



Frequently Asked Questions

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1. What do I get for my course fee?

Unless otherwise specified in the course introductory pack, the fees for the CCAT courses includes lunch plus morning and afternoon refreshments, all tuition and venue costs, practical classes and, on *some courses*, the costs of external visits, coach transfers, flying experience, conference pack, and a copy of the course textbook. All our training courses are subject to UK purchase tax (VAT at 20%) and normal corporation tax (20%).

2. Do I have to be resident during the course?

Accommodation is not compulsory but the course programs are long and intensive and many CCAT participants remain on campus for the duration of the course(s). We can suggest or arrange accommodation for those interested, however, the cost is not included in the advertised fees and there is no refund for those that choose not to be resident after paying for their accommodation supplement. This is because both the University of Surrey and Cumberland Lodge charge us the full residential costs for each participant regardless of whether or not they use the booked accommodation and catering facilities.

3. If I cancel my accommodation late, but after I have paid for it, can I claim a refund?

No, unfortunately not. The accommodation costs are paid to the University/Lodge in advance and they have a no-refund policy for late cancellations. However, it may be that delegates booking even later may take over your accommodation so it is worth asking.

4. Can I stay at the University/Lodge on the day before or until the day after the course?

Extra bed & breakfast accommodation may be available on the days before, and on the last day, of the course(s) if required. The accommodation costs must be booked and paid for in advance. This is non-refundable should you then decide to cancel.

5. Can I buy just a part of a course?

Individual days of the multi-day courses can be purchased at costs of between £100 and £250.00 GBP per day (excluding accommodation). Contact us for information on your choice of days.

6. How do I make my payment?

The accepted currency is UK (GB) pounds sterling only. Payment is by bank transfer and details will be sent on receipt of your enquiry. Cheques drawn on a UK bank may also be acceptable. Please contact us for further details or requests to pay by credit card. Invoices can be provided if requested and receipts will be issued on receipt of payment.

7. Can I buy the textbook (*Aeromedical Transportation: A Clinical Guide*) without coming on the course?

In bookshops, the textbook currently sells at about £35.00 (GB pounds) plus post and packing. It is also available from Amazon.com and other online sources. CCAT can provide the textbook at the discount price of £25.00 (GB pounds) plus post and packing (depending on insurance and destination).

8. Can I receive the textbook prior to the course?

The textbook can be sent to your postal address on receipt of your registration fee if you request it at the time of registration and add £10.00 (GB pounds) for administration costs, insurance, plus post and packing.

9. How do I claim CME or CPD hours?

CME/CPD credit is claimed via the UK medical Royal Colleges. You will be notified prior to the start of the course how many CME/CPD credits are available (College rules are changing almost annually at present). On successful completion of the course, a CCAT certificate will be awarded and may be used as proof of attendance. A timetable of the week's educational program is issued at the start of the course and may be requested by your College. CCAT maintains a register of all participants for College inspections, and you, for your part, must complete an evaluation form which is used to identify both the strengths and weaknesses of the course.

10. Are PREP points available?

CCAT may help fulfil PREP requirements in the following categories: care enhancement, education development and practice development. However, it would be wise to seek advice early. Information on PREP points in the UK is available from the NMC Registration Department on 0207 333 9333. Nurses wishing to use CCAT to fulfil part of their PREP requirements are required to complete a portfolio of the learning they have achieved, both in preparation for, and during, the course.

11. Are CATS points available?

Information on CATS points should be sought from your university registration department. Those requiring CATS points will be required to provide a complete portfolio showing evidence of study. Each portfolio is individually assessed towards accreditation for a diploma or degree.

12. I have no aeromedical experience, can I still attend the course?

Anyone with a medical or paramedical background may attend this course. Each course has some delegates with no previous aeromedical experience. CCAT also gives you a great opportunity to network with those already in the industry, and also to learn about employment opportunities around the world.

13. Can I pay a deposit to secure my place on the course?

Only in exceptional circumstances. Normally you will be required to pay the full amount in advance so that University fees and other pre-bookable costs can be paid on your behalf.

14. Do you have a cancellation policy?

Yes. Cancellation prior to 90 days before the start date of a course entitles you to a full refund. Cancellation within the period 31 to 89 days before the start date of the course entitles you to receive a 50 percent refund, but we regret that no refunds will be given for cancellations in the 30 days immediately before the start of the course. Any entitled refunds will be subject to a 10% charge (of the fees originally paid). This charge is enforced because there are only a limited number of places on the CCAT suite of courses and the fees and costs are worked out so that the course is essentially non-profit making. Unfilled places may lead to a financial loss. To avoid this, cancellations usually require further advertising to resell the cancelled place. Unfortunately, late cancellations are almost impossible to fill, hence the zero refund.

As an alternative to a refund, applicants applying for cancellation may be offered a place on the next available course at only 10 percent of the following year's rate.
