

# HOW TO GUIDE: PURCHASING VOUCHER CODES THROUGH ULEARNATHLETICS.COM

## WHAT IS A VOUCHER CODE?

A voucher code is a unique six-digit code that carries a **monetary value**. Voucher codes are not linked to specific Qualification Courses or CPD Events so can be used for any item type available through uLearnAthletics.com up to the value of the voucher.

They are issued for use on uLearnAthletics.com by the organisations that offer Qualifications or CPD Events through this platform. These can include: British Athletics, England Athletics, Welsh Athletics, Athletics NI and Scottish Athletics.

Voucher codes allow an organisation or club to pay for its candidates by credit/debit card or invoice. The voucher code needs to be purchased and issued to the candidate before they attempt to book onto a course. All codes can be traced by the organisation or club that originally purchased them.

## WHO CURRENTLY ISSUES VOUCHER CODES THROUGH ULEARNATHLETICS.COM?

Voucher codes are currently available for the following organisations:

- British Athletics (UK Athletics)
- England Athletics

## CAN VOUCHER CODES BE USED TO PAY FOR COURSES OR CPD EVENTS RUN BY OTHER ORGANISATIONS?

No. Each organisation is a separate legal entity. All voucher codes are locked to the organisation that issued them. For example, a voucher code purchased from England Athletics cannot be used to pay for a course run by Welsh Athletics or British Athletics.

Please check which organisation is running the course you wish to attend before purchasing a voucher code.

## DOES THE USER HAVE TO CLAIM THE FULL VALUE OF THE VOUCHER IN ONE GO?

Yes. If you try and redeem a voucher against a Qualifications course or CPD Event that costs less than the face value of the voucher then you will forfeit the difference. No refunds are given for partial vouchers. Please ensure you select the correct face value for the voucher when purchasing to avoid this issue.

## WHO CAN RAISE A VOUCHER CODE FOR ENGLAND ATHLETICS?

Voucher codes for clubs can be purchased by the Chairperson, Treasurer or Club Secretary.

If you are from an organisation, such as a local authority or CSP, England Athletics will need to set you up a profile on the National Athletics Database. Please complete the Voucher Access Request form, downloadable from [here](#) and send to [enquiries@englandathletics.org](mailto:enquiries@englandathletics.org).

Once the organisation has been set up on the database, England Athletics will notify you.

**If a club or organisation wishes for someone else to be added to the list of individuals who can purchase vouchers on their behalf they need to phone England Athletics to discuss this.**

## **BEFORE YOU BEGIN**

Please gather the following pieces of information before you start the voucher purchasing process.

### **Username & Password**

The person raising the voucher code will need to know their Unique Registration Number (URN) and password for [www.ulearnathletics.com](http://www.ulearnathletics.com). Details of how to find your username and password are listed in the Appendix at the bottom of this document.

### **Cost of the Qualification or CPD Event you wish to book**

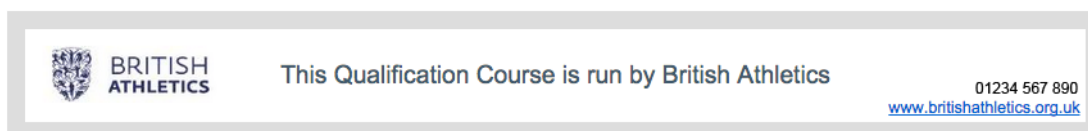
Please ensure you know the cost of the Qualification Course or CPD Event that you wish to cover by purchasing a voucher.

Please note that some Qualification Courses offer discounted pricing for candidates who belong to clubs affiliated to their organisation. If this discount applies to your candidate you will need to purchase a voucher for this discounted value if you wish to benefit for this saving.

### **Organisation running the Qualification course or CPD Event you wish to pay for with the voucher**

Different Qualification courses and CPD Events are run by different organisations. Examples of these organisations include British Athletics, England Athletics, Athletics NI, Welsh Athletics and Scottish Athletics.

Please ensure you know which organisation is running the Qualification course or CPD Event you wish to book. To identify the organisation running a Qualification course or CPD Event look at the Banner at the top of the details page. This includes the phone number you will need to call if you have any problems.



*Note the example above shows British Athletics but your course could be run by England Athletics, Welsh Athletics, Athletics NI, Scottish Athletics etc.*

## STEP 1: LOGGING IN TO THE SYSTEM

- Please go to [www.ulearnathletics.com](http://www.ulearnathletics.com) and click on VOUCHERS from the menu.

**ULEARN**

ENGLAND ATHLETICS

scottishathletics

WELSH ATHLETICS  
WELSH OWEN

ATHLETICS  
NORTHERN IRELAND

HOME QUALIFICATIONS CPD EVENTS **VOUCHERS** HELP

LOGIN

- At the login screen enter your username and password and click LOGIN (red button).

### LOGIN

Please fill out the following form with your login credentials:

*Fields with \* are required.*

URN \*

Password \*

[FORGOTTEN USERNAME](#) [FORGOTTEN PASSWORD](#) [LOGIN](#)

***If you do not know your username and/or password please see the Appendix at the end of this document.***

## STEP 2: SELECT AN ORGANISATION TO PAY

- Once logged in you will be directed to the page below. Click on purchase voucher highlighted in red.

HOME QUALIFICATIONS CPD EVENTS MY LEARNING VOUCHERS HELP ADMIN MY ACCOUNT LOGOUT

### YOUR VOUCHER PURCHASES

Individuals and organisations wanting to purchase qualifications or CPD events on behalf of someone else can do this by using purchasing a voucher. Vouchers purchased below are redeemable against coaching qualifications and CPD events booked through uLearn.

Vouchers must be purchased from the organisation running the event against which you wish to redeem them. A voucher can be redeemed against any course or CDP event run by that organisation, but only for the monetary value stated. Where the cost of the course or event booked exceeds the value of the voucher, users will need to pay the excess.

Before purchasing a voucher, please make sure:

- You know the correct organisation running the event.
- You know the correct cost of the event.

Vouchers can only be redeemed once. Once a voucher code has been entered and accepted as payment, that voucher code will not be redeemable against any other purchase.


[EXPORT AS CSV](#) [EXPORT AS EXCEL](#) [PURCHASE VOUCHER](#)

**You will now need to select the organisation from which you wish to purchase the voucher. You may have several options here. The following example shows a user who only has one option for England Athletics only.**

- Click on logo of the organisation you wish to purchase a voucher from. This will change the CONTINUE button from grey to red. Click on CONTINUE (red button at bottom right of the screen).

**PURCHASE YOUR VOUCHER**

Please select the organisation running the course you wish to book:



Unsure who is running your course? Look for the banner at the top of each page to check this.  
[Click here for more HELP.](#)

**CONTINUE**

- You have 2 options to pay by – Card or Invoice. Selected the option you wish to choose and press the CONTINUE button (bottom right hand corner).
- Please note that some organisations charge extra for processing invoices to cover the cost of administration. If this is the case it is highlighted in the PLEASE NOTE box.

**PURCHASE YOUR VOUCHER**

I want to pay for this voucher by:

Credit/Debit Card  
 Invoice

PLEASE NOTE: There is a £5 administration charge for processing invoices. To avoid administration costs please pay by card.  
[Click here for more HELP.](#)

**GO BACK** **CONTINUE**

**If you selected Credit/Debit Card please go to Step 3.**

**If you opted to pay by invoice please go to Step 4.**

### **STEP 3: PAY BY CREDIT/DEBIT CARD**

On this screen you will need to select the **value of each voucher** and the **total number of vouchers** you wish to purchase. To make this process quicker for you the system provides

several options that default to the current value of Qualification courses or CPD Events run by that organisation.

However, all voucher types are interchangeable so if you wanted you could use a 'Qualification' voucher to pay for a 'CPD Event' as it is the **monetary value** rather than the type of the voucher that is read by the system when the voucher is redeemed.

The following example explains how to purchase a voucher for the Qualification course for Leadership in Running Fitness.

- From the first dropdown titled "Select your voucher type" please select Qualification.

**PURCHASE YOUR VOUCHER**

Select your voucher type \*

Qualification	Amount *	Quantity *	Total
CPD Event		1	£0.00
<b>Qualification</b>			
Voucher			

Card TOTAL: £0.00

[GO BACK](#) [PURCHASE](#)

- From the second from dropdown titled "Qualification" please select Leadership in Running Fitness or Leadership in Running Fitness (Discounted) if you are from an affiliated club.

**PURCHASE YOUR VOUCHER**

Select your voucher type \*

Qualification

Please select a qualification	Amount *	Quantity *	Total
<b>Please select a qualification</b>		1	£0.00
Leadership in Running Fitness			
Leadership in Running Fitness (Discounted)			

Card TOTAL: £0.00

[GO BACK](#) [PURCHASE](#)

**PLEASE NOTE: If the candidates doesn't enter the clubs affiliation number (URN) when registering the course the candidate will be required to pay the outstanding amount for the course themselves at checkout.**

- If you select the discounted amount a WARNING message will pop up. Click OK if you're happy to proceed. If not, click cancel and change to the Leadership in Running Fitness course.

## WARNING: YOU HAVE SELECTED A VOUCHER FOR A DISCOUNTED COURSE!

This voucher only covers the DISCOUNTED cost of the course. If it is given to an individual who is not eligible to pay the discounted rate they will need to pay the difference by debit/credit card.

By clicking OK you agree that you understand this notice.

Click CANCEL to reset your selection.

OK

CANCEL

- Enter the number of vouchers you wish to purchase in the Quantity box, highlighted below. The amount to pay by Card will change automatically.
- Click PURCHASE (red button at bottom right of the screen).

## PURCHASE YOUR VOUCHER

Select your voucher type \*

Qualification

Qualification

Leadership in Running Fitness (Discounted)

Amount \*

135

Quantity \*

1

Total

£135.00

Card TOTAL: £135.00

GO BACK

PURCHASE

- Check you are happy with your order.
- Click CHECKOUT (red button at the bottom right of the screen).
- If not, click AMEND BASKET (red button at the bottom right of the screen).

## YOUR BASKET

Description	Unit Cost	Quantity	Cost
1 voucher for Leadership in Running Fitness for England Athletics	£135.00	1	Voucher Face Value £135.00
			Total £135.00

AMEND BASKET

CHECKOUT

- You will be asked to confirm your details and agree to the T&C's. Please tick the box and read the T&C's.
- Click SUBMIT QUERY (red button at the bottom right of the 'CONFIRM YOUR DETAILS' box).

CONFIRM YOUR DETAILS		ORDER SUMMARY
Name	<div style="border: 1px solid black; width: 150px; height: 60px; margin: 0 auto;"></div>	
Date of Birth		
Email Address		
Telephone		
Mobile		
Licenced		
Address	Birmingham Alexander Stadium Walsall Road Birmingham West Midlands B42 2BE United Kingdom	
<input type="checkbox"/> I agree to the terms and conditions		1 VOUCHER FOR LEADERSHIP IN RUNNING FITNESS FOR ENGLAND ATHLETICS TOTAL: £135.00
<input checked="" type="checkbox"/> Click <a href="#">here</a> to view our terms and conditions		
<input type="button" value="EDIT DETAILS"/> <input type="button" value="SUBMIT QUERY"/>		

By clicking **SUMBIT QUERY** you will be required to pay online through **SAGEPAY**.



**ENGLAND  
ATHLETICS**

### Transaction Details

To Pay For :	<b>UKA Voucher Purchasing</b>
Amount :	<b>135.00 GBP</b>

### Select Payment Method

Please click below to select the type of card you wish to use.



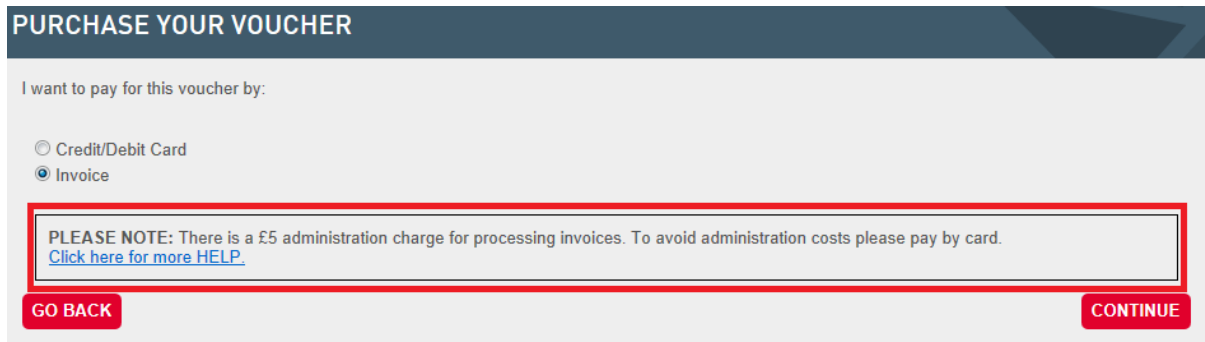
Please only click the cancel button below if you intend to abort this payment process.

- Select the card you would like to pay via by clicking on the logo.
- Enter your card details. Some fields will be prepopulated with the data you provided earlier. If you need to change any of it please do so.
- Click the “Proceed” button (grey button at bottom right of the screen).

*Your card payment will now be processed. You may be asked for your 3D Secure (Verified by Visa or MasterCard SecureCode) password if you enrolled on the scheme with your bank. This is a ‘pin code’ for the Internet shopping. You should contact your card issuer if you are unsure what this is.*

## STEP 4: PAY BY INVOICE

Please note that in this example there is a £5 admin fee for processing invoices. This is £5 per invoice, not per voucher so you may wish to purchase a number of vouchers at one time.



**PURCHASE YOUR VOUCHER**

I want to pay for this voucher by:

Credit/Debit Card  
 Invoice

**PLEASE NOTE:** There is a £5 administration charge for processing invoices. To avoid administration costs please pay by card.  
[Click here for more HELP.](#)

**GO BACK** **CONTINUE**

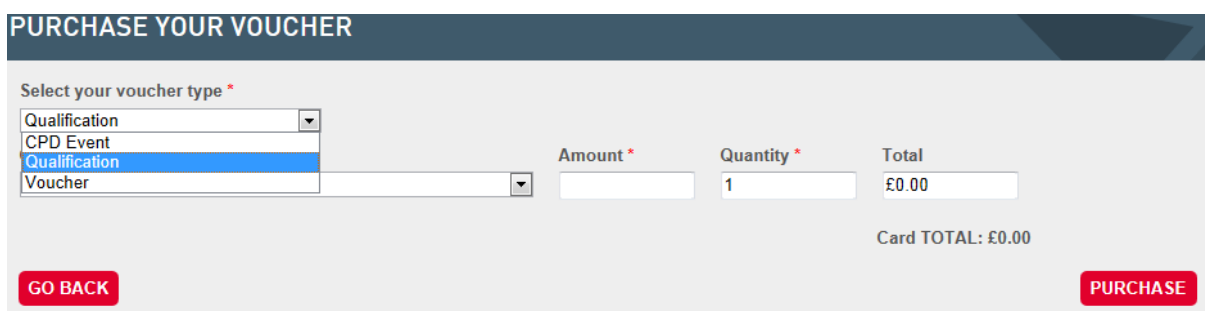
- Click CONTINUE (red button at bottom right of the screen)

On the next screen you will need to select the **value of each voucher** and the **total number of vouchers** you wish to purchase. To make this process quicker for you the system provides several options that default to the current value of Qualification courses or CPD Events run by that organisation.

However, all voucher types are interchangeable so if you wanted you could use a ‘Qualification’ voucher to pay for a ‘CPD Event’ as it is the **monetary value** rather than the type of the voucher that is read by the system when the voucher is redeemed.

The following example explains how to purchase a voucher for the Qualification course for Leadership in Running Fitness.

- From the first dropdown titled “Select your voucher type” please select Qualification.



**PURCHASE YOUR VOUCHER**

Select your voucher type \*

	Amount *	Quantity *	Total
Qualification		1	£0.00
CPD Event			
Qualification			
Voucher			

Card TOTAL: £0.00

**GO BACK** **PURCHASE**

- From the second from dropdown titled “Qualification” please select Leadership in Running Fitness or Leadership in Running Fitness (Discounted) if you are from an affiliated club.



**PURCHASE YOUR VOUCHER**

Select your voucher type \*

Qualification

Qualification	Amount *	Quantity *	Total
Please select a qualification	<input type="text"/>	1	£0.00
Leadership in Running Fitness			
Leadership in Running Fitness (Discounted)			

Card TOTAL: £0.00

**GO BACK** **PURCHASE**

**PLEASE NOTE: If the candidates doesn't enter the clubs affiliation number (URN) when registering the course the candidate will be required to pay the outstanding amount for the course themselves at checkout.**

- If you select the discounted amount a WARNING message will pop up. Click OK if you're happy to proceed. If not, click cancel and change to the Leadership in Running Fitness course.

**WARNING: YOU HAVE SELECTED A VOUCHER FOR A DISCOUNTED COURSE!**

This voucher only covers the DISCOUNTED cost of the course. If it is given to an individual who is not eligible to pay the discounted rate they will need to pay the difference by debit/credit card.

By clicking OK you agree that you understand this notice.

Click CANCEL to reset your selection.

**OK** **CANCEL**

- Enter the number of vouchers you wish to purchase in the Quantity box, highlighted in red below. The amount to pay will change automatically.
- Please note the £5 admin fee is added at source in this example.

**PURCHASE YOUR VOUCHER**

Select your voucher type \*

Qualification

Qualification	Amount *	Quantity *	Total
Leadership in Running Fitness (Discounted)	135	2	£270.00

Paying by Invoice (+£5)

Invoice TOTAL:£275.00

- At the PURCHASE YOUR VOUCHER SCREEN fill in the details.
- Please note the PO number is mandatory. If your club does not issue PO numbers then please enter a reference number for your records.

PO Number \*

Invoice Address \* - this is the company's registered address for trading purposes which will be used on the Invoice

Please send me the invoice by

Processing Postal Address - this is the address to which the Invoice should be posted for processing

Same as Invoice Address

Email Address for Invoice - the email address to which an electronic copy of the Invoice will be sent

Email \*

Please retype email \*

- Once you have filled the relevant details in, please click PURCHASE (red button at the bottom right of the page).
- You will be taken to your basket to check you're happy with your order.
- Click CHECKOUT (red button at bottom right of the page).
- If not, click AMEND BASKET (red button at the bottom right of the page).

YOUR BASKET			
Description	Unit Cost	Quantity	Cost
2 vouchers for Leadership in Running Fitness for England Athletics	£135.00	2	Voucher Face Value £270.00
Invoice Fee			£5.00
			Total £275.00

- You will be asked to confirm your details and agree to the terms and conditions. Please tick the box and read the T&C's. You can double check your order on the right hand side.

CONFIRM YOUR DETAILS		ORDER SUMMARY
Name		<b>2 VOUCHERS FOR LEADERSHIP IN RUNNING FITNESS FOR ENGLAND ATHLETICS</b> INVOICE FEE £5.00 <b>TOTAL: £275.00</b>
Date of Birth		
Email Address		
Telephone		
Mobile		
Licenced	Yes. Click <a href="#">here</a> to view and print off your licence.	
Address	Birmingham Alexander Stadium Walsall Road Birmingham West Midlands B42 2BE United Kingdom	
I agree to the terms and conditions <input type="checkbox"/> <small>* Click <a href="#">here</a> to view our terms and conditions</small>		
<input type="button" value="EDIT DETAILS"/> <input type="button" value="SUBMIT QUERY"/>		

- Click SUBMIT QUERY (red button at bottom right of the CONFIRM DETAILS box).
- Once you have clicked submit you will be taken to the VOUCHER PURCHASE COMPLETE page.

VOUCHER PURCHASE COMPLETE	VOUCHER DETAILS
<p>Thank you for your purchasing your vouchers.</p> <p>England Athletics will shortly email you an Invoice for £275.00 to the following address: <a href="mailto:rturford@englandathletics.org">rturford@englandathletics.org</a>.</p> <p>If you require a paper invoice please contact England Athletics and request the finance department.</p> <p>Once your invoice has been paid and the funds have cleared into the England Athletics bank account your voucher code(s) can be viewed in the VOUCHERS section of <a href="http://uLearnAthletics.com">uLearnAthletics.com</a>. Please note it can take upto 5 working days to process your payment after the funds have been received.</p> <p><a href="#">Click here to view your voucher</a></p>	<b>LEADERSHIP IN RUNNING FITNESS FOR ENGLAND ATHLETICS</b> INVOICE FEE £5.00 <b>TOTAL: £275.00</b>

- You will be sent an email to confirm your order and voucher codes. The voucher codes can also be viewed by pressing “Click here to view your voucher”
- You will see your codes that have been automatically generated. These are to be given to the candidates and should be used when they book online.
- Once redeemed you will be able to see who has used the voucher code and the date they were redeemed.

**Please note the vouchers can only be redeemed once and for the full value of the individual voucher.**

## LEADERSHIP IN RUNNING FITNESS FOR ENGLAND ATHLETICS

Date Purchased	Value	Code	Purchased By	Redeemed By	Redemption Date
9th Feb 2015	£135.00	GPIKVP		N/A	N/A
9th Feb 2015	£135.00	AFPACP		N/A	N/A

[EXPORT AS CSV](#)[EXPORT AS EXCEL](#)

- England Athletics will then raise an invoice to your club or organisation for the amount stated on the email.
- If you're voucher codes have not been released immediately, you will need to contact the organisation from which you purchased the vouchers by telephone or email.

**England Athletics: 0121 347 6543**

**British Athletics: [learn@britishathletics.org.uk](mailto:learn@britishathletics.org.uk)**

## VIDEO HELP

A video explaining how to purchase vouchers is available under the HELP section of uLearnAthletics.com. Look for the link under the SECTIONS box on the right hand side of the page that directs you to the following url:

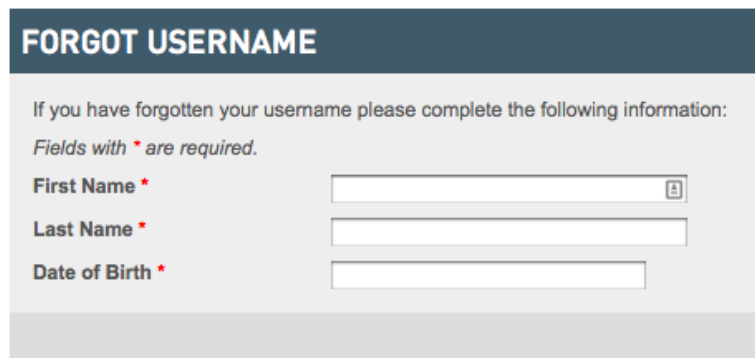
<http://www.ulearnathletics.com/site/page?id=help#vouchers>

# APPENDIX

## HOW TO FIND YOUR USERNAME AND PASSWORD FOR ULEARNATHLETICS.COM

### Step 1a: Find your username online

- Click FORGOTTEN USERNAME (grey button at bottom of Login box)
- Fill in your details: First Name, Last Name, Date of Birth and click SEND (red button on right of page, which is not shown in the image below).



- Now fill in your Post Code and click SEND (red button on the right of page)
- If all your details EXACTLY match those in our database then your username will be displayed.

**If you found your username please go to Step 1c.**

**If this did not work please go to Step 1b.** Your details may be incorrect on our database.

### Step 1b: Call your Home Country to find out your username

- Call the phone number of the organisation running the course you wish to book. Below is a list of organisations that currently take bookings through uLearnAthletics.com.

**England Athletics: 0121 347 6543**

- Ask them to find your Unique Reference Number or “URN”. This number will be your username. Write this down and keep it safe.
- Ask them to check the email address associated with your account. This needs to be correct to receive your password.

*Please note that you must use a unique email address. If one or more people share an email on the database then you cannot find your password. For example a husband and wife who are both athletes cannot share the same email address.*

**Step 1c: Reset your password online**

- Click on the FORGOTTEN PASSWORD (grey button at bottom of Login box).
- Enter your URN and press SEND (red button on right hand side of page).
- You will be sent an email. Click on the “Reset Password” link in the email.
- You will be taken to a page where you choose a new password.

**If you were able to reset your password please go to Step 1d.**

**If you did not reset your password please go to Step 1b.** Your email address may be incorrect on our database. Once this is correct you should be able to use Step 2c to find your password.

*A video showing how to do these steps is available under HELP (top menu) > Username & Password (right hand link). You can access it here:*

<http://www.ulearnathletics.com/site/page?id=help#username-and-password>