



## **Upcoming changes to our telephone and online payments systems**

### **Telephone enrolments:**

From Friday 1 December, to ensure complete security for you and in line with GDPR legislation, we will no longer be taking your payment details over the telephone when you call us to enrol on a fee-paying course. Instead, when you call us to enrol, you will be transferred to a secure automated service (Agent Referral Payments – ARP), to process your payment. Once this has been completed you will receive confirmation of your enrolment.

If for some reason the payment is not processed, our administrators will receive a notification and will call you back to arrange an alternative payment method.

### **Online enrolments:**

From Monday 1 January, our online payments system will no longer be operational. This is due to internal systems changes at MKCC and is unfortunately, out of our control. We are hopeful that this is only a temporary disruption and that we will be able to resume online payments later in 2024.

You will still be able to enquire online, but you will no longer be able to enrol. If you register your interest in a particular course by selecting the 'enquire' button, one of our team will call you back to process your enrolment and payment using the same process detailed above. If the course you want to do is free, then you will be able to enrol online as normal.

You will still be able to come into the centre and pay in person if you prefer.