

## FAQ'S LIVE TELEPHONE CPD

### **How do I hear the Seminar?**

You will hear the presenter live as it is presented, through your telephone (use of a hands-free phone recommended). You will be able to ask questions at the end of the seminar, instructions on how to do this will be provided by the operator.

### **How do I dial in to the seminar?**

Dialing in to the seminar couldn't be simpler. You will be sent an email containing joining details and course notes 1-2 working days prior to the seminar. The joining details will include a freephone number and Conference ID.

Approximately 10 minutes before the start time, phone the freephone number and give the operator your conference ID. The operator will take some details from you and then put you on hold until the lecture begins.

### **How do I get my CPD Accreditation?**

All delegates will be sent a CPD Accreditation / Feedback form with their joining instructions and course notes. On completion of the session you will need to fill in the form and return to us by fax, email or post. We will then keep these on file.

### **Will the telephone call cost me anything?**

No – The call is free of charge. You will be provided with a free phone number with your joining instructions.

### **What equipment do I need?**

All you require is a telephone line (preferably with a hands free facility for ease) in a quiet office. You will be provided with the course notes prior to the session.

### **Do I need any technical knowledge?**

No – as you will only need to dial in using the telephone to listen to the call.

### **Will I be able to see the speaker during the seminar?**

No – the call is done by telephone conference only.

### **Do I get any notes to keep?**

1-2 days before the seminar you will be emailed either the slides, or a set of notes prepared by the presenter. You can then print these off in preparation for the event and to make notes on. If you require anything further such as a calculator you will be advised of this in the joining instructions.

Note that what is sent out in advance will of course vary from topic to topic and is at the discretion of each individual presenter.

### **What if I miss a seminar or want to hear it again?**

If you are unable to attend the seminar please advise beforehand by calling 01332 226601. the SOLICITORS group are unable to distribute recordings of the seminars due to Data Protection Issues. Therefore you will not be able to listen to the seminar afterwards. We may be holding the session again later in the year, contact us on 01332 226601 for further information.

### **Can we connect up from more than one line or from different offices?**

Yes, this is not a problem. We find that for reasons of convenience, many firms with multiple offices often like to connect up from each of them to participate.

Your seminar fee however covers each single connection, so if you connect up more than once or from different locations there will be an additional fee. Contact us on 01332 226601 for prices.

### **Payment terms and Cancellation policy**

Course fee includes seminar documentation. Confirmation of registration and VAT receipt/invoice will be sent in acknowledgement of all bookings. Anyone not having received these details within 48 hours of the course should telephone to confirm a place has been booked. Cancellations must be made in writing and will be subject to a £25 + VAT administration charge or transfer to another seminar free of charge, but no refunds will be made for cancellations notified within 14 days of the event. Substitute delegates will be accepted. In the light of the DDA please advise if you have any special requirements. I have read and agree to the Notes & Conditions.