

## Frequently Asked Questions – Applications 08-09

**Q – Why do the details at the bottom box ‘Additional Information’ not appear on the Welcome screen?**

A – They are saved but they don’t appear, as it would be a long list. To check, click ‘Amend’, they will be saved there.

**Q - How do I know I have submitted my application?**

A - After clicking the submit button, there will be this confirmation text in blue at the top of the Welcome to the SfLIP 2008-09 Application Form screen.

**Thank you for applying for the Skills for Life Improvement Programme. We will contact you in due course. If you have any queries please call the Improvement Programme help line on 0118 902 1920 or email [sflipinfo@cfbt.com](mailto:sflipinfo@cfbt.com).**

The Amend Buttons will disappear also. You can log back in at any time to check, but you cannot change the information once submitted.

**Q – I have submitted my application form but I wish to add additional info or change details on the application**

A – Contact the Programme Office and we can open up the application form so you can add/change details.

Telephone **01189 902 1920**

Email [sflipinfo@cfbt.com](mailto:sflipinfo@cfbt.com)

**Q – I do not have Internet access, how do I apply? (For example secure settings, Prison, Youth Offender Institution)**

A – Ring the Programme office and we can send you a paper application form that can be faxed or posted to:

Fax: **0845 838 1207**

Application 08-09  
Skills for Life Improvement  
Programme  
CfBT Education Trust  
60 Queens Road  
Reading  
RG1 4BS

**Q – What if I have forgotten my password?**

A – Contact the Programme Office.

Telephone **01189 902 1920**

Email [sflipinfo@cfbt.com](mailto:sflipinfo@cfbt.com)

**Q – I have already created a login for my organisation, but I cannot find my organisation in the search screen?**

A – You must specify the Region first; **SE, LO** etc you wish to search in, when searching for an existing organisation

**Any other queries, - contact the team; we will be happy to help.**