

When do I get my log in details?

You will get your log in details as soon as you make your payment via our website or by bank transfer. You may contact us to make your payment by emailing development@pratiq.co.uk

How do short courses work?

Our short courses are all completed in the same way. You can login to your short course account at any time and access your learning. Each course has a tutorial, reading, presentation, good practice example, activity, further learning, and assessment quiz section. You can work through these sections at your own pace and return to them as many times as you want to.

What do I get at the end of the short course?

When you successfully complete a course, you can download and print your certificate. If the course you have chosen to complete is endorsed, you can also choose to pay for an additional certificate from the awarding body. The additional cost of this certificate covers your registration with the awarding body and the printing and postage costs.

Do I have to complete an assessment?

There is a multiple-choice quiz at the end of each course. There is no limit on how many times you can take the quiz. You need to successfully complete the course in order to access your certificate.

How do I apply for a CACHE certificate?

After successfully passing the quiz in your CACHE endorsed course, you will get a congratulations message and a link to go back to the course page. After clicking on this link, you will be directed back to the course page, which now gives you the option of purchasing a CACHE certificate. Click the 'Buy Now' button to purchase the certificate and follow the instructions on screen.

If you haven't entered your address on the 'My Profile' area of your account, you will be prompted to do so before you can order a CACHE Certificate.

Once you have entered your address, go to the 'My certificates' area of your account and you will now see the 'Buy Now' button.

The course page also contains your Laser Learning certificate, which can be downloaded by clicking on 'Click here to download your certificate for this course'.

Can you send a CACHE certificate to an international address?

Yes. We are happy to send certificates by international post, but please be aware that delivery times will be a lot longer than the 14 days for UK addresses – particularly for countries outside of Europe.

If you would like a CACHE e-Certificate instead, please email content@lasersys.co.uk and this will be processed for you. We will aim to send you an e-Certificate over email in 5-7 business days. You can also request a CACHE e-Certificate whilst you wait for the international delivery, please email content@lasersys.co.uk to request this.

I completed a short course with you a while ago – can I still apply for a CACHE certificate?

As long as the course is still active and endorsed by CACHE, you will be able to purchase a CACHE certificate. All successfully completed CACHE endorsed courses will give you the option of purchasing a certificate, regardless of when it was completed. If there is a problem with your order, such as CACHE no longer endorses the course, or we have removed it from the site, then we will get in touch with you and process a full refund.

What happens after I choose to receive a separate certificate from the awarding body?

After purchasing the certificate from the awarding body, your request will be passed on to our certification administrator who will register you with the awarding body and make a claim for your certificate. Once claimed, the awarding body will send the certificate to our office in Langley and our certification administrator will send it on to you. Please ensure the address on your account is the address you would like us to send your certificate to.

This process normally takes 14 working days. Should you require an electronic copy of your certificate or would like an update on the status of your order, please email content@lasersys.co.uk.

Can I look at course material after I've completed a course?

You can go back to a course you have completed as many times as you like.

What do I do if a link isn't working in my course?

If you click a link in your course and it doesn't work, or you are getting an error when you click it, please send an email to content@lasersys.co.uk with:

Your name

The course you are completing

The section where you have encountered the broken link (tutorial, reading, presentation, etc.)

The link that isn't working. Please copy the link from the URL bar of your browser and paste it in to the email

Should I complete a course if I am living outside the UK?

One of the many advantages of e-learning is that you can complete a course anywhere you have access to an internet enabled device. It is worth considering though that some courses will refer to UK customs, laws, and legislation.

In the majority of courses, the content covered is universal and guidance can be applied to any workplace, but if there are references to customs, laws, and legislation, they will be UK specific.

I've lost my CACHE certificate - how do I get a replacement?

Your CACHE certificate is printed by CACHE and not by us, so you will need to contact them directly to ask about a replacement certificate. You can find out more on their website: [here](#)

I've lost my Laser Learning certificate – how do I get a replacement?

After successfully completing a course, your certificate will be automatically stored in the 'My certificates' area of your account.

You can download a certificate as many times as you like.

If your question is not here or you would like more information or support, please email us at development@pratiq.co.uk or call or text us on **07885831065**.