Frequently asked questions

Answers to members' common enquiries

Events

The event I'm interested in is fully booked. Is there anything I can do?

The website information is correct at the time of booking, so if the event is showing as fully booked there won't be any spaces available. However, you can join the waiting list - just email events@bacp.co.uk with your name, membership number (if applicable) and the event you are interested in.

I'm attending a BACP event. Do I need to take anything with me?

You need to take your BACP membership card and one form of proof of ID.

If you're not a BACP member, just proof of your ID is sufficient.

Webcasts

I've booked a webcast but can't find how to access it.

When you book onto a webcast, we'll send you joining instructions with a link to access the webcast.

If you book before the date of the live stream, we'll send you joining instructions within 24 hours of the event.

If you buy access to the on-demand service, we'll send you joining instructions the next weekday morning after you book.

CPD hub

You can find answers to some of your common in our CPD hub help and FAQs page.