

FREQUENTLY ASKED QUESTIONS

Do I need previous gardening experience?

No, just enthusiasm for gardens and gardening. Our courses are for everyone that wants to improve their gardens.

Who writes the courses?

We are fortunate to have a very experienced professional team from the world of horticulture and garden design writing our courses.

Our main courses are written by the directors of the London College of Garden Design. Between them they have over 60 years of experience training professional designers and gardeners from their locations in London and Melbourne as well as at RBG Kew Gardens and horticultural Diploma students at RHS Gardens.

Many other experts contribute content to our courses too. You will find that there is a wealth of experience on every course, especially through our close association with Roots and All.

Do I need to study at a particular time?

You can work through course material at your own pace and access the learning material whenever it suits you.

In order to move from one module to the next, you must complete all the core lessons. The next module won't be unlocked until you have done so.

Some lessons can be viewed online whilst others can be downloaded and worked on offline.

Although you can study to fit around your schedule, you must complete all modules within the course availability time (see below).

How long will I be able to access the course material for?

Unless otherwise specified, our courses are available for 180 days from the date of purchase. On the date of expiry, you will lose access at the exact time you purchased.

For example, if you buy the course on July 1st at 8:00 UTC and the course has a 180 day enrolment duration, your access will expire on September 28 at 8:00 UTC.

What format will the lessons follow?

Lesson formats vary from course to course, but generally lessons are a mixture of video and written material. Plus, there are audio recordings, quizzes and other material included in the Bonus tools of some of our courses.

Will I receive a qualification?

Upon completion of the course, you will receive a personal Course Completion certificate via email. You will need to complete 100% of the course in order to qualify for a Completion Certificate. This is not a formal qualification but it is a testament to your diligence and commitment to the study of horticulture.

Will I receive any support whilst I'm learning?

We have a Course Community and a private Members' Facebook group where you can ask for help from Course Tutors and share experiences with previous and current gardencourses.com students.

Some, but not all, of our courses include written feedback on work submitted and the opportunity to submit questions for regular online webinars.

You receive comprehensive joining instructions when you enrol and we provide email support to our students too – our Course Administrator Rose (rose@gardencourses.com) is able to assist with any queries.

Will I be able to access course material on my desktop/ laptop/ tablet/ mobile?

To successfully access our online course material, you'll need to make sure you have the right equipment, software, etc. If you have a relatively up-to-date PC, laptop, tablet or phone, you should be fine. Our courses require that you have the following:

The most recent version of a web browser listed below

The ability to open and download PDF files, and to watch and listen to short videos and audio files

Javascript enabled

Broadband internet connection with a minimum recommended speed of 5Mbps

TLS 1.2 supported by your web browser

Desktop Browsers:

Chrome

Firefox

Safari

Microsoft Edge

Mobile Browsers:

iOS Safari: 11 and up

Chrome

Samsung Internet

Please note, our platform **does not support Internet Explorer**.

If you need to update your browser, you can click on one of the links below:

[Chrome](#)

[Firefox](#)

[Safari](#)

[Microsoft Edge](#)

I can't purchase a course / my card is declined.

Card processing issues are often caused by a restriction set by your bank. From insufficient funds, to an overzealous fraud system, payment failures can happen for a number of reasons.

As a quick first step, you can always try a different card. If you're unable to try that, you may need to do a bit of investigation. Here are some other common issues to look out for:

Some debit cards require a PIN to be entered. If you're trying to use one of these cards, you may need to use another card to make the purchase.

Some cards have restrictions on cross-border usage. If the card was issued in a country other than the UK, this could be the issue. In this case, you can contact your bank to see if they have this restriction, and if they can lift that restriction for this purchase.

High-cost items can trigger a fraud warning from your bank. Again, in this case you can contact your bank to authorize the purchase.

Some cards (often corporate cards or FSA cards) can only be used for certain business categories, like travel or healthcare. In this case, you may need to use a different card.

I've enrolled on the course and have decided it's just not for me.

No problem. We can offer you a full refund for the first 7 days after you purchase the course. This will give you a chance to look around the course material, check out a few of the lessons and make a decision as to whether or not the course is right for you.

Please note, we will not be able to issue a refund if you have accessed more than 2 of the course Modules.

Do you offer gift certificates?

Yes. If you'd like to buy a course for someone else or would like to buy a gift voucher that can be used against any of our courses, please email rose@gardencourses.com for further details.

How are you linked to the London College of Garden Design and Roots and All?

Gardencourses.com is owned by the Directors of both companies but operated as an entirely separate and independent company. When you sign up to any of these companies we will never transfer your data between them.

If we haven't answered your question, please get in touch,
courses@gardencourses.com