***Short Courses Online FAQ***

# **Frequently Asked Questions: Registration Questions**

**Can I register for a short course if I live outside Ireland?** Yes, if the short course of your choice is delivered online, you can register from anywhere in the world.

**My course choice is full, can I be added to a waiting list?** Yes, there is a waiting list facility with each course and as you go through the registration pages, if the course is full, the pages will ask you if you’d like to be added to the waiting list. If a place becomes available, we will email you asking if you’d like to register.

**Are the lectures recorded?** The lectures are delivered in real time and the lectures are recorded at the same time. Once the lecture is over, the recordings will be available to all students to view.

**Can I sign-up for a course and just watch the recordings?** Yes, this is your personal choice but we do not recommend it for courses that are strongly based on student contribution and participation, i.e. Creative writing courses; Life and Business Coaching, and Confident and Effective Communication.

**If I registered for and completed a course in Spring 2023 or before do I register through Canvas?** No, you will need to register afresh for your Autumn/Winter 2023 course and go through the registration pages that are linked from the short course of your choice. Just register as if you haven't done a course before.

If you run into problems, there is a detailed guide to registering at  <https://www.ucc.ie/en/ace/courses/shortcourses/> Click for the guide, **ACE Short Course Catalog Guide.**

**How will the lectures and classes be delivered?** The lectures are delivered through Microsoft Teams and we will send you details of how to join the classes and the steps involved prior to the course commencement.

**What if my course is cancelled or I cancel before the course begins?** Your course may be cancelled if we do not have sufficient enrolments to make the course viable for us to run. If your course is cancelled, we will offer you the option to transfer to a course that is running or else you can request a full refund. You can also cancel your booking at any time but the refund is subject to the conditions below.

**What is the short course cancellation and refund policy?**

* If students cancel prior to the commencement of the course a full refund will be made.
* If students wish to cancel after the first lecture and administration fee of €50 will be retained. No refund is applicable after subsequent weeks.
* If a course is cancel due to insufficient numbers, registered students will receive a full refund.
* Refunds take approximately two weeks to process, payments made online or by credit card are generally made within 5 days.

**FAQ: On Class Commencement Canvas Access and Login Issues**

**Do I need a UCC email to access Canvas?** No, you login to Canvas using your personal email and the password you used to register for the course.

**What are my username details and my password for login to Canvas?** Your username is your personal email and your password is the private password you created when you registered for your course. If you have forgotten your password, the Canvas login page will offer you the option to re-set or create a new password for access.