



Registration Instructions and Pre-Activity Communications Policy

1. Purpose

London Gateway College is committed to providing all learners with clear, timely, and accurate information before the commencement of any training programme, course, workshop, seminar, webinar, or Continuing Professional Development (CPD) activity.

This policy ensures that all participants receive sufficient information to prepare adequately for their learning experience and understand the requirements, expectations, and procedures associated with their chosen programme.

Registration Instructions

Step 1: Course Selection

Prospective learners should review the available courses on the London Gateway College website and select the programme that best suits their professional development needs.

Course information will include:

- ☐ Course title
- ☐ Learning objectives
- ☐ Course overview
- ☐ Duration and study hours
- ☐ Entry requirements (where applicable)
- ☐ Delivery method (online, live virtual, blended, or face-to-face)
- ☐ Assessment requirements
- ☐ Course fees
- ☐ CPD hours awarded (where applicable)

Step 2: Registration

Participants may register by:

- ☐ Completing the online registration form;
- ☐ Registering through a designated admissions officer;
- ☐ Registering through an approved corporate training arrangement; or
- ☐ Responding to an official training invitation.



During registration, learners will be required to provide:

- ☐ Full name
- ☐ Contact details
- ☐ Professional designation (where applicable)
- ☐ Organisation/employer
- ☐ Country of residence
- ☐ Relevant educational or professional background
- ☐ Any accessibility or learning support requirements

Step 3: Payment and Confirmation

Where fees apply:

- ☐ Participants will receive an invoice or payment instructions.
- ☐ Registration is confirmed only after payment has been received or sponsorship has been approved.
- ☐ A confirmation email will be issued within five working days.

The confirmation email will contain:

- ☐ Registration confirmation
- ☐ Participant identification number (where applicable)
- ☐ Course details
- ☐ Training schedule
- ☐ Access instructions

Step 4: Access to Learning Platform

Registered participants will receive:

- ☐ Learning platform login credentials
- ☐ User guide
- ☐ Technical requirements
- ☐ Support contact details

Participants are encouraged to log in before the course commencement date to ensure access is functioning correctly.



PRE - ACTIVITY COMMUNICATIONS PROCEDURE

London Gateway College provides a structured communication process before the start of every training activity.

Initial Registration Confirmation

Upon successful registration, participants receive:

- ☐ Welcome message
 - ☐ Course overview
 - ☐ Programme objectives
 - ☐ Expected learning outcomes
 - ☐ Schedule and timelines
 - ☐ Payment confirmation (where applicable)
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Pre-Course Information Pack

At least seven days before commencement, participants receive a comprehensive information pack containing:

Course Information

- ☐ Course title
- ☐ Programme agenda
- ☐ Module structure
- ☐ Learning outcomes
- ☐ Assessment requirements

Administrative Information

- ☐ Start and end dates
- ☐ Session timetable
- ☐ Attendance requirements
- ☐ CPD certification criteria

Technical Information

For online programmes:

- ☐ Virtual classroom access links
- ☐ Learning Management System (LMS) access details
- ☐ Recommended browser and device requirements
- ☐ Troubleshooting guidance



For face-to-face programmes:

- ☐ Venue details
- ☐ Directions and maps
- ☐ Parking information
- ☐ Health and safety guidance

Learner Preparation Guidance

Participants are informed of:

- ☐ Required reading materials
- ☐ Recommended preparatory activities
- ☐ Required equipment or software
- ☐ Assessment expectations
- ☐ Participation requirements

Where applicable, learners may be asked to complete a pre-course questionnaire to assess their learning needs and prior knowledge.

Reminder Communications

The College sends reminder notifications:

Seven Days Before Commencement

Reminder includes:

- ☐ Course start date
- ☐ Access information
- ☐ Preparation checklist
- ☐ Contact information for support

Twenty-Four Hours Before Commencement

Reminder includes:

- ☐ Joining instructions
- ☐ Session timetable
- ☐ Trainer details
- ☐ Technical support contacts



Special Instructions for Live Online Training

Participants are advised to:

- ☐ Join at least 15 minutes before commencement.
- ☐ Test audio and video equipment beforehand.
- ☐ Ensure a stable internet connection.
- ☐ Participate actively in discussions and activities.
- ☐ Maintain professional conduct throughout the training.

Participant Support Communications

Throughout the pre-course period, participants have access to:

Academic Support

For enquiries relating to:

- ☐ Course content
- ☐ Learning outcomes
- ☐ Assessments
- ☐ Study requirements

Technical Support

For assistance with:

- ☐ Platform access
- ☐ Password recovery
- ☐ Connectivity issues
- ☐ Downloading learning materials

Administrative Support

For enquiries relating to:

- ☐ Registration
- ☐ Payments
- ☐ Attendance records
- ☐ Certification

Support requests are normally responded to within two working days.



Communication Methods

London Gateway College may communicate with learners through:

- ☐ Email
- ☐ Learning Management System notifications
- ☐ SMS reminders
- ☐ Telephone calls (where necessary)
- ☐ Official website announcements
- ☐ Virtual learning platform messages

Data Protection and Confidentiality

All participant information collected during registration and pre-course communications shall be processed in accordance with applicable data protection legislation and the College's Privacy Policy.

Personal information shall only be used for purposes directly related to course administration, delivery, assessment, certification, quality assurance, and learner support.

Review and Continuous Improvement

The effectiveness of registration procedures and pre-activity communications shall be reviewed regularly through:

- ☐ Learner feedback
- ☐ Trainer feedback
- ☐ Administrative reviews
- ☐ CPD quality assurance processes

Feedback gathered will be used to improve participant experience and ensure compliance with CPD standards and best practices.

Document Owner: Quality Assurance Department

Approved By: Academic Board

Applies To: All CPD Programmes, Professional Training Courses, Workshops, Seminars, Webinars, and Online Learning Activities Delivered by London Gateway College

Review Period: Annually