

# Course Booking FAQs

These frequently asked questions are designed to help you book on a course. If you have any queries which are not answered here please contact [International](#) or click in the 'Ask CIE' link on the home page.

## Q How do I access the course booking forms for face-to-face or online courses?

A Simply click on the link for either [Booking Form - Face to Face Training](#) or [Booking Form - Online Courses](#) in the main menu

## Q How do I find the right booking form for the course I want to attend on the site?

A Once you are in the course booking part of the site simply scroll down the page to get to the course which you wish to book for.

Just click on the name of the course you wish to attend and enter your details on the form ensuring you click on 'Submit survey' at the bottom of the screen.

## Q I've completed the booking form, how do I know if it's gone through?

A If you have filled in all the necessary fields (those marked with a \*) and clicked on 'Submit survey' you should see a screen which says the following:

Thank you!

You will be contacted shortly to confirm your place on the course.

- If you are from a fully registered CIE Centre (CIC) your Centre will be invoiced after the course has taken place.
- Booking requests from attached, affiliated and sub-Centres will be forwarded to their Parent centres for authorisation. For more information about this professional development course click [here](#)

Your registration will now be processed.

A If the booking form appears again such as the example below:

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*Important: please write your name as you would like it to appear on your certificate of participation.*

You are missing the following required questions:

What do you hope to gain from participating in this training event?

Sections marked with a \* must be completed.

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then you will need to complete the missing sections referred to and submit again.

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## **Q I've submitted the form, what should I do now?**

**A** You do not need to do anything now.

Your registration will be processed by CIE. There is no need to make a payment now, as your Centre will be invoiced after the course has taken place. Attached/Affiliated Centres will need to pay their Distributor Centre directly.

## **Q When do I pay for my place on the course?**

**A** Your Centre will be invoiced after the course has begun. If you are from an Attached/Affiliated Centre your Distributor Centre will be invoiced. Please make all payment arrangements with them directly.

## **Q Will I receive the discounted rate?**

**A** If your form was submitted before the end of the discount period you will receive the discounted rate. Even if you are not contacted until after the discount period your booking will show the date on which it was originally submitted.

There is no need to pay for your place on the course before the end of the discount period in order for the discount to apply. This information is retained by CIE to ensure we invoice your Centre for the correct amount.

## **Q Can I keep a copy of my form?**

It is possible to print a copy of your form once you have completed it. Simply click on the 'Print' button at the top of the screen.

It is not possible to print your form and submit it to CIE in hard copy unless you have been directed to do so by CIE.

## **Q Instead of filling in the form online, can I print it and fax it to you?**

**A** No, the booking system is designed so that all registrations are processed online. We cannot accept faxed booking forms unless this has been agreed with the Event co-ordinator.

## **Q Is it possible for me to book places on a course for several teachers from my Centre?**

**A** Yes, one user can register more than one participant onto any course.

However if you are registering teachers for an online course you will need to make sure that each participant creates an account on the website before the course start date.