

Frequently Asked Questions

1. What are the two routes for processing the discount?

Route 1: CPD discount processing service – please use this route if you are planning to spend all of your £500 discount on Conference, Summit or a combination of the two. To do this, [please complete this Survey Monkey](#) and following submission, you will receive an email with a discount code to book your tickets to Conference/Summit. Please don't use this route if you plan to spend any of your £500 on any of our other programmes.

OR

Route 2: Email cpd@uhr.ac.uk – please use this route if you are planning to use your discount against any other CPD programmes such as Connects or Developing Confident Data Partners. You should also use this route if you are using some allocation towards Summit/Conference, but are also using some of your £500 on other programmes. To use this route, please email the CPD address above and provide the name of the programme(s), the number of tickets you would like to 'purchase' and the names of the individuals who will be attending. You will receive an email within 3 working days to confirm availability and the next steps to complete your booking. You are still responsible to make the booking and a booking is not confirmed until you have booked through our website using your discount code (which CPD colleagues will provide for you) and receive a booking confirmation email.

2. What CPD programmes can I use the discount with?

You can use your discount towards any of the events/programmes we offer throughout the 2025-26 academic year. Currently we have:

- **Conference team tickets** (online 12-14 May 2026):
 - You can [find the subscription band for your HEI here](#)
 - Band 1 - £400 + VAT
 - Band 2 - £600 + VAT
 - Band 3 - £800 + VAT
 - Band 4 - £1000 + VAT
 - Band 5 - £1200 + VAT
 - Individual member ticket for one person - £300 + VAT
- **Senior HR Summit ticket** (Birmingham 23-24 June): £180+VAT
- **Connects North** (Manchester, 9 Oct): £40+VAT
- **Connects South** (London, 11 Feb): £40+VAT
- **Connects Scotland** (Glasgow, 20 Nov): £50+VAT
- **Delivering Impact as an HR Administrator** (online with 1 day in-person in London, early 2026): £400+ VAT
- **Developing Confident Data Partners** (online): £350 + VAT

3. Have you listed all the programmes that will be available, or might more be announced through the year?

This list is not exhaustive. We may launch further programmes throughout the year according to member demand.

4. Is there a deadline for using the discount?

Yes – the discount must be used on programmes/events which take place before 31 July 2026, meaning that you can only use the discount for programmes and events in the 2025/26 academic year only. You cannot use the discount for programmes/events which take place after 31 July 2026, regardless of whether you book them prior to this date.

5. Can we change the names of the delegates booked on programmes using the discount?

Yes – provided notice is given, names can be changed closer to the time. You can use any name to confirm your booking – just let us know this when you book.

6. Can we change which programmes we use the discount against? Is there a final deadline for any changes?

Please visit our event [terms and conditions](#) for advice relating to cancellations.

7. When I complete the Survey Monkey or send my email detailing my choice of programme(s), is my place on that programme confirmed?

No. For either route you will be sent a discount code to enable you to book your place(s) on the programmes/events you have chosen via our website in the usual way. We will confirm at the time that a place is available but all our events and programmes are open for bookings as usual. The website will only allow you to book if a place is available. We advise booking immediately when you receive your discount code. This does not apply to Conference (team tickets are available for every HEI) and is less applicable to Summit.

8. Can we get a refund/cash value if we don't use all of our discount by the 31 July 2026?

No refunds or cash alternatives are provided. Similarly, you cannot roll over your place on a programme to a new academic year.

9. Can I use the discount against travel or accommodation costs?

The discount is only applicable to the CPD programme or event cost itself and cannot be used against travel or accommodation costs.