

The IoS Online User Guide

Welcome to the IoS TMS user guide, this guide has been created to give you guidance when using the site. We have included all of the information you should need to use the site, however, if you have any further questions or problems, please contact the IoS using the “contact us” links at the bottom of the website.

INDIVIDUALS	2
<i>How to Create an Account.....</i>	<i>2</i>
<i>Accessing Your Account.....</i>	<i>6</i>
<i>Booking on a Course / Seminar</i>	<i>8</i>
<i>Checkout.....</i>	<i>9</i>
TUTORS.....	11
ORGANISATIONS.....	13
<i>How to Create an Account.....</i>	<i>13</i>
<i>Accessing Your Account.....</i>	<i>16</i>
<i>Booking on a Course / Seminar</i>	<i>17</i>
<i>Checkout.....</i>	<i>18</i>
CREDIT & COURSE VOUCHERS	21
<i>Using Course Vouchers.....</i>	<i>21</i>
<i>Using Credit Vouchers.....</i>	<i>23</i>
CANCELLED COURSES & SEMINARS	24
<i>Candidate Cancellation Policy.....</i>	<i>24</i>
<i>Organisations Cancelling Course Vouchers</i>	<i>24</i>
<i>The IoS cancelling a course or Seminar</i>	<i>24</i>

The IoS Online User Guide

Individuals

How to Create an Account



The IoS Online has a secure log in where you can add your details, view recommended resources, add courses & seminar's to your basket and then checkout. Click on the "My IoS" button on the homepage

The new page is the log in screen. Existing users have the chance to log in and new users can create an account at this point.

To create an account for an individual, type in your email address, date of birth and postcode and then click on the Register button.

If you have already registered or your details are logged within our system because of previous involvement with the IoS, you will see the following message:

If you would like a password reminder, click on the blue "Yes" button and a password reminder will be sent to the email address associated with that account.

If you would like to continue the registration click on the red "No" button, you will then see the Thank-you message.

The IoS Online User Guide

If you have not registered previously, you will see the Thank-you message displayed on screen.

Access your email account and check your inbox - You should now have an email titled "Your IoS Registration" which contains the following:

Thank-you for registering

Please use the link below to return to the IoS site.

Log in using the email address you registered with the password: **XeNtWAI4**

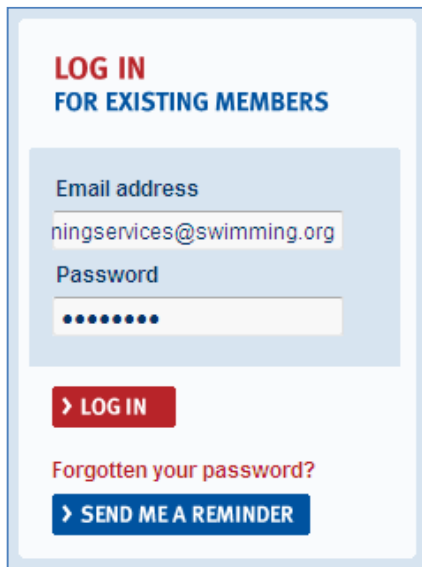
[Click to login and complete registration](#)

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The password has been generated by the system automatically and **only you** have access to it. You can change the password at any time. But please note that the IoS can only reset your password and **do not** have access to it.

Click on the link to "click to login and complete registration", which will open up the IoS Online website on the log in page.




The screenshot shows a login form titled "LOG IN FOR EXISTING MEMBERS". It includes an "Email address" field with the text "ningservices@swimming.org", a "Password" field with masked characters, a red "LOG IN" button, a link for "Forgotten your password?", and a blue "SEND ME A REMINDER" button.

Type in your email address and the password that were contained in your email (you can copy and paste this from the email), and then click the Log in button

> LOG IN

The website will now display the "Complete your Registration" screen where you are asked to complete your profile in sections. Section 1 is for Personal Details.

Complete all of the relevant information – please note that the yellow star symbol  dictates any fields of information that must be completed before you can proceed.



Please note - When entering the address please ensure that you use your own address and not an Organisation address – this information is personal to you and will be used to issue any certificates.

We process your information only for the purpose of booking on courses as per our Data Protection statement. Should you wish to read the Data Protection statement please click on this link: <http://www.theiosonline.com/Page.aspx?siteid=373&siteid=Data+Protection> or you can click on the Terms & Conditions link at the bottom of the website.

> Terms & Conditions

You can check your progress using the progress bar at the top right of the screen. When you have completed each stage click on the Next Section button

> NEXT SECTION

The IoS Online User Guide

1: PERSONAL DETAILS ★ = Required information

First name ★

Surname ★

Known as

Postcode ★

> LOOK UP ADDRESS

Address Line 1:

Address Line 2:

Town

County

Daytime phone ★

Evening phone

Gender ▼

Ethnicity ▼

Password ★

Confirm password ★


Gender ▼

Ethnicity ▼ ★

Password ★

Confirm password ★

Please add me to the mailing list for regular updates.

 Registration confirm password

By ticking this box I am consenting to receiving information about the ASA/IoS and British Swimming initiatives, products and services from the ASA/IoS and British Swimming by post, email, SMS/MMS, online or phone.

> NEXT SECTION

Also in the personal details section, you have an opportunity to be added to our mailing list. We will use your details to contact you about ASA/IoS and British Swimming Initiatives, products and services using different methods.

The IoS Online User Guide

Section 2 is Qualification Details; please add all of your relevant qualifications in this screen. This will keep track of your development journey and enable us to make recommendations to you.

Place a tick in the relevant qualification box and the space for Certificate number and Date Achieved are now activated. Please complete the relevant information – if you cannot remember your certificate number you can leave it blank and complete this another time.

2: QUALIFICATION DETAILS

Using the selection tools below, please select any qualifications which you currently hold. The system does not currently hold Diploma qualifications but if you do hold a Diploma qualification and would like this shown on your profile, please contact us at email@ios.org

> LEVEL 1 ⓘ

> LEVEL 2 ⓘ

> LEVEL 3 ⓘ

> NEXT SECTION

< LEVEL 1 Certificate number (if known): Date achieved: ⓘ

<input type="checkbox"/> ASA Level 1 Core Units		01 01 1990
<input type="checkbox"/> ASA Level 1 Certificate for Teaching Aquatics		01 01 1990
<input checked="" type="checkbox"/> ASA Level 1 Certificate for Coaching Swimming		01 01 1990
<input type="checkbox"/> ASA Level 1 Certificate for Coaching Diving		01 01 1990
<input type="checkbox"/> ASA Level 1 Certificate for Coaching Water Polo		01 01 1990
<input type="checkbox"/> ASA Level 1 Certificate for Coaching Synchronised Swimming		01 01 1990



Please note – the qualification details section is for information only, you will still need to show the appropriate qualifications when attending a course / seminar.

Section 3 is where you can store information about any reasonable adjustments, which is an allowance we make for a candidate at examination stage due to a disability they may have.

The IoS Online User Guide

3: ADDITIONAL DETAILS: REASONABLE ADJUSTMENTS

A reasonable adjustment is an allowance we make for a candidate at examination stage due to a disability they may have.

Do you have any physical or learning requirements which may lead us to needing to make adjustments for you at the examination stage?

Please give details on the right.

Please note:
We will be unable to provide you with any support on any courses that you may choose to attend unless you provide any relevant information to us at this stage

Please select type of requirement

> FINISH REGISTRATION

To add a reasonable adjustment, please click from the dropdown list and choose “See below”. Please detail the information in the box underneath - add as much relevant information as possible here, this will allow us to be more efficient and effective with our services to you. Once you have finished adding the information to your profile click on the Finish Registration button.

> FINISH REGISTRATION

You can log out of your account at any time by clicking on the Log Out button at the bottom of the website.

> LOGOUT

Accessing Your Account

**LOG IN
FOR EXISTING MEMBERS**

Email address
ningservices@swimming.org

Password
.....

> LOG IN

Forgotten your password?
> SEND ME A REMINDER

Now that your account has been set up you are able to book onto courses & seminars, access any recommendations we may have for you. When you log in after your account has been created, the screen may look slightly different, but all of the content is the same. You have the ability to change any of this information at any time and we would like to urge you to keep your details up to date.

To access your account visit the website www.theiosonline.com and click on the “My IoS” button



The IoS Online User Guide



MY PROFILE

My Profile – all of your personal details in one place, on this tab you can change your contact information, any details of other qualifications, add / edit any Reasonable Adjustments you have as well as account information such as changing your password.

MY COURSES

My Courses – this tab shows all of the courses you have booked onto through the IoS TMs, divided into completed courses & upcoming courses

MY PRODUCTS

My Products – this tab will show any downloads or videos that you have purchased

MY VOUCHERS

My Vouchers – this tab contains any course or credit vouchers you may have. For instance if a course has been cancelled and you had already paid we will issue you a credit voucher to use against the next course you wish to attend. Course vouchers will be assigned to you by your Organisation, they will be invoiced for the space and you can use the code detailed here at the checkout when booking on a course.

MY RECOMMENDATIONS

My Recommendations – this tab will contain any recommendations for you. We pass on these recommendations based upon your courses and qualification history. If you do not have any recommendations at this time, take a look at the available courses, seminars and products on the main site

The IoS Online User Guide

Booking on a Course / Seminar

To book onto a course, you can use any of the search facilities on the site, for example the Find a course section on the homepage

First choose your sport from the dropdown list, then a qualification from the next dropdown list, then enter your postcode.

Now click on the Find me a course button and you will see a list of course options.

You can also see the results in map view, this will pinpoint the location on a map for you. When you hover over the pointer you will see more detail about the course.

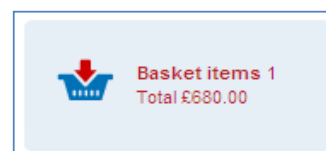


SEARCH RESULTS		CLOSEST RESULTS LISTED FIRST		PAGE 1 OF 1
Date	Course title	Venue	Places available	Add to basket
<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: red; color: white; text-align: center; padding: 2px;">WEDNESDAY</div> <div style="background-color: red; color: white; text-align: center; padding: 2px; font-size: 24px; font-weight: bold;">02</div> <div style="background-color: red; color: white; text-align: center; padding: 2px;">FEBRUARY</div> </div>	> ASA Level 2 Coaching Diving Sport Diving	Bishopsworth Swimming Pool, Bishopsworth	15	

Once you have found a Course / Seminar you wish to book onto please click on the add to basket button.



In the top right hand corner of the screen you will see that an item has been added to your basket, and the current value of your basket. you can continue to shop and add items until you are ready to checkout - Clicking on the basket icon will take you through to the checkout screen if you are already logged in, if not you will be taken to the log in screen.



The IoS Online User Guide

Checkout

If you are already logged in, click on the basket icon to reach the checkout screen, if you are not logged in, you will reach the log in screen, enter your log in details and then you will see the checkout screen.

ITEM	VOUCHER CODE	PRICE
ASA Level 2 Coaching Diving		£680.00

TOTAL £680.00

[UPDATE](#) [CHECKOUT](#)



Please note - All individuals are required to pay for their bookings (courses & seminars) up front at the time of booking. If you are booking on a course which is paid for by your Organisation please see the section titled "Using Credit & Course Vouchers"

CONFIRM DETAILS

Click on the checkout Icon to proceed with your booking. You will then be asked to confirm that all of your details are correct & up to date, please ensure the Personal Details, Reasonable Adjustments and Qualification details are all correct and then update if necessary. If all of your details are all correct, click on Checkout.

TOTAL £680.00

Discount voucher: [ADD](#)

BILLING ADDRESS (CARD PAYMENT ONLY)

Address Line 1: Kingfisher Business Park, Arthur Street
Address Line 2:
Town: Redditch
County: Worcestershire
Postcode: B98 8LG

PRE-REQUISITE INFORMATION

ASA Level 2 Coaching Diving

You **must** be at least 17 years of age at the start of the course.

You must hold **all** of the following qualifications:
ASA Level 1 Core Units
ASA Level 1 Certificate for Coaching Diving

By agreeing to the terms and conditions you declare that at the time of attending a course you will meet any pre-requisite criteria.

I agree to the [terms and conditions](#) and wish to proceed with this booking

The IoS Online User Guide

You will then be able to see the payment & pre-requisite information on this screen. Please type in your Billing address for card payment purposes – this address needs to be the same as the address on your card / bank account statement. You are also required to read and then agree to the terms & conditions – by clicking on the checkbox. Due to the nature of the booking system,

> CHECKOUT

no bookings can proceed unless the Individual has agreed to the terms & conditions. Once you have done this, click on the checkout icon.

You will then access the payment screen, please enter your card payment details as described on screen. Should you have any problems or concerns with the card payment system please contact the IoS using the “Contact Us” links at the bottom of the website.

Thank you for your recent course booking.

You have booked a place on the following course:
Adult & Child Seminar Test
starting on 22nd September 2010
(ref: COURSEC583)

Joining instructions will be sent to you nearer to the start date.

IoS Training Management System

<http://iostms.nemisys2.uk.com>

Once your booking has been placed you will receive an email titled: Your IoS Course booking and will look similar to this email.

You are able to access the booking at any time by logging in and clicking on the “My Courses” tab.

The IoS Online User Guide

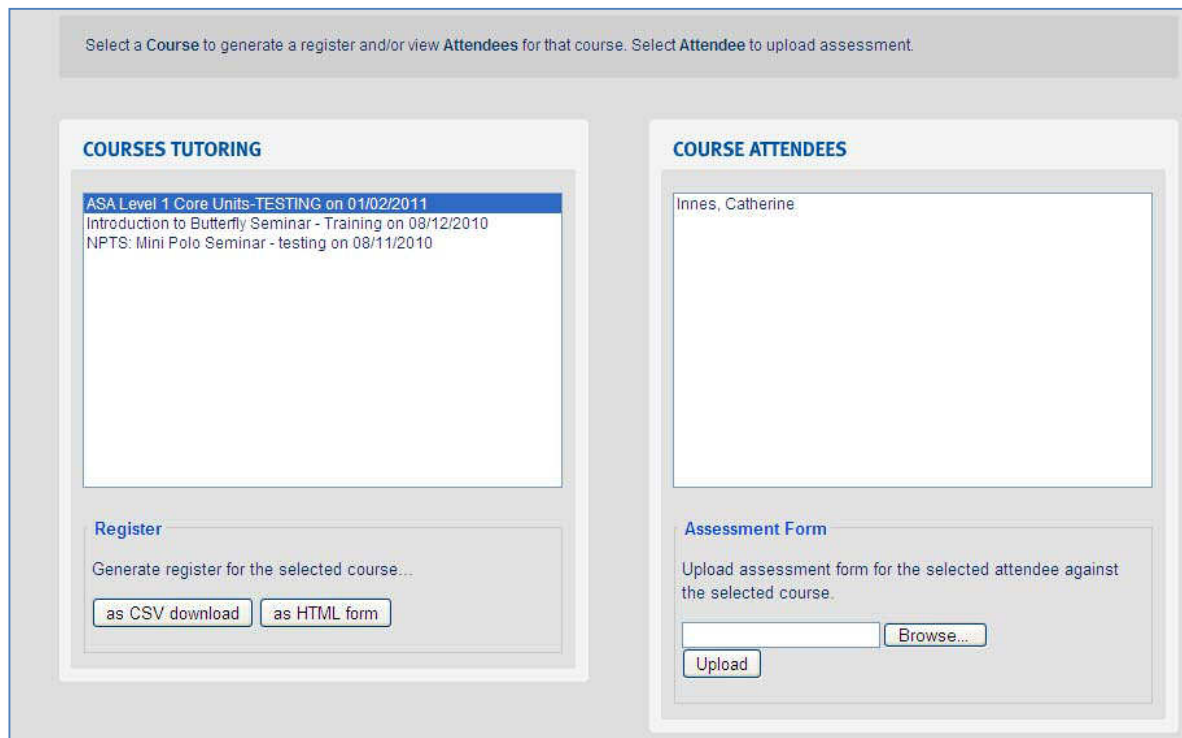
Tutors

Tutors can access the booking system in exactly the same way as Individuals, create a log in for yourself and then contact the IoS to arrange for the access to the Tutor tab in “My IoS”.

Once the IoS have done this for you, log into the website and you will see a Tutor tab along with the other tabs as described earlier in the user guide.



TUTOR Click on the Tutor tab to see details of courses & seminars you are scheduled to tutor.



From here you can see the attendees of the courses / seminars and generate your own course registers.



Please Note – From 1st November 2010 the IoS will not be sending any Course registers to you, please ensure you can access these details and are familiar with the process.

as CSV download To generate a register, click on the course or seminar and then click on the as CSV download button. A CSV (Comma Separated Value) file can be opened in Excel. When prompted please choose to open the file or save the file. *Please note - Opening the file does not save it, please ensure you save it once opened.*

as HTML form You can also download the file as a HTML form, again you will be asked if you want to Open, Save or Cancel. You will then see a form similar to the

The IoS Online User Guide

example on the next page

Course Register: ASA Level 1 Core Units-TESTING 01/02/2011						
Attendee	Nickname	DoB	Email	Prerequisites	Adjustments	ID Age Present
Innes, Catherine	Cathy	08/07/1957	cathy.innes@swimming.org		I have a hearing disability and need the use of a dictaphone.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

You will then be able to see the detail of attendees including:

- ★ Name
- ★ Nickname
- ★ Date of Birth
- ★ Email
- ★ Prerequisites
- ★ Reasonable Adjustments

With tick boxes for ID, Age & Present

At the point of publishing, the IoS will contact you with regards to your tutoring the course / seminar. Once they have assigned you as the role of Tutor, you will receive an email.

You will also receive an email if;

- A candidate enrolls onto a course or seminar with any Reasonable Adjustments
- A course or seminar is cancelled and you are the named Tutor

Using the tutor tab, you also have the ability to upload any assessment forms. Select the course, then the individual and then click on the button for Browse.

Assessment Form

Upload assessment form for the selected attendee against the selected course.

You will need to locate the file from your computer and once you have selected it, click on upload.

The assessment forms will be available to access from here.

Please note the IoS still require a copy of the register, please post these to the IoS or scan them in and email to the IoS using the contact details located on the bottom of the website.

Should you have any questions or problems with using the website please contact the IoS.

The IoS Online User Guide

Organisations

How to Create an Account



The IoS Online has a secure log in where you can view the courses and seminars that your Organisation has booked and purchase Course Vouchers for Individuals to attend courses & seminars.

Click on the “My IoS” button on the homepage to start creating an account.

The screenshot shows the IoS Online user interface. On the left is a 'LOG IN FOR EXISTING MEMBERS' section with fields for 'Email address' and 'Password', a red '> LOG IN' button, and a blue '> SEND ME A REMINDER' button. In the center is a 'CREATE AN ACCOUNT' section with two columns: 'FOR AN INDIVIDUAL' (with fields for 'Email address', 'Date of birth' (01/01/1990), and 'Postcode') and 'FOR AN ORGANISATION' (with fields for 'Organisation name', 'Email address', and 'Postcode'). Both columns have red '> REGISTER' and '> SUBMIT' buttons. On the right is a blue box with an information icon and the text '> Should I register as an individual or an organisation?'.

The new page is the log in screen. Existing users have the chance to log in and new users can create an account at this point.

This is a close-up of the 'FOR AN ORGANISATION' registration form. It has three input fields: 'Organisation name', 'Email address', and 'Postcode'. At the bottom right is a red button with a white arrow and the text '> SUBMIT'.

To create an account for an Organisation, enter the Organisation name, a contact email address and postcode.



Please Note – This email address will be used in all communication, some of which is automated. Please ensure you insert an email address which can be accessed on a regular basis

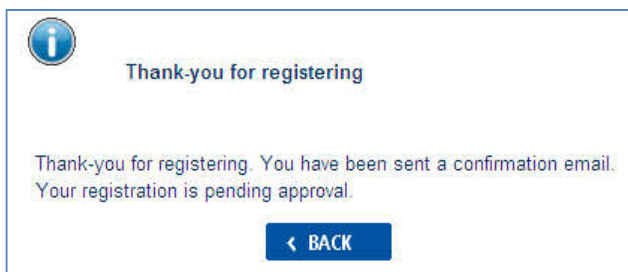
If the Organisation is already registered on the booking system, you will see the following message:

The screenshot shows a warning message. At the top is a yellow warning triangle icon followed by the text 'WHOOPS! - Have you already registered?'. Below this is the text 'We already have a registration for Testing Maries Teaching Aquatics which uses the details you have entered.' and the question 'Is this you?'. At the bottom are two buttons: a blue button with a white arrow and the text '> YES! PLEASE SEND ME A PASSWORD REMINDER' and a red button with a white arrow and the text '> NO! I WOULD LIKE TO CONTINUE WITH REGISTRATION'.

If you would like a password reminder, click on the blue “Yes” button and a password reminder will be sent to the email address associated with that account.

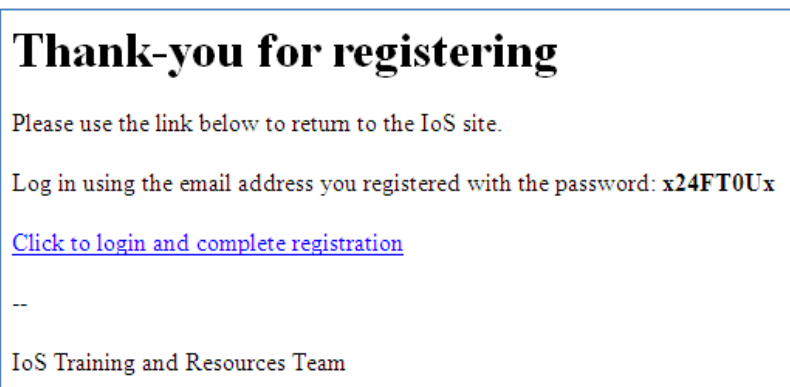
If you would like to continue the registration click on the red “No” button, you will then see the Thank-you message.

The IoS Online User Guide



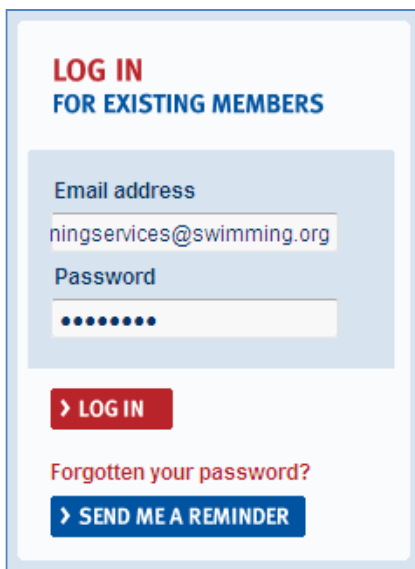
If you have not registered previously, you will see the Thank-you message displayed on screen. The message also states that the registration is pending approval.

Access the email account for the email address you used when registering. You should now have an email titled "Your IoS Registration" which contains the following:



The password has been generated by the system automatically and **only you** have access to it. You can change the password at any time. But please note that the IoS can only reset your password and **do not** have access to it.

Click on the link "click to login and complete registration", which will open up the IoS Online website on the log in page.




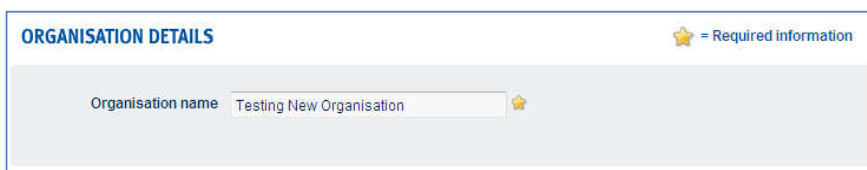
Type in your email address and the password that were contained in your email (you can copy and paste this from the email), and then click the Log in button



The website will now display the "Organisation Details" screen where you are asked to complete the following set of information before your registration can be processed:

- ★ Organisation Details
- ★ Contact Details
- ★ Finance Officer
- ★ Billing

Complete all of the relevant information – please note that the yellow star symbol dictates any fields of information that must be completed before you can proceed. 



Please note - When entering the address & contact information please ensure that you use the main Organisation address and not a head office – there is space for billing & finance details in the profile. However the Contact details section needs to be the main individual who will deal with course bookings on a regular basis. The Password entered here will only be accessible by your Organisation contact and not the IoS, the password can be reset at any time.

The IoS Online User Guide

Once you have completed all of the information, click on the submit button

A red rectangular button with a white right-pointing arrow and the word "SUBMIT" in white capital letters.

You will then see the Thank-you message displayed on screen. The message also states that the registration is pending approval.

You will also receive an email as per the example below, which will let you know that the registration is pending approval and the IoS aim to approve your registration within 48 hours. Unfortunately you will not be able to log in until after you have received confirmation.

IoS Registration

Thank you for registering your details. Your account is pending approval.

You should receive confirmation of your approval within 48 hours. You will not be able to log in until you have been approved.

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Once your registration has been approved, you will receive an email titled "Your Organisation is Approved!" as per the example below:

Dear Marie Lewis,

Your organisation - Testing New Organisation - has been approved to use the IoS Training Management System.

Please log in to start purchasing courses!

IoS Training Management System

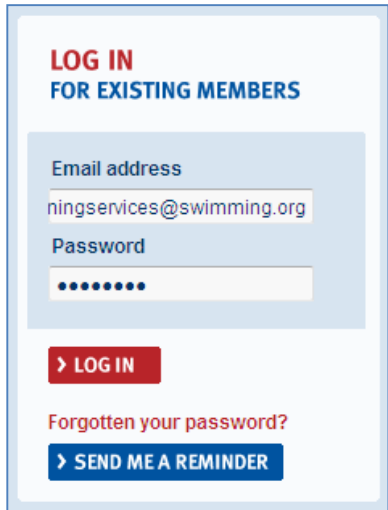
<http://iostms.nemisys2.uk.com>

You can log out of your account at any time by clicking on the Log Out button at the bottom of the website.

A blue rectangular button with a white right-pointing arrow and the word "LOGOUT" in white capital letters.

The IoS Online User Guide

Accessing Your Account



**LOG IN
FOR EXISTING MEMBERS**

Email address
ningservices@swimming.org

Password
••••••

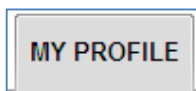
> LOG IN

Forgotten your password?
> SEND ME A REMINDER

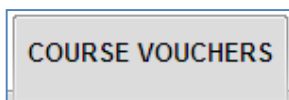
Now that your account has been set up you are able to purchase course vouchers to book individuals onto courses and seminars.

When you log in after your account has been created, the screen may look slightly different, but all of the content is the same. You have the ability to change any of this information at any time and we would like to urge you to keep the details up to date.

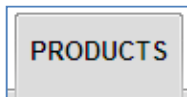
To access your account visit the website www.theiosonline.com and click on the “My IoS” button



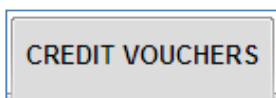
My Profile – all of the Organisational details in one place, on this tab you can change your contact information, finance & billing details and edit account information such as changing your password.



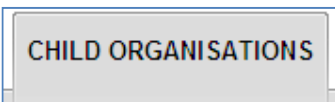
Course Vouchers – this tab details all of the course vouchers your Organisation has purchased and those individuals to whom they have been assigned



Products – this tab will show any downloads or videos that your has purchased



Credit Vouchers – this tab contains any credit vouchers you may have. For instance if a course has been cancelled and you had already paid we will issue you a credit voucher to use against the next course or seminar you purchase.



Child Organisations – this tab contains any Organisations that are linked to your Organisation, for instance a Head Office record will see sites / venues here.

You can log out of your account at any time by clicking on the Log Out button at the bottom of the website.



The IoS Online User Guide

Booking on a Course / Seminar

To purchase places on a course, you can use any of the search facilities on the site, for example the “Find a course” section on the homepage

First choose your sport from the dropdown list, then a qualification from the next dropdown list, then enter your postcode.



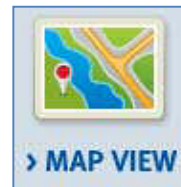
B98 8LG



Now click on the “Find me a Course” button and you will see a list of courses / seminars currently published.



You can also see the results in map view, this will pinpoint the location on a map for you. When you hover over the pointer you will see more detail about the course.

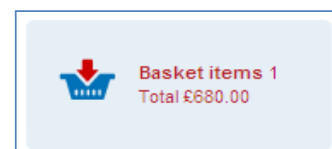


SEARCH RESULTS		CLOSEST RESULTS LISTED FIRST		PAGE 1 OF 1	
Date	Course title	Venue	Places available	Add to basket	
WEDNESDAY 02 FEBRUARY	> ASA Level 2 Coaching Diving Sport: Diving	Bishopsworth Swimming Pool, Bishopsworth	15		

Once you have found the Course or Seminar you wish to purchase places on, please click on the “add to basket” button.



In the top right hand corner of the screen you will see that an item has been added to your basket, and the current value of your basket. you can continue to shop and add items until you are ready to checkout - Clicking on the basket icon will take you through to the checkout screen if you are already logged in, if not you will be taken to the log in screen.



The IoS Online User Guide

Checkout

If you are already logged in, click on the basket icon to reach the checkout screen, if you are not logged in, you will reach the log in screen, enter your log in details and then you will see the checkout screen.

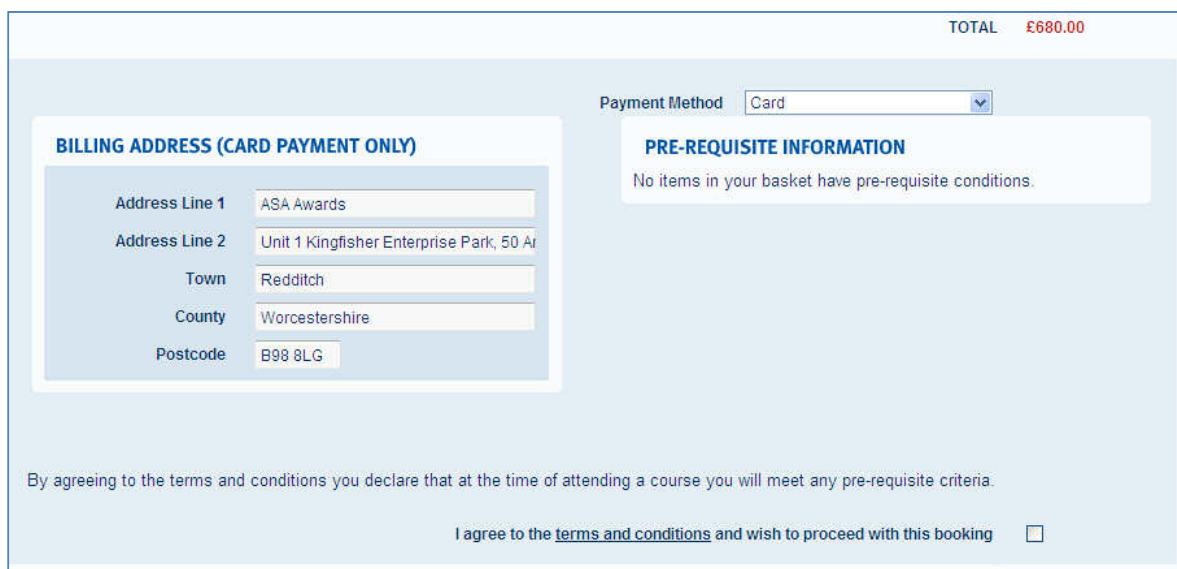


The screenshot shows a shopping basket interface. At the top left is a red arrow icon pointing down to a blue box labeled 'BASKET'. Below this is a table with columns for 'ITEM', 'QUANTITY', and 'PRICE'. The table contains one item: 'ASA Level 2 Teaching Aquatics' with a quantity of '1' and a price of '£680.00'. Below the table, the total is shown as 'TOTAL £680.00'. At the bottom right, there are two buttons: a blue '> UPDATE' button and a red '> CHECKOUT' button.

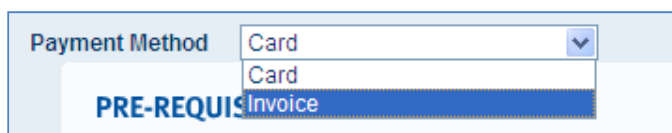
You can amend the amount of places you purchase in the quantity field, then click on the “Update” button to see the cost update, then click on the checkout button to proceed with your booking.



You will then be asked to confirm that all of your details are correct & up to date, please ensure the Organisational Details, Finance Officer & Billing details are all correct and then update if necessary. Once the details are all correct, click on Checkout.



The screenshot shows a checkout confirmation screen. At the top right, the total is 'TOTAL £680.00'. Below this is a 'Payment Method' dropdown menu set to 'Card'. On the left, there is a 'BILLING ADDRESS (CARD PAYMENT ONLY)' section with input fields for 'Address Line 1' (ASA Awards), 'Address Line 2' (Unit 1 Kingfisher Enterprise Park, 50 Ar), 'Town' (Redditch), 'County' (Worcestershire), and 'Postcode' (B98 8LG). On the right, there is a 'PRE-REQUISITE INFORMATION' section with the text 'No items in your basket have pre-requisite conditions.' At the bottom, there is a checkbox for 'I agree to the terms and conditions and wish to proceed with this booking'.



A dropdown menu for 'Payment Method' with 'Card' selected. The dropdown list is open, showing 'Card' and 'Invoice' as options. The 'PRE-REQUISITE' text is visible on the left side of the dropdown.

The next screen is the payment & pre-requisite screen, click on the dropdown box for “Payment Method” to select either card or invoice payment.

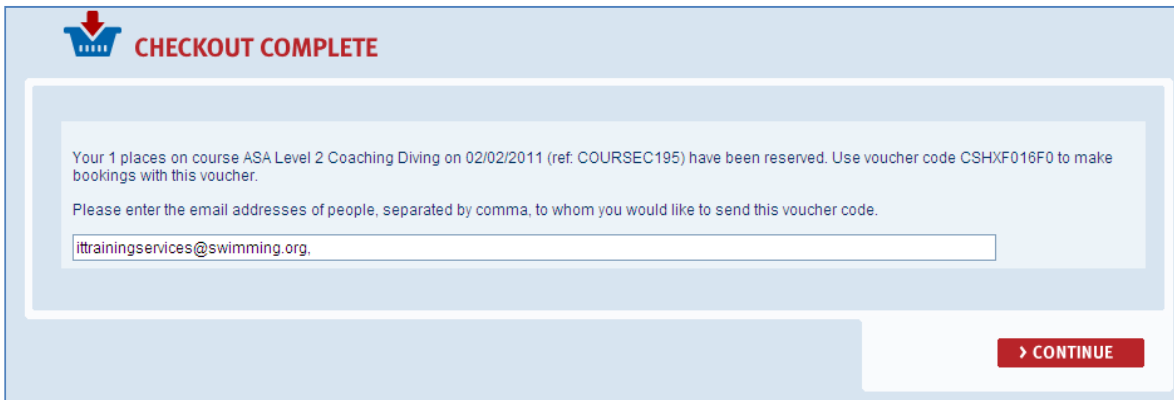
The IoS Online User Guide

If you wish to pay by card, please type in your billing address for card payment purposes – this address needs to be the same as the address on your card / bank account statement.

> CHECKOUT

You are also required to read and then agree to the terms & conditions – by clicking on the checkbox. Due to the nature of the booking system, no bookings can proceed unless agreeing to the terms & conditions. Once you have done this, click on the checkout icon.

If you have chosen to pay by card, you will then access the payment screen, please enter your card payment details as described on screen. Should you have any problems or concerns with the card payment system please contact the IoS using the “Contact Us” links at the bottom of the website.



CHECKOUT COMPLETE

Your 1 places on course ASA Level 2 Coaching Diving on 02/02/2011 (ref. COURSEC195) have been reserved. Use voucher code CSHXF016F0 to make bookings with this voucher.

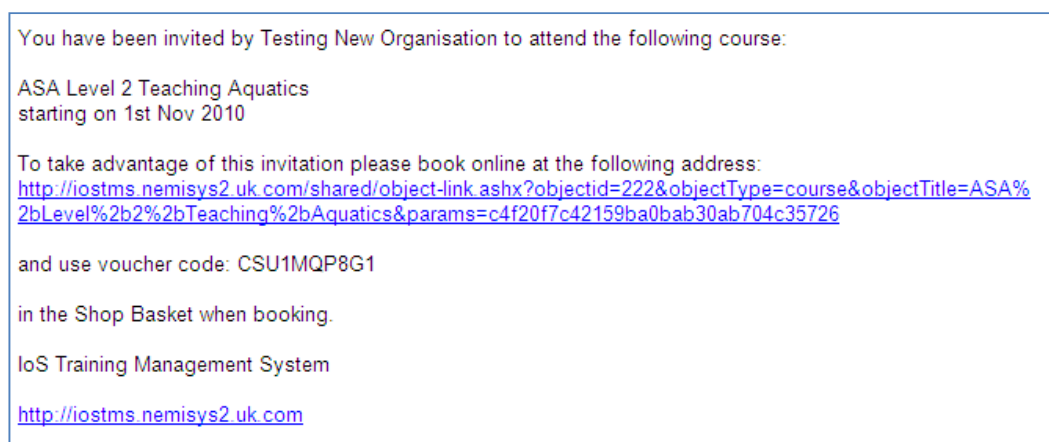
Please enter the email addresses of people, separated by comma, to whom you would like to send this voucher code.

ittrainingservices@swimming.org

> CONTINUE

Once you have completed the card payment, or if you are paying by invoice, you will then see the “Checkout Complete” message. The message details how many places you have purchased on the course and the course name & date. The Course Voucher has a code – this code will be used by the Individual when booking onto the course, as a method of payment - Please invite the Individuals to book onto the course by entering their email address here.

The Individual will be invited via email using an automated process, they will receive an email titled “Voucher to attend a course” as per the example below:



You have been invited by Testing New Organisation to attend the following course:

ASA Level 2 Teaching Aquatics
starting on 1st Nov 2010

To take advantage of this invitation please book online at the following address:
http://iostms.nemisys2.uk.com/shared/object-link_ashx?objectid=222&objectType=course&objectTitle=ASA%2bLevel%2b2%2bTeaching%2bAquatics¶ms=c4f20f7c42159ba0bab30ab704c35726

and use voucher code: CSU1MQP8G1

in the Shop Basket when booking.

IoS Training Management System

<http://iostms.nemisys2.uk.com>

The individual will be required to create an account and then complete their personal details, qualification information and give details of any Reasonable Adjustments. The individual will then be able to book onto the course, using the Course Voucher code as a payment method in the checkout screen.

The IoS Online User Guide

Testing New Organisation,

Thank you for your recent course voucher purchase.

You have reserved 1 on the following course:
ASA Level 2 Teaching Aquatics
starting on 1st November 2010
(ref. COURSEC222)

To redeem these places, please book a course place on the IoS system, using the following voucher code:

CSU1MQP8G1

Please forward this email to anyone who you would like to use the voucher.

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Once your booking has been placed you will receive an automated email titled: Your IoS Course booking and will look similar to this email.

These are the course vouchers currently available to you:

COURSE VOUCHERS

CSU1MQP8G1: ASA Level 2 Teaching Aquatics
Course Dates: 01/11/2010 to 22/10/2010

Voucher Expiry: 14/10/2010

Places: 1 remaining from 1 total.

Booked Places:

You are able to access the details of the course voucher at any time by logging in and clicking on the "Course Vouchers" tab.



Please Note – It is important to note that a Course Vouchers will reserve places on the course for only 21 days. After this time, the code will still be valid, but Individuals will not be guaranteed a place on the course or seminar – please ensure that Individuals book using the course voucher as soon as possible to avoid disappointment.

You will also receive an automated confirmation email from the IoS booking system to let you know that an individual has been invited to use the course voucher, as per the example below:

You have invited the owners of the following email addresses to use your new course voucher CSU1MQP8G1

marie.lewis@swimming.org

They have been sent the details given below:

You have been invited by Testing New Organisation to attend the following course:

ASA Level 2 Teaching Aquatics
starting on 1st Nov 2010

To take advantage of this invitation please book online at the following address:

<http://iostms.nemisys2.uk.com/shared/object-link.ashx?objectid=222&objectType=course&objectTitle=ASA%2bLevel%2b2%2bTeaching%2bAquatics¶ms=c4f20f7c42159ba0bab30ab704c35726>

and use voucher code: CSU1MQP8G1

in the Shop Basket when booking.

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If you have chosen to pay by invoice, an invoice will be raised for the full amount and sent to the billing / finance address you entered when registering your Organisation. Please ensure that this invoice is paid within the terms.

The IoS Online User Guide

Credit & Course Vouchers

Credit Vouchers are vouchers for an amount of money which sit on the Individuals account. A credit voucher can be given for many reasons, a cancellation of a course or seminar or for a discount or promotion. Credit vouchers must be used within a certain amount of time, you will be notified of this when you are given the voucher. The voucher will be sent to you by way of a code, you can then use this code when you are purchasing items or booking on courses & seminars using the booking system.

Course Vouchers are vouchers to attend a course or seminar for the full amount of the cost. Course Vouchers are mostly used by Organisations to “buy” places on courses and then Organisation invite staff to use them. Course Vouchers are valid only for the course which they have been purchased for and cannot be used against other courses. The Course Voucher is also sent to you by way of a code, you can then use this code when booking onto the relevant Course or seminar

Using Course Vouchers

When an Organisation is paying for your attendance on a course or seminar they will purchase a Course Voucher. Individuals will be invited by the Organisation to use the voucher, by email. The email will be titled “Voucher to attend a course” and will look similar to the following:

You have been invited by Testing Maries Teaching Aquatics to attend the following course:
ASA Level 2 Coaching Diving
starting on 2nd Feb 2011

To take advantage of this invitation please book online at the following address:
<http://iosrms.nemisys2.uk.com/shared/object-link.ashx?objectId=195&objectType=course&objectTitle=ASA%2bLevel%2b2%2bCoaching%2bDiving¶ms=c4f20f7c42159ba0bab30ab704c35726>
and use voucher code: CSHXF016F0
in the Shop Basket when booking.

IoS Training Management System
<http://iosrms.nemisys2.uk.com>

From this email, Individuals can click on the link to access the IoS Online booking system. Here they will be required to log in or create an account if they have not done so previously.

Once logged in, select the course and add it to the basket and then proceed to the checkout screen as normal.

In the checkout screen, please type in the Course Voucher code, exactly as it has been given in the email, (this can be copied & pasted from your email) into the Voucher Code field, and then click on the update button. The remaining total cost should change to 0, then click Checkout.



Individuals will then be asked to confirm that all of the details are correct & up to date, please ensure the Personal Details, Reasonable Adjustments and Qualification details are all correct and then update if necessary. When all of the details are all correct, click on Checkout.

Individuals will then be able to see the payment & pre-requisite information on this screen. Individuals are also required to read and then agree to the terms & conditions – by clicking on the checkbox. Due to the nature of the booking system, no bookings can proceed unless the Individual has agreed to the terms & conditions. Once has been done, click on the checkout icon.

The IoS Online User Guide

TOTAL £0.00

BILLING ADDRESS (CARD PAYMENT ONLY)		PRE-REQUISITE INFORMATION
Address Line 1	Kingfisher Business Park, Arthur Street	ASA Level 2 Coaching Diving
Address Line 2		You must be at least 17 years of age at the start of the course.
Town	Redditch	You must hold all of the following qualifications:
County	Worcestershire	ASA Level 1 Core Units
Postcode	B98 8LG	ASA Level 1 Certificate for Coaching Diving

By agreeing to the terms and conditions you declare that at the time of attending a course you will meet any pre-requisite criteria.

I agree to the [terms and conditions](#) and wish to proceed with this booking

[> CHECKOUT](#)

Once the booking has been placed the individual will receive an email titled “Your IoS Course booking” and will look similar to this email:

Individuals are able to access the booking at any time by logging in and clicking on the “My Courses” tab. Joining Instructions will be sent via email in due course.

Thank you for your recent course booking.

You have booked a place on the following course:
Adult & Child Seminar Test
starting on 22nd September 2010
(ref: COURSEC583)

Joining instructions will be sent to you nearer to the start date.

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<http://iostms.nemisys2.uk.com>

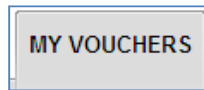


Please Note – It is important to note that a Course Voucher purchased by the Organisation will hold a place for Individuals on the course for only 21 days. After this time, the code will still be valid, but a place on the course or seminar is not guaranteed – please book using the course voucher as soon as possible to avoid disappointment.

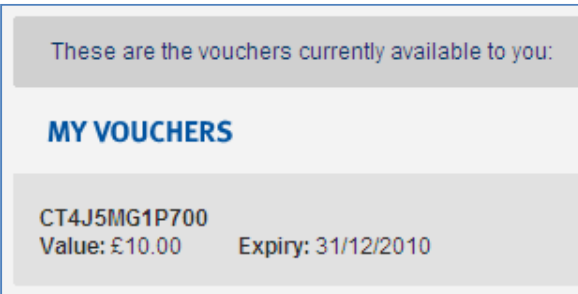
The IoS Online User Guide

Using Credit Vouchers

Individuals & Organisations can use a credit instance if you booked onto a course & paid at then the course is cancelled, the credit voucher can then be used against another



voucher for any item, for the time of booking and is raised. The credit course or seminar.



Details of Credit Vouchers can be seen in two places; Individuals can click on the “My Vouchers” tab when you have signed in and Organisations can view them on the “Credit Vouchers” tab.

Both Individuals & Organisations can also view any outstanding Credit Vouchers at the checkout.

To use a credit voucher, go to the checkout screen with your new booking / purchase. Click on the checkout and then confirm your details in the Confirm Details screen, then click on checkout again.

A screenshot of a checkout page. At the top, there is a "Discount voucher" section with a dropdown menu showing "Select...", "Select...", and "CT4J5MG1P700 - £10.00". To the right is a blue "ADD" button. Below this is a "BILLING ADDRESS (CARD PAYMENT ONLY)" section with input fields for "Address Line 1" (Kingfisher Business Park, Arthur Street), "Address Line 2", "Town" (Redditch), "County" (Worcestershire), and "Postcode" (B98 8LG). To the right is a "PRE-REQUISITE INFORMATION" section for "ASA Level 2 Teaching Aquatics", stating the user must be at least 17 years old and hold specific qualifications. At the bottom, there is a checkbox for "I agree to the terms and conditions and wish to proceed with this booking" and a red "CHECKOUT" button.

You will now be able to see the Discount Voucher box, click on the dropdown box and select the credit voucher you wish to use and then on the Add button. You can add as many credit vouchers as you have for each item.

Once added, you will see the total cost change, then click on checkout and proceed with the payment as normal.

If you have any further questions or problems with regards to using credit or course vouchers, please contact the IoS using the “contact us” links at the bottom of the website.

The IoS Online User Guide

Cancelled Courses & Seminars

Neither Individuals nor their Organisations have the ability to cancel the attendance on a course or seminar via the booking system. If you do need to cancel your place on a course, please contact the IoS using the “Contact Us” links at the bottom of the website. For your information we have included the Candidate Cancellation Policy, which is detailed in the Terms & Conditions of booking, accessible when going through the Checkout process.

Candidate Cancellation Policy

Please note the following cancellation policy applies should you cancel your place on this course:

- ★ Cancelled less than 31 days prior to the start of the course – a full refund will be issued minus a £25 administration fee for seminars and £50 for courses.
- ★ Cancelled less than 7 days prior to the start of the course – no refund will be given except in the event of illness / injury (for which a Doctor's note must be provided) or exceptional circumstances

Please note: that training may be cancelled if there are insufficient enrolments. In the event of cancellation an alternative option will be offered or a full refund will be issued

Organisations Cancelling Course Vouchers

Should an Organisation wish to cancel their course voucher and therefore their payment for the Individual to attend a course or seminar, please contact the IoS at their earliest convenience.

Marie Lewis,
Your booking on the following course:
ASA Level 2 Teaching Aquatics
starting on 1st November 2010
(ref: COURSEC222)
Has been cancelled due to the cancellation of your Course Voucher CSU1MQP8G1
as supplied by Testing New Organisation
If you have any questions regarding this please contact the IoS.
IoS Training Management System
<http://iostms.nemisys2.uk.com>

The course voucher will then be cancelled and the Individuals booking will also be cancelled. An automated email will be sent to the Organisation contact and the Individual to confirm this, as per this example.

The IoS cancelling a course or Seminar

Should the IoS have the need to cancel a course or seminar, we will in the first instance, contact all Individuals booked on to attend via telephone or email.

Course: Coaching Disabled Swimmers - Testing starting on 8th October 2010
(ref: COURSEC656)
Has been cancelled.
Course tutors, individuals with booked places and organisations with vouchers
have been informed by email.
IoS Training Management System
<http://iostms.nemisys2.uk.com>

The IoS will then cancel the course or seminar via the booking system. All Tutors, Individuals and Organisation with vouchers will be informed via automated email, as per this example.