Live Online Instructor Led Training from HFI

Frequently Asked Questions

What is the daily schedule?
Class times are 9:00 a.m. to 5:30 p.m. (UK Time), with one hour for lunch at noon and breaks throughout the day. Classes are not self-paced, so you will need to be dedicated to the live class for this entire duration.

What do I need to join the training?
You need a quiet room, a computer with a strong, uninterrupted internet connection, a webcam and microphone (using a headset is preferred).

Will I be on viewed by other participants?
Yes. Class interaction, discussion, and group exercises are an essential part of the training and a webcam is required.

Do I need to download anything on my computer?
No downloads are required, you just need a free Zoom account to join the training. www.zoom.us

How do I get my course materials?
Course materials will be shipped to you via UPS, to arrive about a week before the training.

Is the course content the same as it would be if I attended at an in-person classroom?
Yes.

May my colleagues join in and watch as I take the classes?
Though we welcome your colleagues to enroll for the classes, they'll need to take part from their own computers so that they can be grouped with other students for exercises. Unless they've enrolled in the class you're taking, no one else may join you as you take the course.

What are the dates?
30th – 31st October 2018, *User Experience Foundations*
13th – 15th November 2018, *User-Centered Analysis and Conceptual Design*
11th – 13th December 2018, *The Science and Art of Effective Web and App Design*
29th – 30th January 2019, *Practical Usability Testing*

What is the cost and how can I register?
The CUA training package (four courses plus the online exam) price is £3280+VAT (£3936 incl VAT). Register at Europe Course Schedule.

Can I attend individual courses and not all four?
Yes, each course is independent of the other courses. Pricing and registration pages for individual courses are at Europe Course Schedule; scroll down to the desired course section for more information.

What are the cancellation terms?

There is no fee for cancelling or transferring to other dates if the request is received at least two weeks prior to the course start date. No refunds will be issued if cancellations are received less than two weeks before the course start date.