

# **Print Shop Guide**

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## What is Print Shop?

Print shop is a print on demand service offered by NCFE. The Print Shop website enables you to purchase printed copies of qualification support materials and/or resources and have them delivered to your centre address.

Centres approved with NCFE can register for a Print Shop account.

## What's the difference between Print Shop and QualHub?

**QualHub** is the dedicated site where you can browse and search for qualifications across NCFE. You can also access a range of support materials which are available in **digital** format so you can download and print using your own facilities.

**Print Shop** is our print on demand service where you can browse and purchase professionally **printed** NCFE materials and resources which will be delivered directly to you.

We have a range of products available and are continuously adding products to the catalogue.

## How do I register as a new customer?

1. Visit the Print Shop website: <https://ncfeprint.co.uk/>
2. Select 'My Account' from the navigation bar and select 'Register' from the drop-down menu.
3. Complete all the fields in the space provided. 'Customer group' is how you wish to make payment for your orders. Please select your preferred payment method.
  - 'Pre\_pay' allows you to make payment by credit or debit card.
  - 'OnAccount' your orders will appear itemised on your centre's monthly invoice. Invoices are issued by our Finance team.
4. When all fields are complete select 'Continue'.
5. Your account has been created and you will see confirmation of this on screen.
6. Your account registration request is sent to NCFE for approval. Registration requests can take up to 48 hours to process. You will be notified via email when your request has been approved. Please feel free to browse the catalogue, if you don't receive an email, please check your SPAM/Junk folder in case it has been filtered by your email provider.

## How do I login?

1. Visit the Print Shop website: <https://ncfeprint.co.uk/>
2. Select 'My Account' from the navigation bar and 'Login' from the drop-down menu.
3. In the space provided, of the 'Returning Customer' section, enter your email address and password. **Note:** This will be the password you submitted upon registering for an account unless you have requested a new password. If you have forgotten your password, please refer to the FAQ section of this guide.
4. Select the **Login** button.

## What can I order?

There is a selection of products currently available on Print Shop including: Qualification Specifications, Workbooks, Handbooks and Tutor Guidance documents.

We carefully select products from our QualHub website to add to our Print Shop catalogue and we are always looking to expand the range of printed products available.

If there are products you think should be made available on Print Shop, please inform the Content team via email at [learningresources@ncfe.org.uk](mailto:learningresources@ncfe.org.uk). Your requests will help us to make informed decisions about which products we add to Print Shop.

**Note:** We only stock products on Print Shop that are already available in digital format on our QualHub website.

## How do I search for products?

1. Select a Catalogue that you wish to view from the products menu
  - NCFE Learning Resources Catalogue
  - NCFE CACHE Learning Resources Catalogue
  - Skills Assessment
2. Select a category from the drop-down menu.
3. Select the product you wish to view.

Or alternatively search for our product using the search tool bar. You can search by qualification number or name.

## How do I buy products?

1. Select the product you wish to purchase.
1. Amend 'Qty' number.
2. Select 'Add to cart'.

## Reviewing shopping cart

1. To review your shopping cart before checkout, select the 'shopping cart' icon in top right-hand corner. You are able to view your order and amend quantities if needed. If an amendment is made, please select the 'refresh' icon to ensure that your order is updated.
2. Estimate Shipping and Taxes- please enter the delivery address for your order and select 'Get Quotes'. A quote for delivery will be calculated. Occasionally a shipping fee cannot be calculated for orders with a high number of products. If this is the case, you will be directed to a 'contact us' page where you can request support with this order. A member of our team will be in touch within 24 hours of receiving this request.
3. If you are happy to complete your order, select 'check out'.
4. Please complete all relevant fields in the 'Check out' process. Please note that this is a print on demand service- therefore we do not accept returns. We encourage customers to check their order carefully before completing their purchase.

## How do I pay?

If, when you created your account, you selected 'Card payment', you will be able to purchase your order using a credit or debit card.

If, you when you created your account you selected 'OnAccount/Invoice', your orders will appear itemised on your centre's monthly invoice. Invoices are issued by our Finance team.

## How do I order badges?

If you wish to order a NCFE CACHE badge, please complete the form that can be found here: <https://www.ncfe.org.uk/learner-support/badge-application-form/>

If you would like to order a Diploma in Nursery Nursing (NNEB) badge, please contact the Content team at: [learningresources@ncfe.org.uk](mailto:learningresources@ncfe.org.uk)

## Deliveries

Delivery within the UK: Delivery is charged at a variable rate depending upon quantity and weight of the products ordered. The delivery charge is calculated at the checkout and visible prior to you placing your order on the 'Place Order' page.

International delivery: We do accept orders from outside the UK, but this will incur additional delivery costs to those automatically calculated on the Print Shop website. You will be contacted by NCFE before your order is processed if this is the case.

## Returns

We do not accept returns. The products on the Print Shop website are printed on demand therefore we are unable to accept returns.

## Enquiries

Please contact the Content team using the contact details below if you have a query or feedback on Print Shop.

Email: [learningresources@ncfe.org.uk](mailto:learningresources@ncfe.org.uk)

Phone: 0191 240 8839