

MASTERCLASS PROGRAMME

Frequently Asked Questions (FAQs)

1. GENERAL INFORMATION

- **What are Heart Research UK Masterclasses?**
Heart Research UK Masterclasses are specialised training sessions designed for healthcare professionals to enhance their knowledge and skills in cardiovascular health and related areas. These courses are led by experts in the field and offer practical, up-to-date information.
- **Who can attend these Masterclasses?**
Our Masterclasses are primarily designed for healthcare professionals including doctors, nurses, cardiac physiologists, and other allied health professionals with an interest in cardiovascular health. Specific eligibility criteria may vary by course.
- **Where are the Masterclasses held?**
Masterclasses are held at various locations throughout the UK. The specific venue for each Masterclass is detailed in the course information provided upon successful application.
- **How long do Masterclasses typically last?**
Most Masterclasses are one-day events, typically running from 9:00 am to 5:00 pm. However, some specialised courses may extend over multiple days. The exact duration is specified in the course details.

2. APPLICATION PROCESS

- **How do I apply for a Masterclass?**
Applications can be submitted through our website at www.heartresearchuk.org. Navigate to the Masterclass section and select the course you're interested in. Complete the online application form and submit any required documentation.
- **Is there a fee to attend?**
Yes, there is a fee for each Masterclass. The cost varies depending on the specific course and your professional status. Full details are available on the application page for each Masterclass.
- **When do I pay for the Masterclass?**
Payment is required at the time of registration.
- **How will I know if my application is successful?**
All applications will be reviewed by the course directors, who will select eligible participants. You will receive an email notification informing you whether your application has been successful once a decision has been made.

3. SUCCESSFUL APPLICATIONS

- What happens after my application is approved?
If your application is successful, you will receive a confirmation email with your place secured on the Masterclass. Approximately one week before the course, you will receive additional information including maps, programme details, and a code of conduct.
- What if I don't receive the information pack before the course?
If you have not received the detailed information pack one week before the course date, please contact us immediately at masterclasses@heartresearch.org.uk or call 07762 281684.
- Will I receive a certificate for attending?
Yes, all participants who complete the Masterclass will receive a certificate of attendance, which may be used for continuing professional development (CPD) purposes.

4. CANCELLATIONS AND REFUNDS

- What is your cancellation policy?
Our cancellation policy is as follows:
 - 12-9 weeks before the course: 100% refund
 - 8-5 weeks before the course: 50% refund
 - 4-0 weeks before the course: No refund
 - No-show: No refund
- How do I cancel my place?
To cancel your place, please contact us at masterclasses@heartresearch.org.uk with "Masterclass Cancellation - [Your Name]" in the subject line. Please include your full name, the Masterclass name, date, and your reference number in the email.
- How quickly will I receive my refund if I cancel?
If you are eligible for a refund, we aim to process this within 10 working days of receiving your cancellation request. Refunds will be made to your original payment method unless otherwise specified.
- What happens if my application is unsuccessful?
If your application is unsuccessful, you will receive an email notification. As payment is made at the time of registration, a full refund will be automatically processed for unsuccessful applications.

5. COURSE CONTENT AND PREPARATION

- What should I bring to the Masterclass?
Specific requirements will be detailed in the information pack sent one week

before the course. Generally, we recommend bringing a notepad and pen, and any professional identification may be required for registration.

- Are meals provided during the Masterclass?
Yes, lunch and refreshments are typically provided. Please inform us of any dietary requirements when you register or as soon as possible before the course.
- Is accommodation included?
No, accommodation is not included in the Masterclass fee. However, we can provide recommendations for nearby accommodation if required.

6. CONTACT INFORMATION

- How can I contact the Masterclass team?
You can contact us through the following channels:
 - Email: masterclasses@heartresearch.org.uk
 - Phone: 07762 281684
 - Website: www.heartresearchuk.org
- Where can I find information about future Masterclasses?
Information about upcoming Masterclasses is regularly updated on our [website](http://www.heartresearchuk.org). You can also subscribe to our newsletter to receive notifications about new courses.

We hope these FAQs have answered your questions. If you have any further queries that are not addressed here, please don't hesitate to contact us.