

Booking a Course

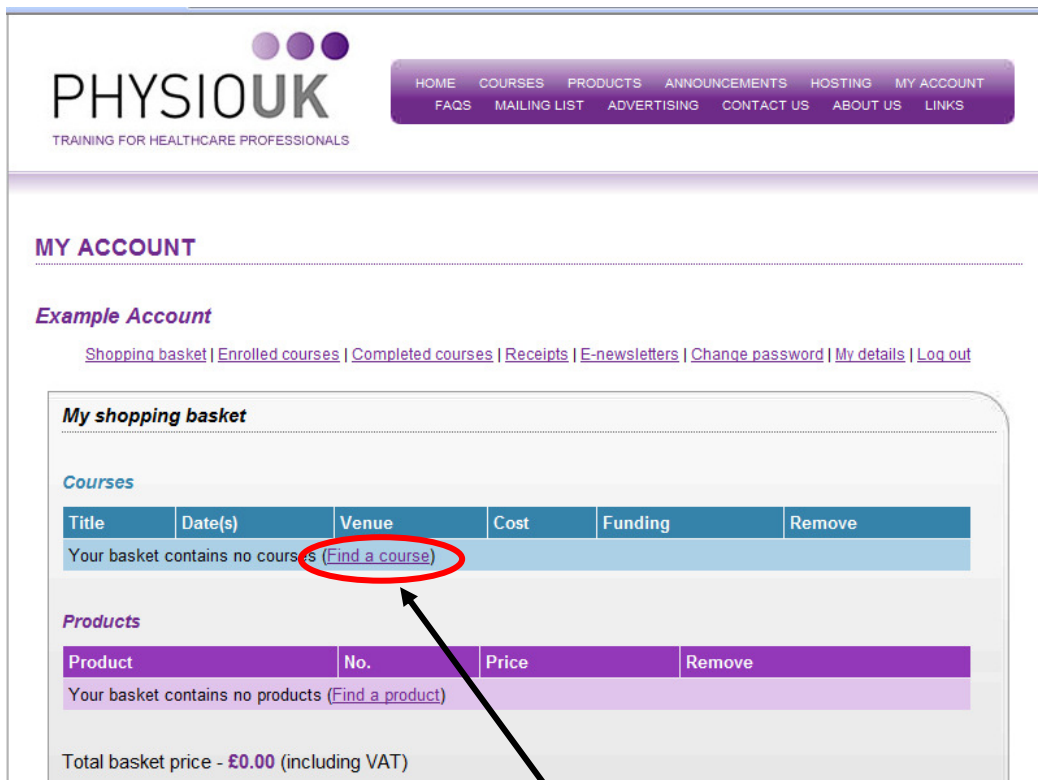
If you want to simply book on a course and pay for it yourself using a card, please skip this introduction and go to Method A below and follow the instructions.

If your application involves funding or you do not wish to use a card please read on. We are unable to reserve spaces on any of our courses without payment as we frequently spend hours chasing people for confirmation and finally payment. The 4 methods for booking a place on one of our courses are as follows. **PLEASE NOTE only with method A or B are you immediately guaranteed a place on one of our courses. With method C and D there is a delay and the course may fill up during that time.**

- A. Booking through the website and paying for it yourself. You will immediately have a receipt available for your records. If claiming the cost back you're your employer you will need this as proof of payment.
- B. Booking through the website and paying for it yourself and entering funding details. Using these details we then invoice your employer and when we receive payment from your employer we then fund you via the card you used.
- C. You send a cheque, when this has been received, banked and cleared our account we then book you on the course **if there are spaces available**.
- D. You don't pay us and simply supply us with invoicing details for your employer or they issue a purchase order. We then invoice your employer and when payment has been received, we then book you on the course **if there are spaces available**.

Method A

1. To book any course, first sign into your account, you will see the following page.



The screenshot shows the 'MY ACCOUNT' page on the PhysioUK website. The page header includes the PhysioUK logo and a navigation menu with links: HOME, COURSES, PRODUCTS, ANNOUNCEMENTS, HOSTING, MY ACCOUNT, FAQs, MAILING LIST, ADVERTISING, CONTACT US, ABOUT US, and LINKS. Below the header, the 'MY ACCOUNT' section is displayed, featuring a sub-section for 'Example Account' with links to 'Shopping basket', 'Enrolled courses', 'Completed courses', 'Receipts', 'E-newsletters', 'Change password', 'My details', and 'Log out'. The 'My shopping basket' section is highlighted, showing two empty tables: 'Courses' and 'Products'. The 'Courses' table has columns for Title, Date(s), Venue, Cost, Funding, and Remove, and contains the text 'Your basket contains no courses (Find a course)'. The 'Products' table has columns for Product, No., Price, and Remove, and contains the text 'Your basket contains no products (Find a product)'. A red circle highlights the '(Find a course)' link in the 'Courses' table, and a black arrow points to it from below. At the bottom of the basket section, it states 'Total basket price - £0.00 (including VAT)'.

2. Please find a course by clicking on (**Find a course**).
3. You will see the following screen.

COURSES

[View all courses](#)

Find a course

By keyword

By cat. / prof.

By tutor

By region

By venue

After date

Before date

Show only courses with spaces available

4. Please use the search facility to find any course you'd like to book on. To book on a course click on book either on the course listing page or on the individual course page.


COURSES

Search result for

- After date - 20/2/2009
- Before date - 20/1/2010

[Refine this search](#)

[New course search](#)

 [Download a PDF of this search result](#)

Title ▲▼	First date ▲▼	Length	Tutor(s)	Venue	Spaces available	More info	Book
Back to Basics: A Case Based Practical Approach to the Examination and Treatment of the Spine	21st Feb 2009	2 days	A. Heminoway	Manchester	Yes	more	book
Kinetic Control - Myofascial Trigger Point Therapy in the Management of Movement Dysfunction and Complex Musculoskeletal Pain	21st Feb 2009	2 days	M. Comerford	London	Yes	more	register
Thoracic Outlet Syndrome: Assessment, Differential Diagnosis and Hands On Treatment	21st Feb 2009	1 day	T. Bayford	London	Yes	more	book
Back to Basics: A Case Based Practical Approach to the Examination and Treatment of the Upper Limb	7th Mar 2009	2 days	A. Heminoway	Manchester	Yes	more	book
Introduction to Myofascial Release (Part 1) with John Annan	7th Mar 2009	2 days	J. Annan	Hawwards Heath	Yes	more	book
Gait Analysis and Foot Biomechanics: 1 Day Workshop	14th Mar 2009	1 day	A. O'Connor	Southampton	Yes	more	contact us
Intensive Care and On Call	14th Mar 2009	2 days	A. Hough	Wishaw	Yes	more	book
Introduction to Myofascial Release (Part 2) with John Annan	14th Mar 2009	2 days	J. Annan	Manchester	Yes	more	book

Individual Course Page

PHYSIOUK
TRAINING FOR HEALTHCARE PROFESSIONALS

HOME COURSES PRODUCTS ANNOUNCEMENTS HOSTING MY ACCOUNT
FAQS MAILING LIST ADVERTISING CONTACT US ABOUT US LINKS

Search courses Tutors Venues Accommodation advice Travel advice Terms & Conditions

BACK TO BASICS: A CASE BASED PRACTICAL APPROACH TO THE EXAMINATION AND TREATMENT OF THE SPINE

Places available

Date(s)	21st Feb 2009 22nd Feb 2009	BOOK COURSE
Length	2 days	
Cost	£150.00	
CPD hours	14	
Venue	Manchester Royal Infirmary Physiotherapy Department Manchester Royal Infirmary Oxford Rd Manchester M13 9WL	

5. Once you have decided on which course to book, click on book and the course will appear in your basket, as follows. If you are applying for funding via an employer or funding body please see the notes at the end of this document.

My shopping basket

Courses

Title	Date(s)	Venue	Cost	Funding	Remove
Back to Basics: A Case Based Practical Approach to the Examination and Treatment of the Spine	21st Feb 2009 22nd Feb 2009	Manchester Royal Infirmary (Manchester)	£150.00	add funding details	remove

[Find another course](#)

Products

Product	No.	Price	Remove
Your basket contains no products (Find a product)			

Billing Address

Test Address
Test City
Essex
TEST
United Kingdom
([change](#))

Select payment card type: ▼

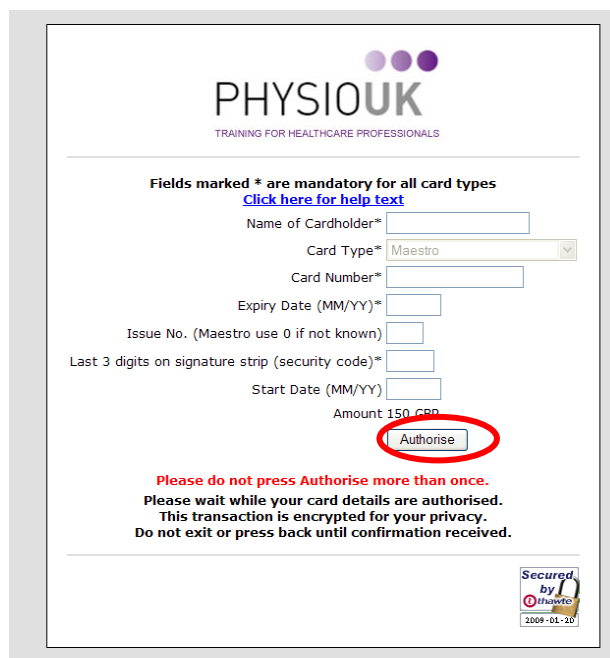
(payment fees are charged on credit cards, £2.50 for orders under £50, £5 for orders over £50)

Total basket price - £150.00 (including VAT)

6. To book on the course, select the payment card type by clicking on the downward arrow to the right. Select which card type you wish to use e.g. Visa, Mastercard, Maestro etc. There are differing charges so please note

these. Once this is selected please click on **Checkout**. (if you can't see the Checkout button please scroll down).

7. You will be taken to the payment screen where you can enter your card details and pay for the course, as shown below. You MUST have selected your card type on the previous screen, you are unable to change it here.



The screenshot shows the PhysioUK payment interface. At the top is the PhysioUK logo with the tagline 'TRAINING FOR HEALTHCARE PROFESSIONALS'. Below the logo, a note states 'Fields marked * are mandatory for all card types' with a link to 'Click here for help text'. The form contains the following fields: 'Name of Cardholder*', 'Card Type*' (set to 'Maestro'), 'Card Number*', 'Expiry Date (MM/YY)*', 'Issue No. (Maestro use 0 if not known)', 'Last 3 digits on signature strip (security code)*', and 'Start Date (MM/YY)'. The 'Amount' is displayed as '150 GBP'. The 'Authorise' button is circled in red. Below the form, a warning reads: 'Please do not press Authorise more than once. Please wait while your card details are authorised. This transaction is encrypted for your privacy. Do not exit or press back until confirmation received.' A 'Secured by thawte' logo is visible in the bottom right corner.

8. Click on Authorise when you have entered your details and hey presto, all done. You will receive a few emails, two from us confirming your payment and one confirming your course enrollment. You will also receive an email from SEC pay confirming they have successfully processed your card payment.
9. Your course details will immediately be available within your PhysioUK account by clicking on the 'Enrolled courses' section. A receipt is also available by clicking on Receipts. You will need an Adobe Acrobat Reader to view any of the documents. This is available free from www.adobe.com.

Notes for Method B:

Paying for the course and supplying funding details so we invoice your employer

Having reviewed our previous protocol due to excessive administration burden and the associated financial cost we have changed our system relating to those applying for funding via an employer or funding body. Ideally we ask that you follow Method A and reclaim the money from your employer directly. If that is not possible we ask that you select your course on the website, complete the funding details (see instructions below) and then pay for it yourself. We then issue an invoice immediately and send it to the relevant person. As soon as they pay us, we refund you your money to the card you used to pay. If your card has since expired, you will need to inform us of your new card details.

Completing funding details

10. Once you have created an account, signed in and selected your course, you have the choice to **'add funding details'**.

My shopping basket

Courses

Title	Date(s)	Venue	Cost	Funding	Remove
Back to Basics: A Case Based Practical Approach to the Examination and Treatment of the Spine	21st Feb 2009 22nd Feb 2009	Manchester Royal Infirmary (Manchester)	£150.00	add funding details	remove

[Find another course](#)

Products

Product	No.	Price	Remove
Your basket contains no products (Find a product)			

Billing Address

Test Address
Test City
Essex
TEST
United Kingdom
([change](#))

Select payment card type

(payment fees are charged on credit cards, £2.50 for orders under £50, £5 for orders over £50)

Total basket price - **£150.00** (including VAT)

11. Click on **'add funding details'** and you will then see the following screen.

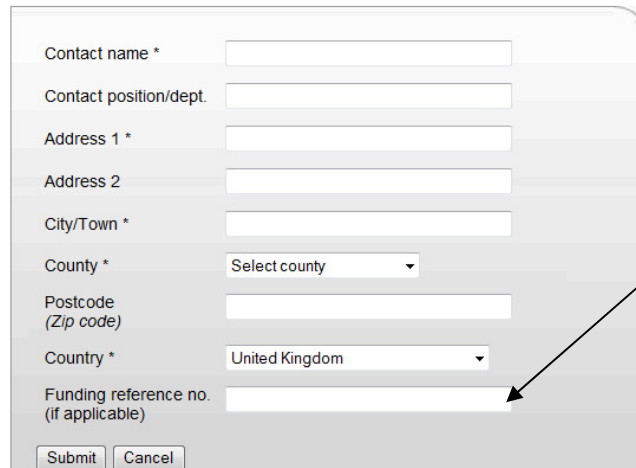
Add funding details for this enrollment

Funding - the usual process where course attendees have funding from their employer or a support organisation is as follows:

1. The course attendee receives an agreement to fund the course from their supporting organisation.
2. The course attendee books the course on-line and provides full details of the funding organisation who are to be invoiced for the cost of the the course (on this page).
3. The attendee pays for the full cost of the course when making the booking.
4. PhysioUK use the details provided to invoice the funding organisation.
5. On receipt of the full payment from the funding organisation, PhysioUK will reimburse the attendee the full cost of the course.

If this does not apply to you please [return to your shopping basket](#).

Please note - items marked * are required.



Contact name *

Contact position/dept.

Address 1 *

Address 2

City/Town *

County *
Select county

Postcode
(Zip code)

Country *
United Kingdom

Funding reference no.
(if applicable)

Submit Cancel

Please inform us of your purchase order number if you funding has been agreed.

By completing this, we can then invoice your employer / funding body. Please ensure that information supplied is as full and accurate as possible and if there is a purchase order / requisitions / reference number please include that. Invoices are normally issued within 1-2 working days. Time until a refund is issued depends entirely on the speed with which your organisation pays us. If you are able to expedite payment we would politely ask you do that so we can refund you as soon as possible.

Notes on Method C:

Paying for your own place using a cheque

We ask that you send a cheque, payable to 'PhysioUK Training Limited', to 19 Welbeck Close, Epsom, Surrey, KT17 2BJ. Please include an accompanying letter stating your full name and surname, contact details (incl tel number) and the course and date you wish to attend. We also ask that you create and activate an account on our website. Once the cheque has been received and has cleared our bank, you will be added to the course via the website and emailed confirmation. **We cannot guarantee a place on the course until this process is complete and payment has been received.** For information, it is far quicker to pay by card via our secure payments provider see Method A.

Notes on Method D:

Your employer pays us directly

This may involve you supplying us with invoicing details or your employer sending us a purchase order. If they wish to send a cheque, we ask that they make it payable to '**PhysioUK Training Limited**' and send it to PhysioUK Training Limited, 19 Welbeck Close, Epsom, Surrey, KT17 2BJ. Please include an accompanying letter stating the participants full name and surname, contact details (incl tel number) and the course and date for which payment is being sent. We also ask that the participant create and activate an account on our website.

Once the cheque has been received and has cleared our bank, the participant will be added to the course via the website and emailed confirmation. **We cannot guarantee a place on the course until this process is complete and payment has been received.** It is far quicker to guarantee a place by following Method A or B.