . You will need your EUSR ID and surname. Please ensure the you check the expiry dates of both your Person and BESC AME registrations, they must both be in date if you wish to renew via e-learning.
Renewal	I want to pay for e-learning renewal using purchase order (PO) but this option is not available?	Only card payment is accepted for renewal training. Contact the booking service via ngbookins@euskills.co.uk to request PO payments for e-learning renewals.

Attending training at Eakring	How will I know where to go when I arrive at Eakring?	On paying you will receive joining instructions via email with all the details about the venue, start times, required documents attendees must take with them and PPE																		
Attending training at Eakring	Will PPE be provided?	No – attendees must take their own PPE. The requirements are in the joining instruction and the PPE must meet certain criteria. Attendees who do not have the correct PPE will be refused entry to training.																		
Logging in	When is my booking system account created?	You will create an account when you first make a booking through the website.																		
Logging in	Someone else created a booking for me. How do I log in myself?	You should have received an email from the booking service. Follow the link in the email to complete your own account setup and login.																		
Managing bookings	How do I see bookings I have made through the service?	<p>Login, and follow the 'Bookings' link in your dashboard to see all the bookings you have made for yourself or on behalf of others.</p> <p>View all your bookings</p>  <table border="1"> <thead> <tr> <th>Date Booked</th> <th>Course</th> <th>Booking Confirmation</th> <th>Course date</th> <th>Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Debit</td> <td>06/01/2020</td> <td>Paid</td> <td>View Cancel</td> </tr> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Purchase order</td> <td>06/01/2020</td> <td>Unpaid</td> <td>View Cancel</td> </tr> </tbody> </table>	Date Booked	Course	Booking Confirmation	Course date	Status		11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel	11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel
Date Booked	Course	Booking Confirmation	Course date	Status																
11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel															
11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel															
Managing bookings	Can I cancel bookings myself through the booking website?	<p>Yes, you can cancel bookings via the website. Once you have logged in you can view and cancel individual bookings from the 'View all your bookings' list.</p> <p>View all your bookings</p>  <table border="1"> <thead> <tr> <th>Date Booked</th> <th>Course</th> <th>Booking Confirmation</th> <th>Course date</th> <th>Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Debit</td> <td>06/01/2020</td> <td>Paid</td> <td>View Cancel</td> </tr> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Purchase order</td> <td>06/01/2020</td> <td>Unpaid</td> <td>View Cancel</td> </tr> </tbody> </table>	Date Booked	Course	Booking Confirmation	Course date	Status		11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel	11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel
Date Booked	Course	Booking Confirmation	Course date	Status																
11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel															
11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel															

Managing bookings	My manager has booked a place for me, but I cannot attend. Can I cancel the booking myself?	Yes. Bookings made for you will also appear in the 'View all your bookings' list that you can access from the dashboard once you log in with your own account. Note, please check the cancellation policy as your employer may not be eligible for a refund depending on when you request the cancellation.
Managing bookings	Can I cancel the booking for just one attendee if I have booked several individuals onto the same training event?	Yes, via the 'View all your bookings' list that you can access from your dashboard once you have logged in.
Managing who I am linked to	Can I unlink myself from a manager account who has previously created a booking for me?	<p>Yes. When logged in, if you click on your name in the top right you will see your account details and on the right the details of the manager currently linked to you. Click 'Request Disconnection' to unlink yourself. This will not cancel any pending training bookings already made for you.</p>  <p>The screenshot shows a 'Manager' profile with the following details: FIRST NAME: Jane, LAST NAME: Doe, EMAIL: janedoe@123.com, ORGANISATION: My Company. A blue button labeled 'REQUEST DISCONNECTION' is circled in red at the bottom of the profile card.</p>
Managing my attendees	Can I see a list of people I have created bookings for?	<p>Yes. When logged in, if you click on your name in the top right you will see your account details and a 'My People' button on the right of the page. This takes you to a list of all the people you have created bookings for.</p>  <p>The screenshot shows the 'My People' section with the text 'You have 4 people in your team' and a blue button labeled 'MY PEOPLE' circled in red.</p>
Managing my attendees	Can I unlink an individual from my account that I have previously created a booking for?	Yes. Once logged in, click on your name in the top right and follow the 'My People' link on the right of the screen. This shows you a list of all individuals linked to you. Click on 'Disconnect' next to the correct name. Note, this will not cancel any pending bookings you have made for them.

		<p>Your People</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nibh purus, consectetur vitae lobortis id, elementum in turpis. Praesent sagittis eu elit nec maximus. Vestibulum tincidunt odio sit amet mauris suscipit, in ultricies augue lobortis, Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nibh purus, consectetur vitae lobortis id, elementum in turpis.</p> <p>Search People... SEARCH</p> <table border="1"> <thead> <tr> <th>Attendees Name</th> <th>Account Number</th> <th>Email</th> <th></th> </tr> </thead> <tbody> <tr> <td>Joe Blogs</td> <td>123456789</td> <td>joeblogs@123.com</td> <td>Disconnect</td> </tr> <tr> <td>Joe Blogs</td> <td>123456789</td> <td>joeblogs@123.com</td> <td>Disconnect</td> </tr> <tr> <td>Joe Blogs</td> <td>123456789</td> <td>joeblogs@123.com</td> <td>Disconnect</td> </tr> <tr> <td>Joe Blogs</td> <td>123456789</td> <td>joeblogs@123.com</td> <td>Disconnect</td> </tr> </tbody> </table> <p>Prev 1 2 3 Next</p>	Attendees Name	Account Number	Email		Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect
Attendees Name	Account Number	Email																				
Joe Blogs	123456789	joeblogs@123.com	Disconnect																			
Joe Blogs	123456789	joeblogs@123.com	Disconnect																			
Joe Blogs	123456789	joeblogs@123.com	Disconnect																			
Joe Blogs	123456789	joeblogs@123.com	Disconnect																			
Refunds	Will I get a refund if I cancel a booking?	Bookings will be refunded if cancelled up to 10 working days before the date of the training date. Cancellations made after the 10 th working day before the training date are not be eligible for a refund.																				
Refunds	When will I get my refund if I am eligible for one?	EUSR will issue the refund to the payment method used within 7 working days of the cancellation.																				
Refunds	I have received an automated email saying my course was cancelled due to insufficient numbers. Will I have to rebook myself?	Yes, you will have to create and pay for another training place. A refund will be issued automatically for the cancelled booking to the payment method used within 7 working days.																				