

Frequently asked questions

What happens if the course offered clashes with an exam?

Please email us as soon as possible with your name and purchase order number advising us of the dates you ARE NOT available and why. We can't guarantee that we'll be able to offer you an alternative course place, but we will do our best if one comes up.

Who arranges for my school to make the payment?

You will need to let your school know you have been offered a place on a EDT Headstart course and let them know how much they need to pay. The Headstart Team will email the teacher you added to your application to let them know you have been successful.

What happens after I send in my signed acceptance and my school has paid?

When all payment from your school and your signed acceptance for the course has been received, details of attendees are forwarded to the University. You will receive joining instructions direct from the University approximately three weeks before the course.

What if I accept and then need to cancel?

Please refer to the cancellation terms in our terms and conditions. We strongly recommend that you take out travel insurance in the event that you are unable to attend due to ill health and you have to cancel your travel arrangements. You must notify EDT Headstart if you need to cancel your place, or if you are unable to attend.

I have an *appointment/open day/other* during the course - can I arrive late/leave early/leave to attend this then rejoin the course?

It is not possible to arrive late or leave early. The course is residential, and the University is responsible for you for the duration of the course. They are keen to have students who are truly committed to taking part and do not look favourably on students who arrive late or leave early. The course will include a lot of team and project work and it will affect your team's ability to successfully complete tasks if anyone is absent.

We display all the details of start and finish times on our website (and in our offer letters) so that students and parents can be fully informed. Universities would prefer not to negotiate with parents and students who phone to organise "a special favour" and feel embarrassed and awkward about these calls.

I've missed the deadline for emailing my signed acceptance – what now?

Please email us at headstartteam@etrust.org.uk. We will then do all we can to help you.

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