

Welcome

Cambridge International Examinations has developed an online booking system for use by Teacher Support Coordinators at Cambridge Schools and Associate Schools. Teacher Support Coordinators will be able to register teachers on behalf of their school for workshops.

This guide contains instructions and information on the following topics:

- accessing the booking system
- using the shopping basket wizard
- bookings and entering bookings
- payment methods
- managing existing bookings
- booking and cancellation policies

If you need any additional information or have any questions regarding our booking system and workshop registration, please contact us at info@cie.org.uk.

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Accessing the booking system

1. Find the course that you want to attend/take part in on our Professional Development calendar on our website: <http://www.cie.org.uk/cambridge-professional-development/events-and-training-calendar/>
2. Select the 'book your place' link on the event web page. This can be found in the 'How to register' section.

Who are the courses for?

Intermediate courses are for teachers who have some experience of teaching Cambridge syllabuses and are looking for further help in their understanding of this area, as well as support in improving their classroom practice.

It is preferable, although not essential, that teachers have completed Introductory training before taking this course.

How to register

The fee for the course is \$509. Visit our events booking site to [book your place](#).



If you are using our events booking system for the first time you will be asked to register your details. Please view our booking site  [FAQs](#) for instructions on how to do this. Please remember to complete your booking for the event after you have registered an account. If you are from a Cambridge School and wish an invoice to be raised for the fee, please link yourself to your school using your 5 character Cambridge School number.

Please be aware that we will only be able to take payment by credit / debit card for individual bookings.

3. Your browser will redirect you to our shopping basket wizard on our booking system Access Plan It.

Using the shopping basket wizard

Our booking system uses a shopping basket wizard to process bookings. There are 5 stages in the shopping basket:

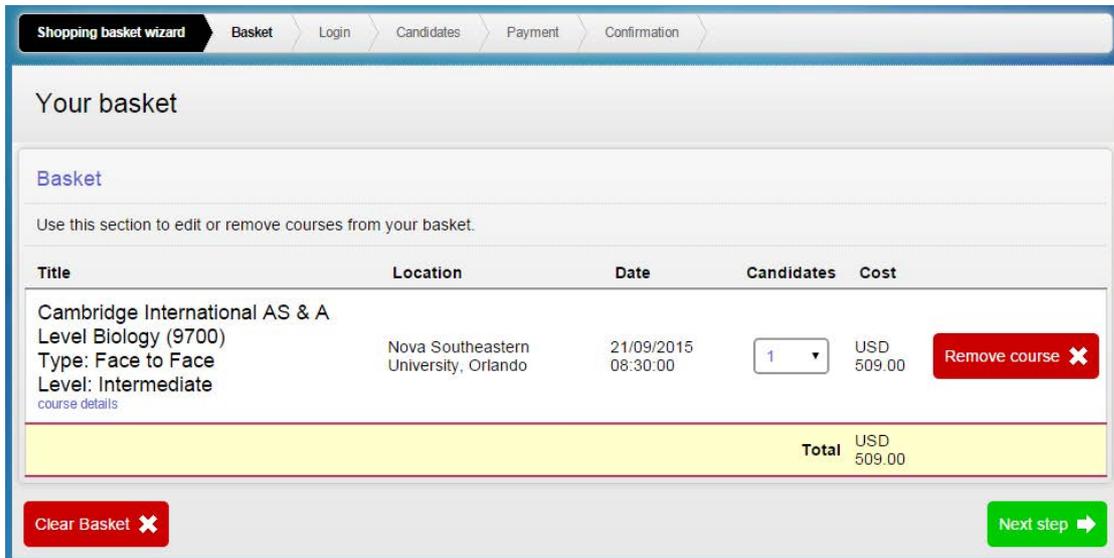


- Stage 1: Basket** Use this section to edit or remove courses from your basket.
- Stage 2: Login** Use this section to log into your account on our booking system. You can also create an account on our booking system here.
- Step 3: Candidates** Use this section to edit or remove candidates for the course.
- Step 4: Payment** Use this section to process payment for your course.
- Step 5: Confirmation** This is where your course will be confirmed once payment has been processed.

Making an individual booking

1. Before making a booking, please review our [cancellation policy](#) on our Professional Development site for Teachers.
2. Having selected the 'book your place' link on the course web page, the course you selected will now appear in your shopping basket. The basket will also show the location, date and cost of the course.

If you are a Teacher Support Coordinator, you can amend the number of candidates you wish to book onto the course on this page by selecting the 'Candidates' drop-down list. Please see '*Making bookings on behalf of other teachers at your school*' for more information.



Shopping basket wizard | Basket | Login | Candidates | Payment | Confirmation

Your basket

[Basket](#)

Use this section to edit or remove courses from your basket.

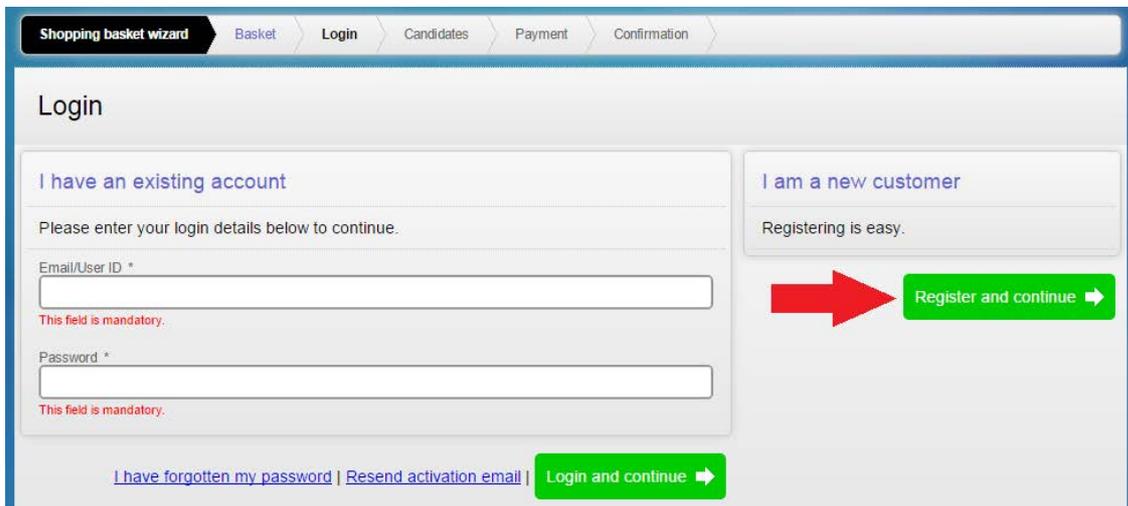
| Title | Location | Date | Candidates | Cost |
|--|---------------------------------------|------------------------|------------|------------|
| Cambridge International AS & A Level Biology (9700) Type: Face to Face Level: Intermediate course details | Nova Southeastern University, Orlando | 21/09/2015 08:30:00 | 1 | USD 509.00 |
| Total | | | | USD 509.00 |

[Clear Basket](#) | [Next step](#)

3. Select 'Next step'. You will now be asked to log into your account.

Only the designated Teacher Support Coordinator at your school is able to book teachers on behalf of the school. Access Plan It credentials/login information will be needed in all cases.

If you do not have Access Plan It credentials, or if this is your first contact with the system, please select 'Register and continue' under the 'I am a new customer' section. See '*Registering an account on our booking system*' for more information.



Shopping basket wizard | Basket | Login | Candidates | Payment | Confirmation

Login

[I have an existing account](#)

Please enter your login details below to continue.

Email/User ID *

This field is mandatory.

Password *

This field is mandatory.

[I have forgotten my password](#) | [Resend activation email](#) | [Login and continue](#)

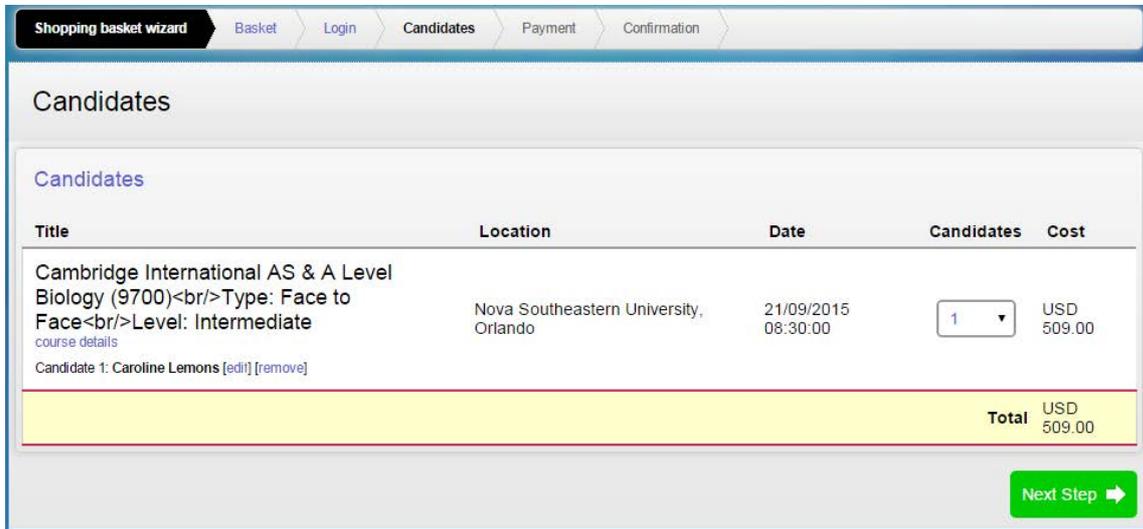
[I am a new customer](#)

Registering is easy.

[Register and continue](#)

- Once you have logged in, you will be taken to the **Candidates** section of the shopping basket wizard. Your name will be displayed as 'Candidate 1'.

Only the designated Teacher Support Coordinator at your school is able to book teachers on behalf of the school. See '*Making bookings on behalf of other teachers at your school*' for more information.



Shopping basket wizard

Basket Login Candidates Payment Confirmation

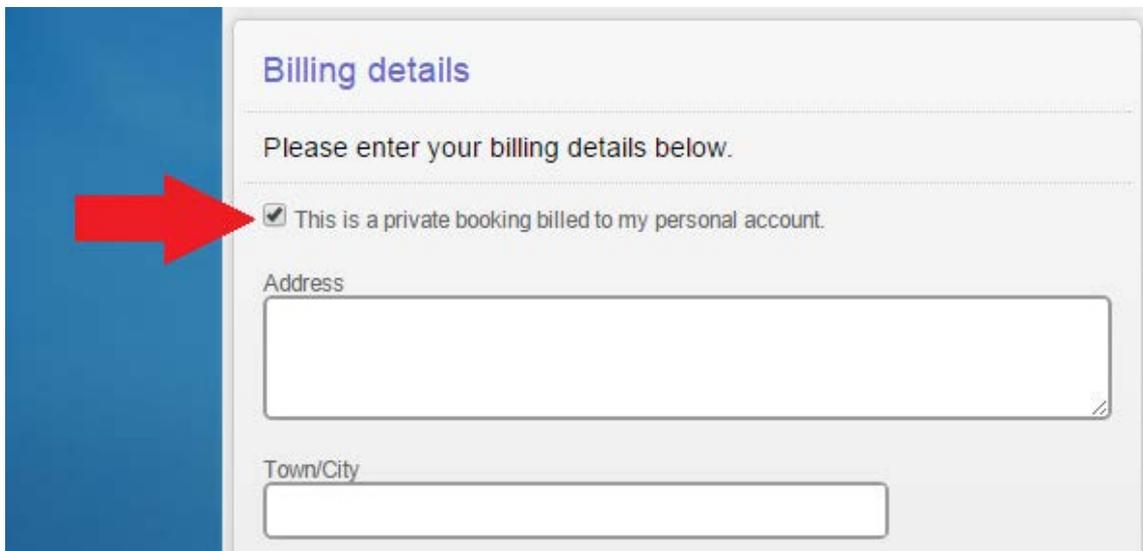
Candidates

Candidates

| Title | Location | Date | Candidates | Cost |
|---|--|------------------------|------------|----------------------------|
| Cambridge International AS & A Level Biology (9700) Type: Face to Face Level: Intermediate course details | Nova Southeastern University, Orlando | 21/09/2015 08:30:00 | 1 | USD 509.00 |
| Candidate 1: Caroline Lemons [edit] [remove] | | | | |
| | | | | Total USD 509.00 |

Next Step

- You will now be taken to the **Payment** section. To link your booking to your school, uncheck the 'This is a private booking billed to my personal account' box.



Billing details

Please enter your billing details below.

This is a private booking billed to my personal account.

Address

Town/City

6. Find your school from the 'Company' search box by clicking on the grey 'Select' button.



Billing details

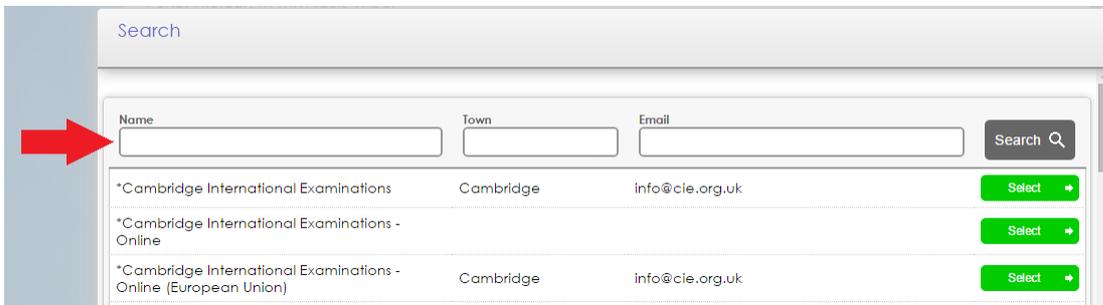
Please enter your billing details below.

This is a private booking billed to my personal account.

Company

*Cambridge International Exa

7. Enter your school name in the 'Name' text box.



Search

| Name | Town | Email | |
|---|-----------|-----------------|---------------------------------------|
| *Cambridge International Examinations | Cambridge | info@cie.org.uk | <input type="button" value="Select"/> |
| *Cambridge International Examinations - Online | | | <input type="button" value="Select"/> |
| *Cambridge International Examinations - Online (European Union) | Cambridge | info@cie.org.uk | <input type="button" value="Select"/> |

8. To select your school, click on the green 'Select' button.



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9. Once selected, you will be taken back to the **Payment** page and your school will be listed in the 'Company' box. Your school's address details will be listed automatically.
10. There are two methods of payment to choose from the 'Method of payment' drop-down list:



Payment details

Please select how you would like to pay.

Method of payment *

Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit) ▼

Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)

Invoice.

- Credit card** – we accept Mastercard, Visa, Visa Debit and Amex. Enter your payment details.
- Invoice** – this means an invoice for the cost of your course will be sent to your centre, providing your account is linked to a Cambridge centre.

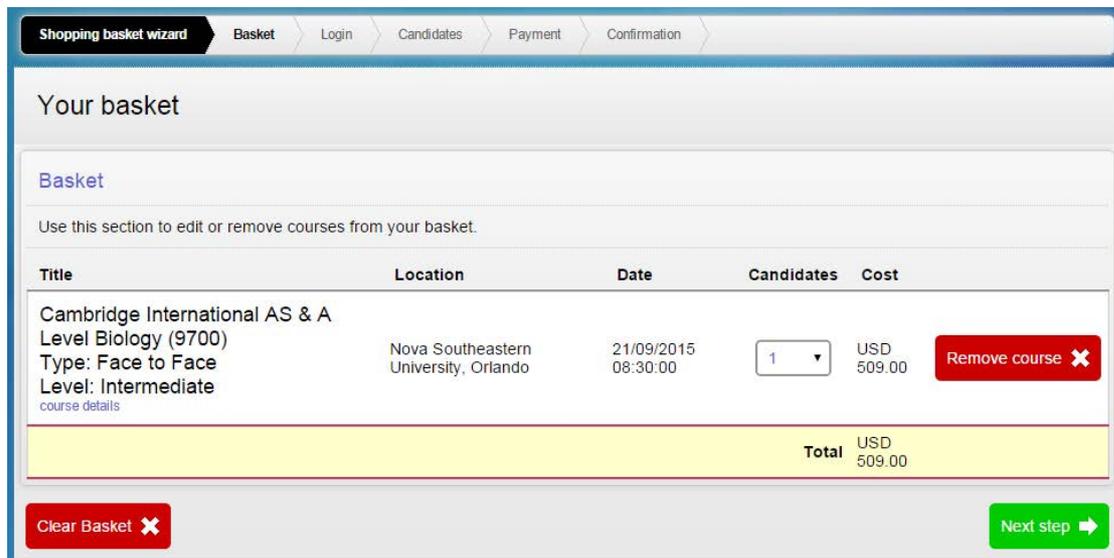
11. Make sure you agree to our terms and conditions before submitting your booking.
12. Once submitted, you will receive confirmation of your booking.
13. If you chose to pay via invoice, your booking must first be approved by your designated Teacher Support Coordinator at your school before your booking can be confirmed. They will receive an email notification informing them of your booking and will be given a link to our booking system to approve the booking. Until it is approved, your booking will be made provisionally.
14. Once your booking is approved by your Teacher Support Coordinator, you will receive email confirmation of your booking and joining instructions for the course.
15. Please note Cambridge International Examinations reserves the right to cancel a workshop due to low enrolment or unforeseen circumstances. We endeavour to give attendees as much advance notice as possible of any change to their course. If Cambridge must cancel a workshop, all attendees will be informed immediately and be credited for course fees (this applies to credit card bookings only). Cambridge cannot be held responsible for any other associated costs (flights, visas, hotels). Please keep this in mind when making travel arrangements.

Making bookings on behalf of teachers at your school

If you're a Teacher Support Coordinator for your school, you can make bookings on behalf of your teachers at your school.

1. Before making a booking, please review our cancellation policy on our Professional Development site for Teachers.
2. Having selected the 'book your place' link on the course web page, the course you selected will now appear in your shopping basket. The basket will also show the location, date and cost of the course.

As a Teacher Support Coordinator, you can amend the number of candidates you wish to book onto the course on this page by selecting the 'Candidates' drop-down list.



Shopping basket wizard

Basket

Your basket

[Basket](#)

Use this section to edit or remove courses from your basket.

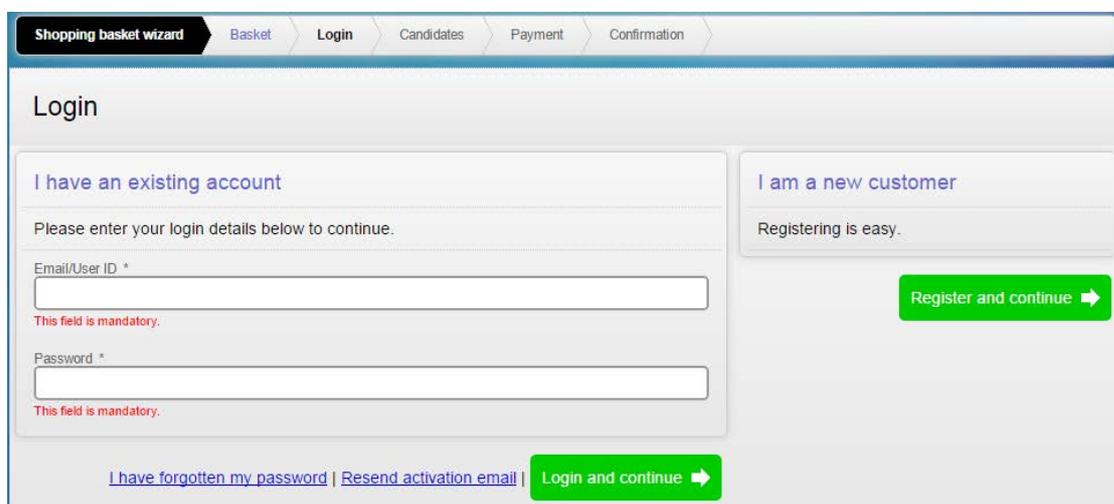
| Title | Location | Date | Candidates | Cost | |
|--|---------------------------------------|------------------------|------------|--------------|-------------------------------|
| Cambridge International AS & A Level Biology (9700) Type: Face to Face Level: Intermediate course details | Nova Southeastern University, Orlando | 21/09/2015 08:30:00 | 1 | USD 509.00 | Remove course |
| | | | | Total | USD 509.00 |

[Clear Basket](#) [Next step](#)

3. Select 'Next step'. You will now be asked to log into your account.

Only the designated Teacher Support Coordinator at your school is able to book teachers on behalf of the school. Access Plan It credentials/login information will be needed in all cases.

If you do not have Teacher Support Coordinator access to Access Plan It, or if this is your first contact with the system, please contact us at info@cie.org.uk for assistance.



Shopping basket wizard

Basket

Login

[I have an existing account](#)

Please enter your login details below to continue.

Email/User ID *

This field is mandatory.

Password *

This field is mandatory.

[I have forgotten my password](#) | [Resend activation email](#) | [Login and continue](#)

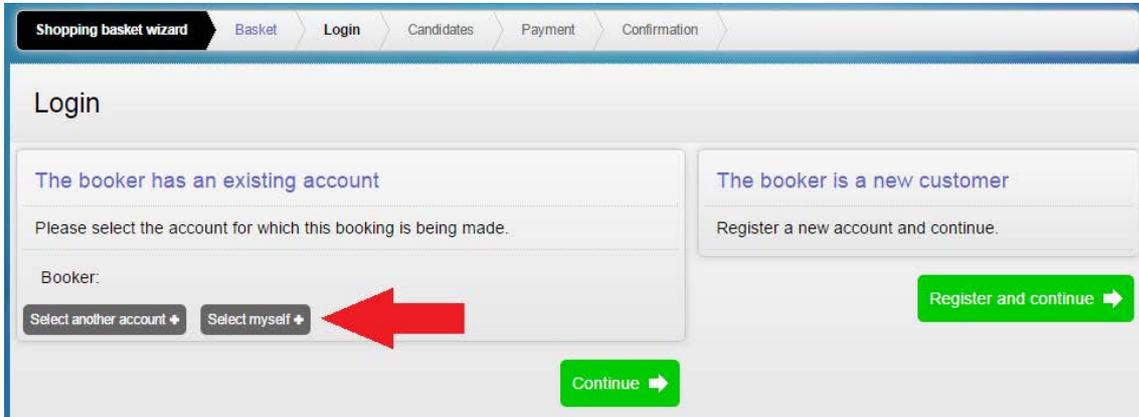
[I am a new customer](#)

Registering is easy.

[Register and continue](#)

- Once you have logged in, select the booker. The booker is the person in your school responsible for making the bookings. To select yourself as the booker, click on 'Select myself'. Your name will now be listed as the booker.

Select 'Continue'.



Shopping basket wizard

Basket Login Candidates Payment Confirmation

Login

The booker has an existing account

Please select the account for which this booking is being made.

Booker:

Select another account + Select myself + 

Continue →

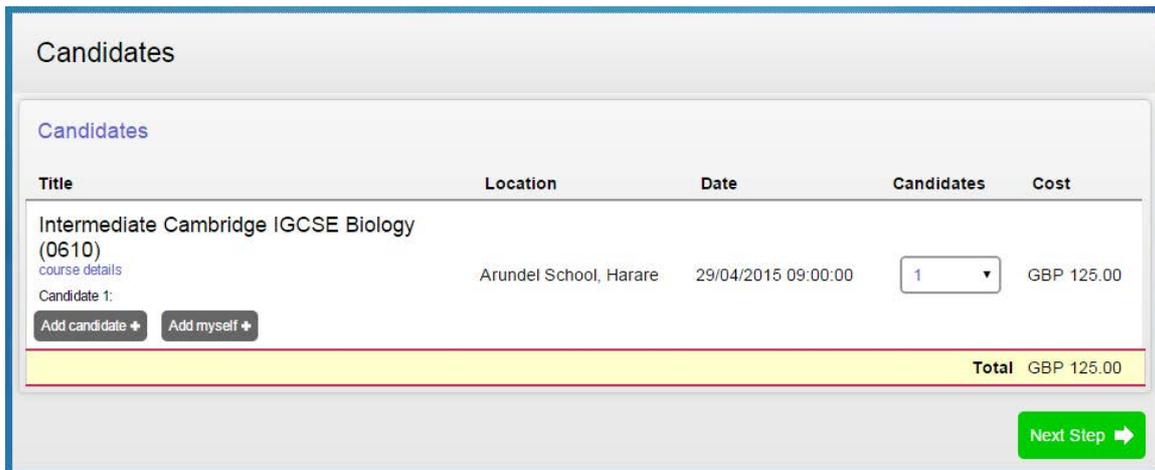
The booker is a new customer

Register a new account and continue.

Register and continue →

- You will be taken to the **Candidates** section of the shopping basket wizard.

Select 'Add candidate' to add teachers to the booking.



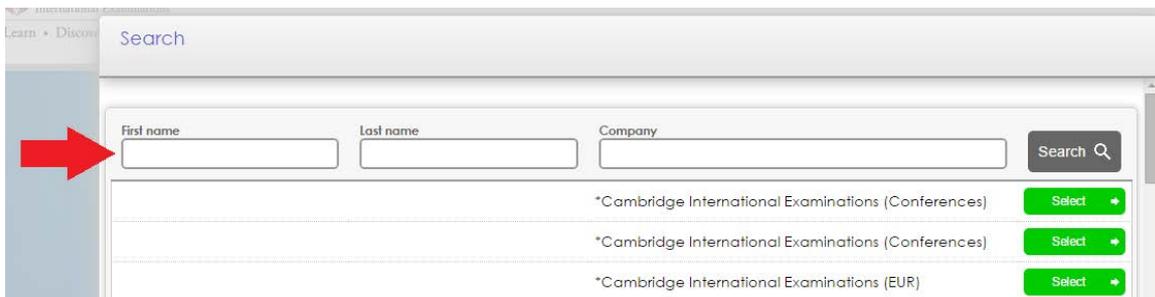
Candidates

Candidates

| Title | Location | Date | Candidates | Cost |
|---|------------------------|---------------------|------------|------------|
| Intermediate Cambridge IGCSE Biology (0610) course details | Arundel School, Harare | 29/04/2015 09:00:00 | 1 | GBP 125.00 |
| Candidate 1: | | | | |
| Add candidate + Add myself + | | | | |
| Total | | | | GBP 125.00 |

Next Step →

- Search for the teacher you wish to add to the booking by typing either their first or last name in the search boxes.



Learn • Discover Search

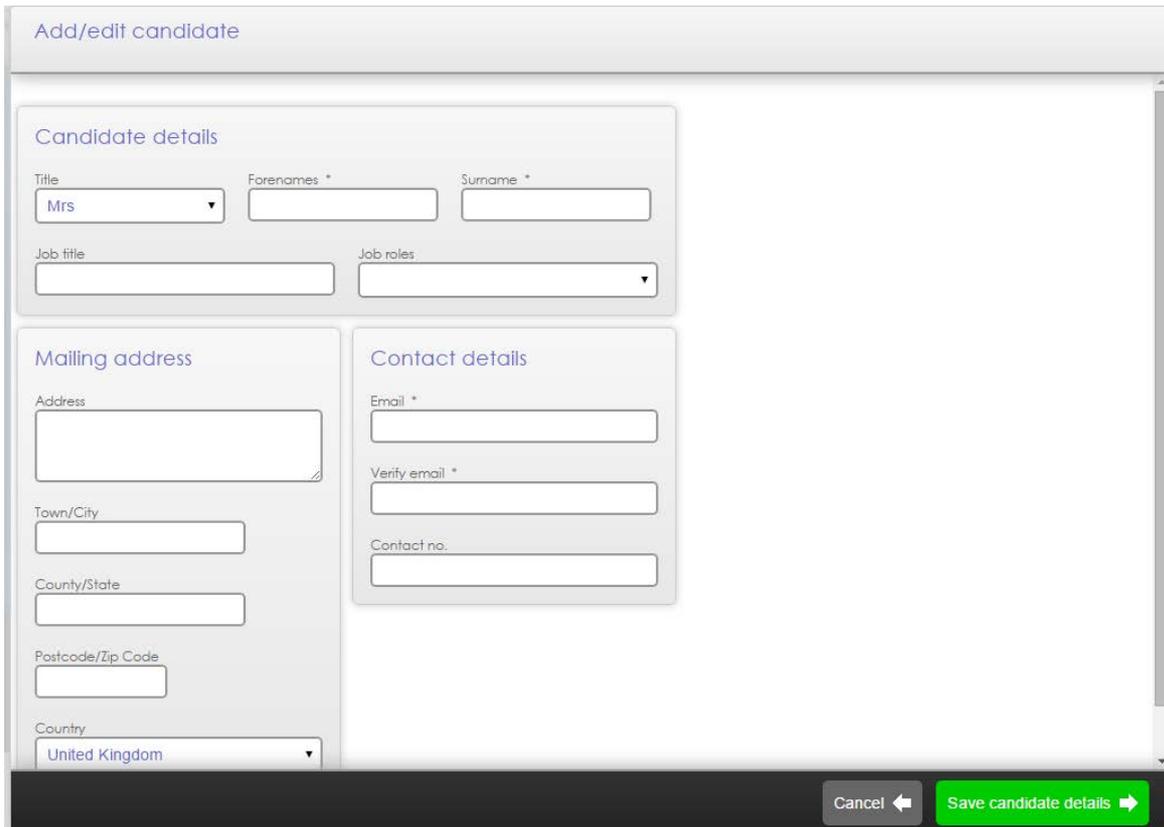
First name Last name Company Search

- *Cambridge International Examinations (Conferences) Select
- *Cambridge International Examinations (Conferences) Select
- *Cambridge International Examinations (EUR) Select

- If you cannot find the teacher's account on the system, you can add them by selecting 'Create New' at the bottom of the search pane.

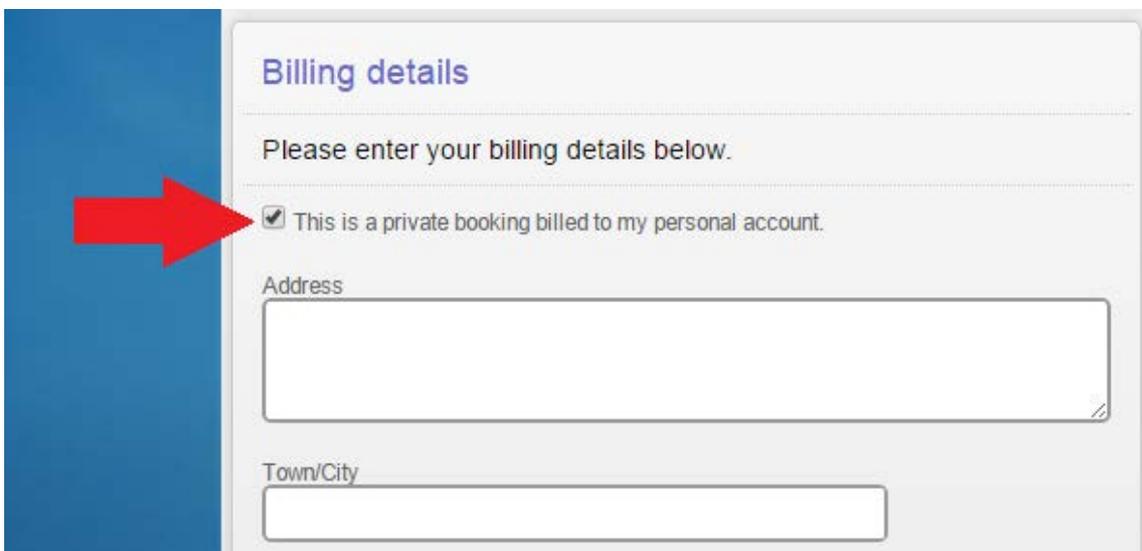


- Enter the candidate details then select 'Save candidate details' to add the teacher.



A screenshot of a web form titled 'Add/edit candidate'. The form is divided into several sections: 'Candidate details' with fields for Title (Mrs), Forenames, and Surname; Job title and Job roles; 'Mailing address' with fields for Address, Town/City, County/State, Postcode/Zip Code, and Country (United Kingdom); and 'Contact details' with fields for Email, Verify email, and Contact no. At the bottom right, there are 'Cancel' and 'Save candidate details' buttons.

- You will now be taken to the **Payment** section. To link the teacher's booking to your school, uncheck the 'This is a private booking billed to my personal account' box.



A screenshot of the 'Billing details' section. It contains the text 'Please enter your billing details below.' and a checkbox labeled 'This is a private booking billed to my personal account.' which is currently checked. Below this are input fields for 'Address' and 'Town/City'. A red arrow points to the checkbox.

10. Find your school from the 'Company' search box by clicking on the grey 'Select' button.



Billing details

Please enter your billing details below.

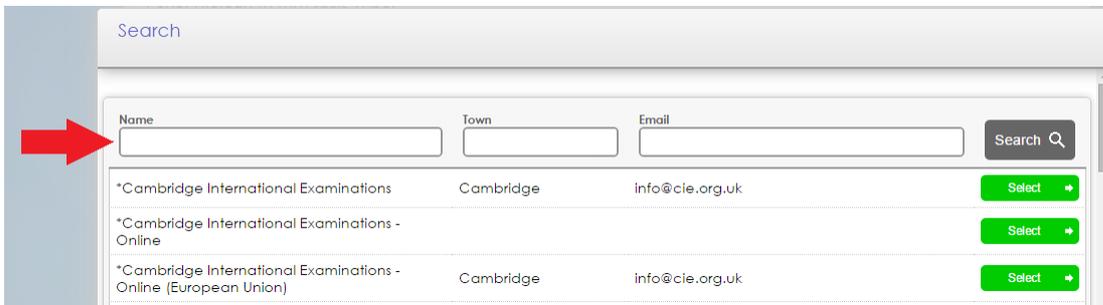
This is a private booking billed to my personal account.

Company

*Cambridge International Exa

Select

11. Enter your school name in the 'Name' text box.



Search

| Name | Town | Email | |
|---|-----------|-----------------|--------|
| *Cambridge International Examinations | Cambridge | info@cie.org.uk | Select |
| *Cambridge International Examinations - Online | | | Select |
| *Cambridge International Examinations - Online (European Union) | Cambridge | info@cie.org.uk | Select |

12. To select your school, click on the green 'Select' button.

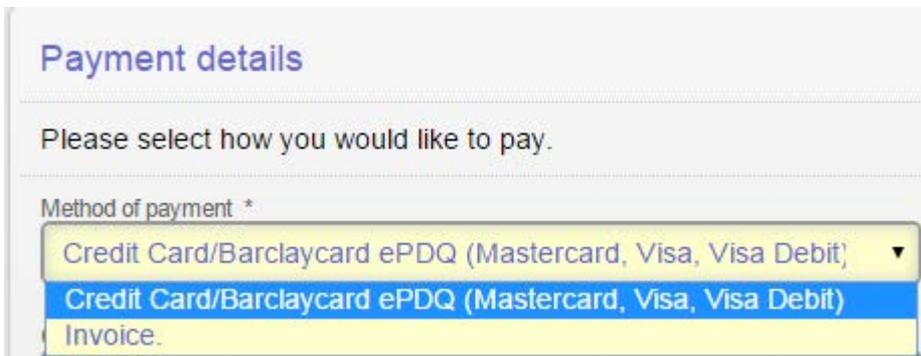


CAMBRIDGE INTERNATIONAL SCHOOL

Select

13. Once selected, you will be taken back to the **Payment** page and your school will be listed in the 'Company' box. Your school's address details will be listed automatically.

14. There are two methods of payment to choose from the 'Method of payment' drop-down list:



Payment details

Please select how you would like to pay.

Method of payment *

Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)

Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)

Invoice.

- Credit card** – we accept Mastercard, Visa, Visa Debit and Amex. Enter your payment details.
- Invoice** – this means an invoice for the cost of the course for your teacher will be sent to your centre, providing your account is linked to a Cambridge centre in step 10.

15. Make sure you agree to our terms and conditions before submitting the booking.

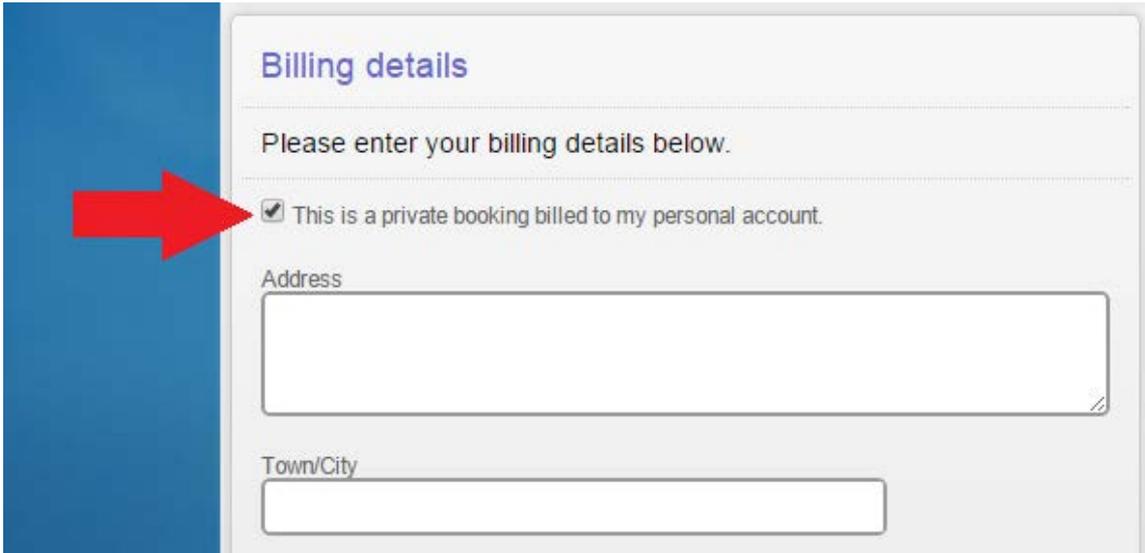
16. Once submitted, you will receive confirmation of the teacher's booking.
17. Joining instructions for the course will be sent directly to the teacher using the email addresses listed on their account.
18. Please note Cambridge International Examinations reserves the right to cancel a workshop due to low enrolment or unforeseen circumstances. We endeavour to give attendees as much advance notice as possible of any change to their course. If Cambridge must cancel a workshop, all attendees will be informed immediately and be credited for course fees (this applies to credit card bookings only). Cambridge cannot be held responsible for any other associated costs (flights, visas, hotels). Please keep this in mind when making travel arrangements.

Payment methods

There are two ways of paying for your training course:

Credit card payments

1. After you have finished registering for a training course, check the 'This is a private booking billed to my personal account' box on the **Payment** section of the shopping basket wizard. This means your booking will remain a 'private booking' and will not be linked to your school.



Billing details

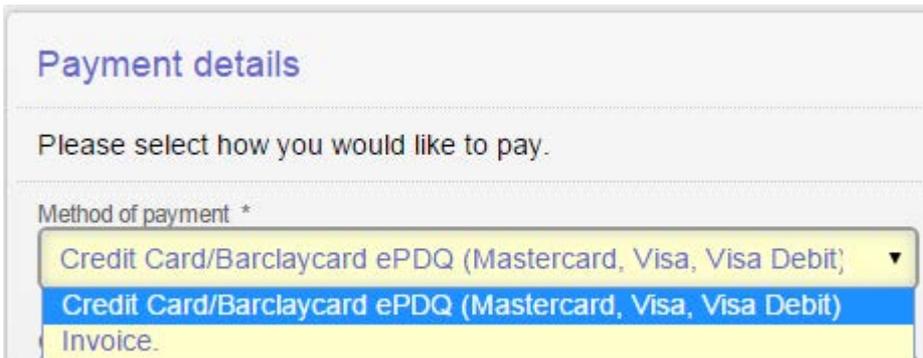
Please enter your billing details below.

This is a private booking billed to my personal account.

Address

Town/City

2. Select 'Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)' from the 'Method of Payment' drop-down list.



Payment details

Please select how you would like to pay.

Method of payment *

Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit) ▼

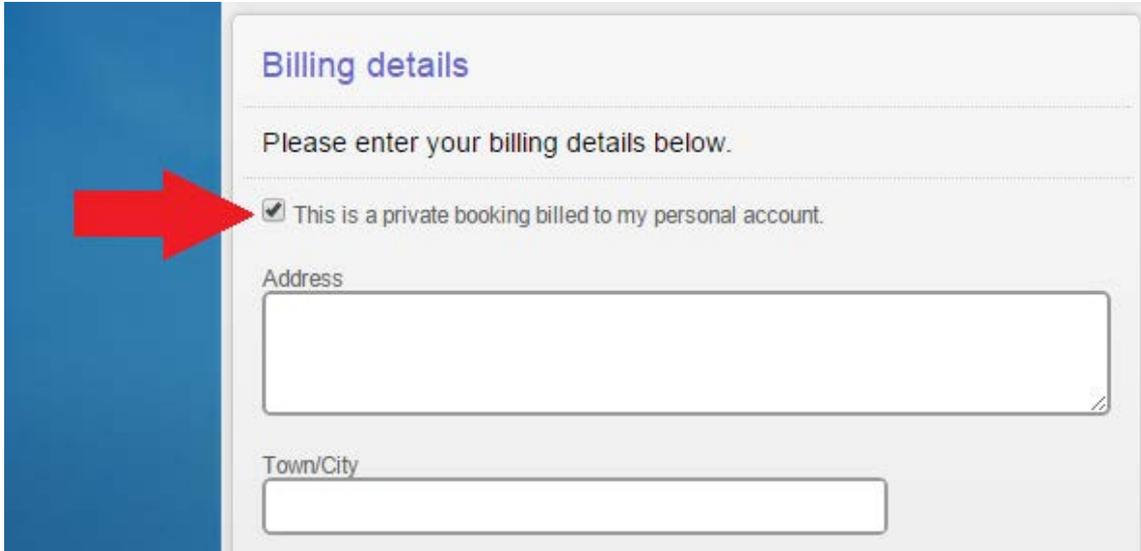
Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)

Invoice.

3. Enter your payment details.
4. Agree to our terms and conditions.
5. Select 'Pay now' to confirm the booking.

Invoice payments

1. After you have finished registering for a training course, uncheck the 'This is a private booking billed to my personal account' box on the **Payment** section of the shopping basket wizard.



Billing details

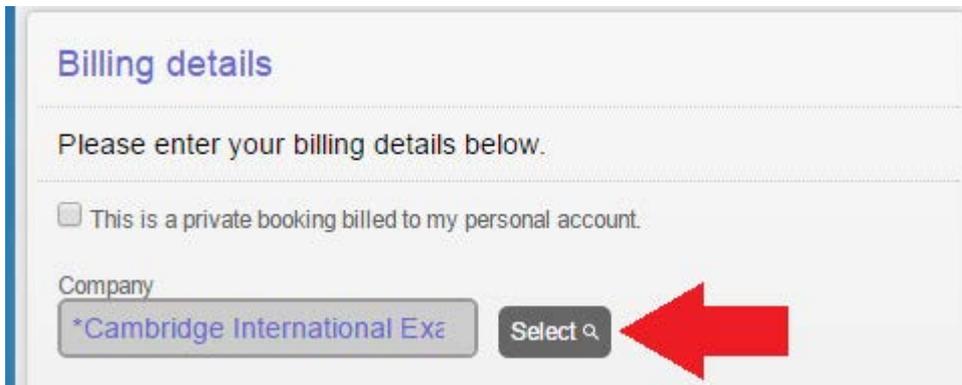
Please enter your billing details below.

This is a private booking billed to my personal account.

Address

Town/City

2. Find your school from the 'Company' search box by clicking on the grey 'Select' button.



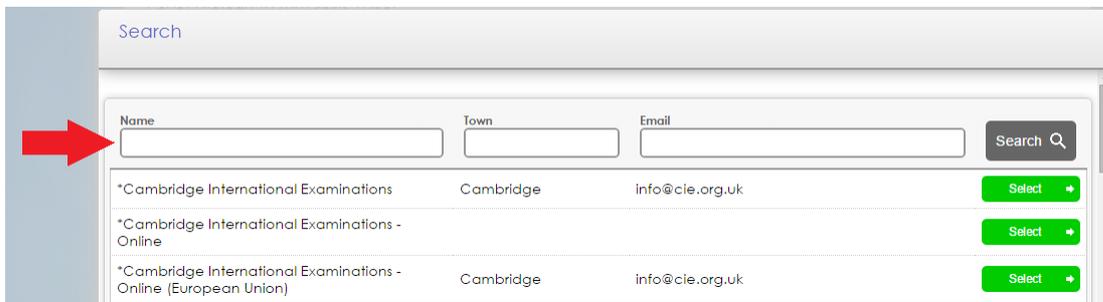
Billing details

Please enter your billing details below.

This is a private booking billed to my personal account.

Company

3. Enter your school name in the 'Name' text box.



Search

| Name | Town | Email | |
|---|----------------------|----------------------|---------------------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="Search"/> |
| *Cambridge International Examinations | Cambridge | info@cie.org.uk | <input type="button" value="Select"/> |
| *Cambridge International Examinations - Online | | | <input type="button" value="Select"/> |
| *Cambridge International Examinations - Online (European Union) | Cambridge | info@cie.org.uk | <input type="button" value="Select"/> |

4. To select your school, click on the green 'Select' button.



| | |
|--------------------------------|---------------------------------------|
| CAMBRIDGE INTERNATIONAL SCHOOL | <input type="button" value="Select"/> |
|--------------------------------|---------------------------------------|

5. Select 'Invoice' from the 'Method of payment' drop-down list.



Payment details

Please select how you would like to pay.

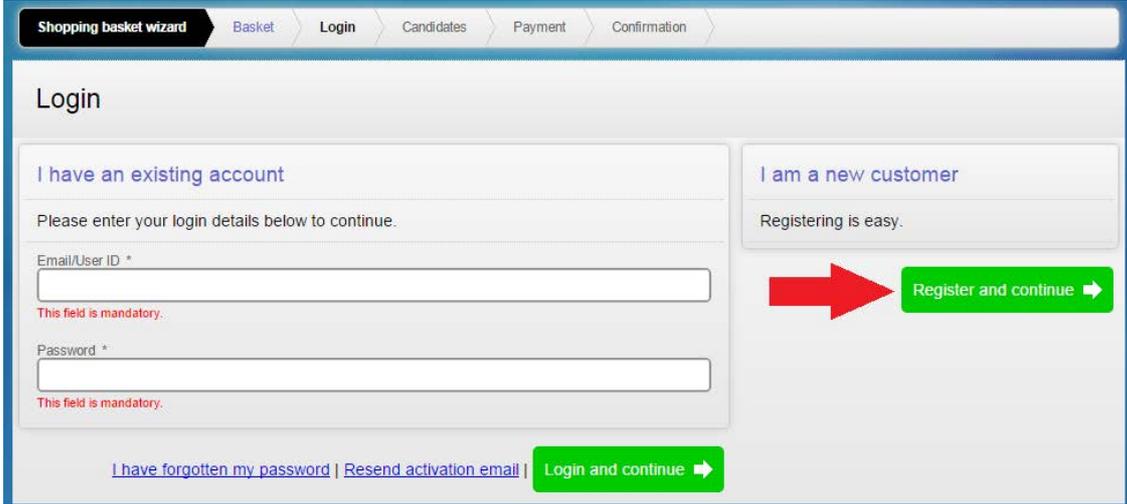
Method of payment *

- Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit) ▼
- Credit Card/Barclaycard ePDQ (Mastercard, Visa, Visa Debit)
- Invoice.**

6. Agree to our terms and conditions.
7. Select 'Pay now' to confirm the booking.
8. An invoice for your course will be sent via email to your school once the course has taken place.

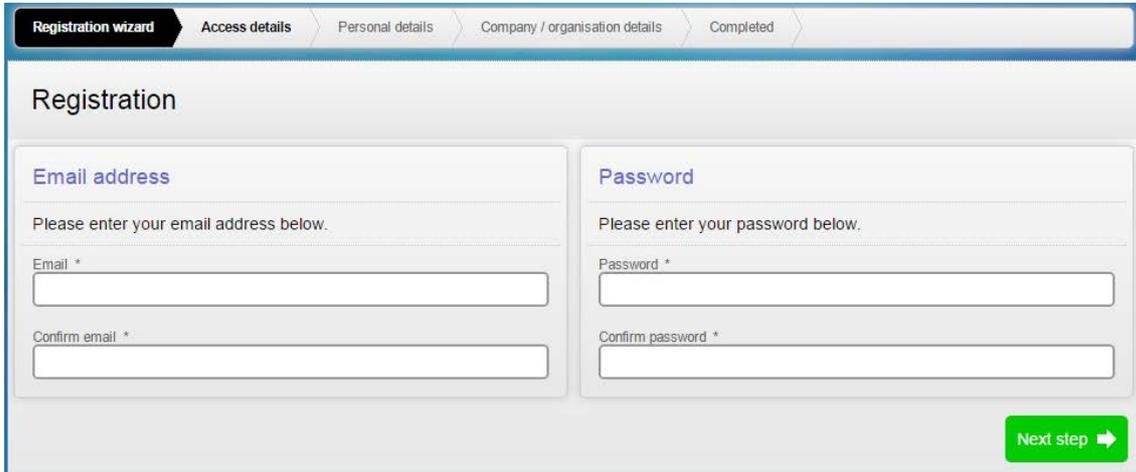
Registering an account on our booking system

1. If you do not have Access Plan It credentials, or if this is your first contact with the system, you can register a new account by selecting 'Register and continue' under the 'I am a new customer' section in the shopping basket wizard.

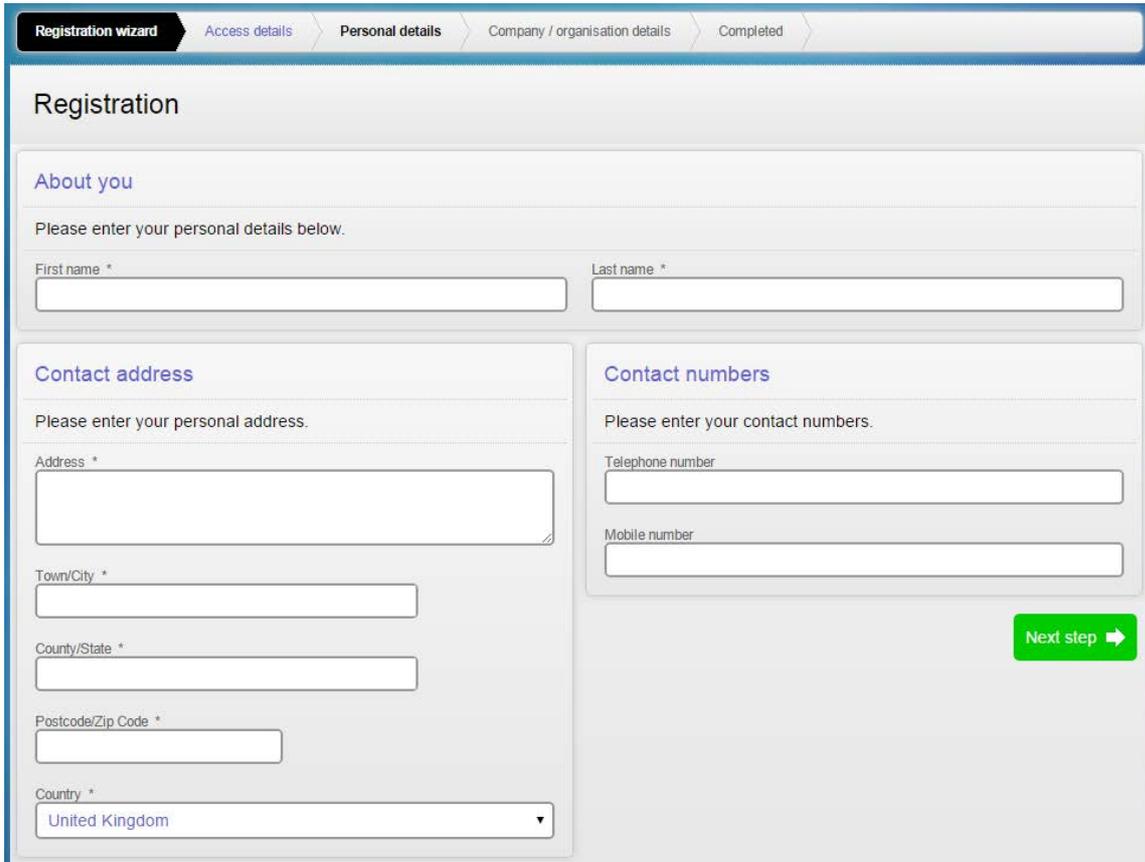


2. Enter your email address and password for your new account.

If the error message 'Email address is already registered' appears when you enter your email address, this means you already have an account on our booking system. If you have forgotten your password, return to the login page in step 1 and request a new password by selecting 'I have forgotten my password'.



3. Enter your personal information then select 'Next step'.



Registration wizard Access details Personal details Company / organisation details Completed

Registration

About you

Please enter your personal details below.

First name *

Last name *

Contact address

Please enter your personal address.

Address *

Town/City *

County/State *

Postcode/Zip Code *

Country *

Contact numbers

Please enter your contact numbers.

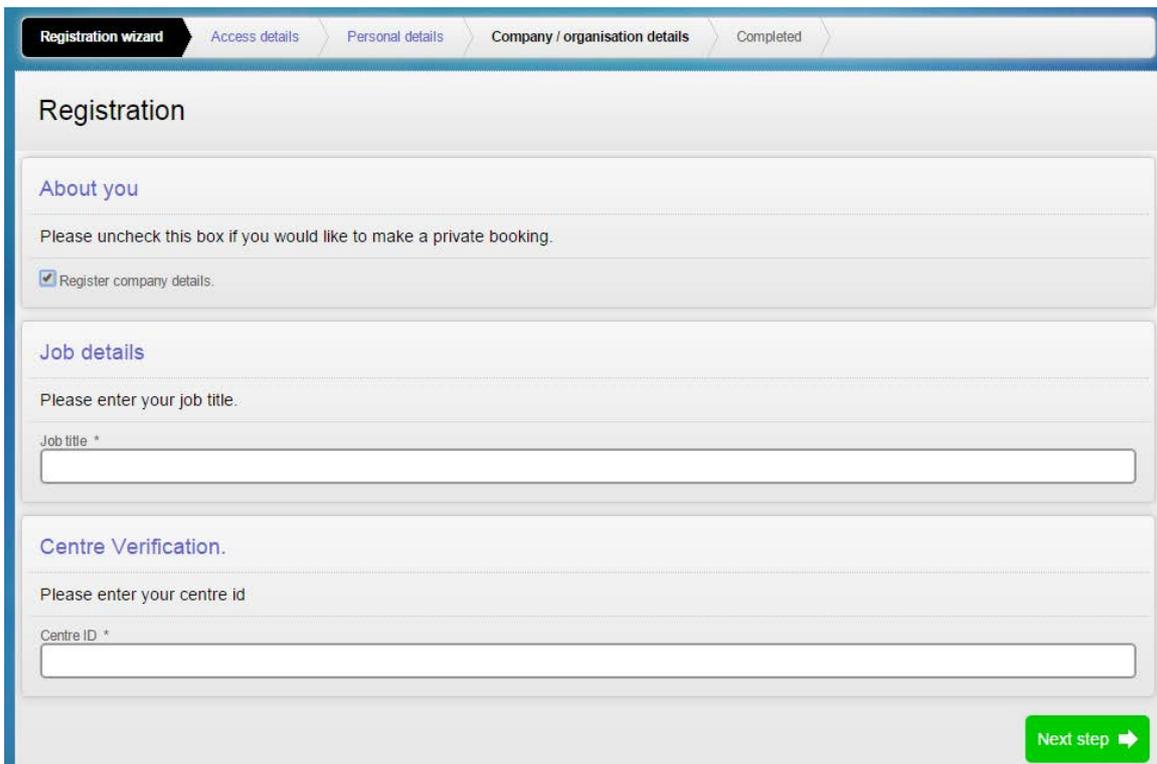
Telephone number

Mobile number

Next step →

4. Enter your job title and centre ID.

If you're from a registered Cambridge centre, enter your centre ID so your account can be linked to your school. If you're not from a registered Cambridge centre, uncheck the 'Register company details' box to make a private booking via credit card.



Registration wizard Access details Personal details Company / organisation details Completed

Registration

About you

Please uncheck this box if you would like to make a private booking.

Register company details.

Job details

Please enter your job title.

Job title *

Centre Verification.

Please enter your centre id

Centre ID *

Next step →

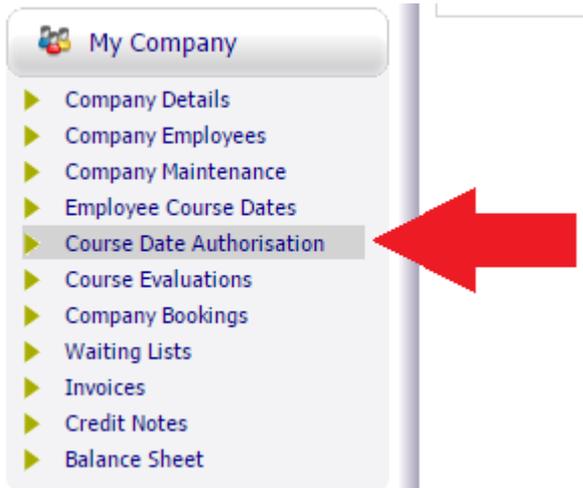
5. If the system does not recognise your centre ID, please email us at info@cie.org.uk and include the following details in your email:
 - centre ID
 - centre name
 - your full name
 - your full email address
 - the course which you would like to book onto

6. Once you have entered your details, select 'Next step'. An activation email will be sent to the registered email address. In order to complete the registration process, you will need to click on the activation link in the email.

Approving/rejecting bookings

As a Teacher Support Coordinator, you can approve and reject bookings made by your teachers at your school.

1. You will receive an email notification from our booking system asking you to approve or reject a teacher's booking. Select the link within the email to access the booking system. Alternatively, you can log into the system using the following link: <https://ucles.accessplanit.com/accessplan/startpage.aspx>
2. Select 'My Company' then 'Course Date Authorisation'.



3. Bookings awaiting your approval will be listed. To approve a booking, select 'Book'. To reject a booking, select 'Cancel'.

:: Course Date Authorisation

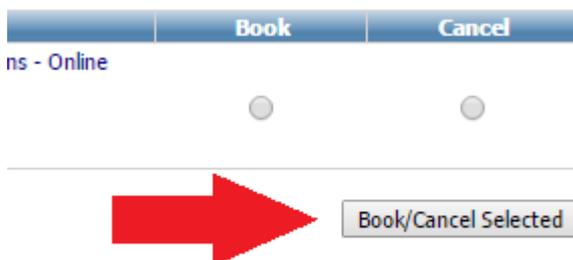
Please select 'Book' or 'Cancel' for any, or all, of the rows below then scroll to the bottom and click the 'Book/Cancel Selected' button to commit your selections.

In the event a row is **booked**, if the affected user/training provider has an email address in the system they will receive an email confirming the booking.

Sort By:

| Name | Course Date Details | Book | Cancel | |
|--|--|--|-----------------------|-----------------------|
| Viceprincipal Wesley Methodist School Kuala Lumpur (International) | Course: Assessment for Learning Start Date: 01/02/2016 09:00 End Date: 20/03/2016 17:00 Cost: £195.00 | Provider: *Cambridge International Examinations - Online Venue: Online Trainers: Customer Services | <input type="radio"/> | <input type="radio"/> |

4. Select 'Book/Cancel Selected' to process the bookings.



5. If you approve a teacher's booking, they will receive a booking confirmation email along with joining instructions for their course. If you reject a teacher's booking, they will receive an email informing them that they haven't been given permission to attend the course.

Frequently Asked Questions (FAQs)

Information for teachers

I am a teacher from a non-Cambridge school, how can I book onto a training course?

If you are not from a registered Cambridge school you will need to pay the course fee in advance as we cannot invoice non-registered schools or individuals. Payment must be made by credit/debit card. To do this, you will need to make a private booking via credit card by following the steps outlined '*Making an individual booking*'.

Will I receive confirmation of my booking?

You will receive email confirmation of your booking after your place has been authorised by your Teacher Support Coordinator or Associate Centre. If you placed a private booking, you will receive email confirmation once payment has been made for your booking.

If you do not receive a booking confirmation within 24 hours, please contact Cambridge at info@cie.org.uk with the following information:

- course type (face to face or online)
- course level (introductory or intermediate)
- syllabus name and number
- start date of course
- participant name, email address and centre name and number

When will I receive my joining instructions?

You will receive your joining instructions via email once your place has been authorised by your Teacher Support Coordinator or British Council. If you have not received your joining instructions, please check with your Teacher Support Coordinator or Associate Centre to see if your place has been approved in the first instance. When over 24 hours have lapsed, please contact Cambridge at info@cie.org.uk for assistance.

I wish to cancel my booking, who do I contact to do this?

Please contact Cambridge at info@cie.org.uk to cancel or amend your booking. Please include the following details in your email:

- course type (face to face or online)
- course level (introductory or intermediate)
- syllabus name and code
- start date of course
- participant name and email address
- centre name and number

Should you cancel your place on a course less than 7 calendar days before the course start date or fail to complete the training, your School or Cambridge Associate School will be charged the full course fee.

Cambridge will not be liable for any loss, including travel and accommodation costs suffered by or on behalf of any person who wished to attend the workshops, should we cancel them for any reason.

I have booked myself on the wrong course, how can I amend my booking?

If you have registered for the wrong course, please contact Cambridge at info@cie.org.uk with details of the course you have booked onto and the course you would like to be transferred onto (if necessary).

What happens if my course is cancelled/postponed?

Cambridge International Examinations reserves the right to cancel a workshop due to low enrolment or unforeseen circumstances. We endeavour to give attendees as much advance notice as possible of any change to their course. If Cambridge must cancel a workshop, all attendees will be informed immediately and be credited for course fees (this applies to credit card bookings only). Cambridge cannot be held responsible for any other associated costs (flights, visas, hotels). Please keep this in mind when making travel arrangements.

Information for Teacher Support Coordinators

I have booked a teacher on the wrong course, how do I amend this?

Please contact Cambridge at info@cie.org.uk to amend the booking. Please include the following details in your email:

- details of the course that you have wrongly booked
- details of the course that you would like to book your teacher onto (please provide as much detail as possible)
- start date of course
- participant name and email address
- centre name and number

One of our teachers can no longer attend a course, what do I do?

Please contact Cambridge at info@cie.org.uk and notify us. Please include the following details in your email:

- course type (face to face or online)
- course level (introductory or intermediate)
- syllabus name and number
- start date of course
- participant name and email address
- centre name and number

Should you cancel a place on a course less than 7 calendar days before the course start date or fail to complete the training, your School or Cambridge Associate School will be charged the full course fee.

Cambridge will not be liable for any loss, including travel and accommodation costs suffered by or on behalf of any person who wished to attend the workshops, should we cancel them for any reason.

I wish to transfer a booking to another teacher in my school. How do I do this?

Please contact Cambridge at info@cie.org.uk and notify us of the transfer. Please include the following details in your email:

- course type (face to face or online)
- course level (introductory or intermediate)
- syllabus name and code
- start date of course
- name and email address of the teacher currently booked on the course
- name and email address of the teacher you would like to transfer the booking to
- centre name and number

A teacher at my school has booked onto a course but I haven't received an email notification to approve/reject the booking

Firstly, log into our booking system to check to see if there are any bookings awaiting your approval. If you cannot find any bookings, it may be that your account is not set up with Teacher Support Coordinator permissions.

If you cannot approve/reject the booking, please contact us at info@cie.org.uk and we can approve/reject it on your behalf.