

## THE TRAINING ACADEMY FAQ'S

- **Once the training has started, can we swap delegates in and out?** Once the delegate has attended the first module, there is no opportunity to swap delegates. We don't offer refunds if a delegate does not subsequently complete the course.
- **Can I have more than one person on the training for one fee?** The fee for the complete course is per delegate. The course is already heavily discounted for members and there is no further discount for multiple delegates from one firm.
- **Are there only TCGN members attending?** The course has been developed specifically for TCGN members. Where there are spaces on a cohort, we will open training to non-members at full price.
- **Are the sessions recorded?** Training is not recorded.
- **Will there be accountability partners to help us when implementing the learning?** Both courses are supported by a dedicated Slack channel for discussions and Q&A with the lead trainer for the duration of the course. Delegates will be encouraged to identify accountability partners from within the cohort to provide ongoing peer coaching during and after the course.
- **Is there a level of assessment in the coaching pods?** The 'High performance sales habits' coaching pods are designed as a safe space to capture victories, challenges and clarifications that have come from implementation of content covered in the training workshops. They are intended as support rather than an assessment.
- **Does the training provide any face to face opportunities?** All training provided by The Training Academy is online, however delegates are welcome to organise face-to-face meetings independently.
- **Is there any 1-to-1 support during or following the sessions?** During the training, each delegate will receive personalised feedback during and after exercises and role-plays. 1-to-1 feedback through the Slack channel will also be available. 1-to-1 coaching calls can be arranged at additional cost.
- **If I would like some guidance outside of the scope of the training sessions, am I able to reach out to the educators for ongoing support?** Course providers are well positioned to support you outside of your training sessions. Please contact them directly to discuss your requirements.

# THE CONSULTANCY TRAINING ACADEMY

- **Will I receive any hard-copy training materials?** All materials will be supplied digitally.
- **When do I pay?** Payment will be taken via GoCardless as soon as your booking is confirmed.
- **Can I get a refund if I attend the first session and don't wish to continue?** Once a delegate has attended the first session, the place has been taken and therefore no refunds are available.
- **Who is our main point of contact for any questions or queries related to The Training Academy?** Prior to you attending the course, please speak to your community contact. Once on the course please speak to your course leader directly or via the relevant Slack channel.