



# Prospective Customer FAQs

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## (i) **Ace the OSCE**

### 1. **What's inside Ace the OSCE?**

Ace the OSCE is an online video library (4.5 hours) with an accompanying handbook (300 pages). It contains 55 specific OSCE video stations and 71 written stations, which covers all patients likely to come up in your OSCE exams/finals. Each station is presented by a Specialist Registrar to finals standard on mostly real patients with real signs. For a full list of contents and OSCE stations, please visit [www.acemedicine.com/about.html](http://www.acemedicine.com/about.html)

The videos can be watched anytime within the duration of the licence (3 or 12 months), from any computer with an internet connection.

### 2. **How long after I subscribe can I watch the videos and get the book?**

Access to the videos is instant upon subscription (via web login), and the handbook is posted to your address within 3-5 working days. All the material in the book is also available instantly in ebook format along with the online videos when you login to your account.

### 3. **I want to subscribe but I'm worried that I can't watch the videos as much as I want to?**

The 20 or 30 hour package is long enough to watch the entire video library 4-5 or 6-7 times respectively, which is more than a plentiful amount for you to be able to pass your OSCEs.

Average usage is 10-15 hours maximum (based on 3000+ subscribers!) to absorb all the material fully, so the allowance is more than any one individual will need.

You decide how to distribute your allowance between each video i.e. you may want to watch one video 3 times but another one 13 times – individual video usage is not restricted.

You can watch the videos whenever you want in the term of the subscription. Viewing balance is only used up when video is actually playing, not when paused.

### 4. **I wish to subscribe but would prefer to buy on DVD instead?**

It is only available online. Ace the OSCE is designed for the hectic life of clinical students, who are always moving between different hospitals and sites or on electives abroad. Carrying 12 DVDs around everywhere would not be practical, so we decided to stream all the videos online, giving you access wherever and whenever!

### 5. **I am trying to register again after a previously incomplete attempt but it doesn't let me?**

When you try to re-subscribe with an email address you have previously initiated a registration with, it should display the message:

*"This email address is associated with an incomplete account registration, [click here](#) to complete it, or use another email address to start a new account registration."*

When you 'click here' it will allow you to complete the registration you started previously.

### 6. **I want to purchase the 3month licence but it keeps adding the 12month licence instead?**

If you are on a second registration attempt, the system will remember your first attempt and add the original product to your basket. To circumvent this, start over and register with a new email address. If you don't have another email address, email [enquiries@acemedicine.com](mailto:enquiries@acemedicine.com) for your account to be reset.

### 7. **I purchased the licence twice by mistake, can I have a refund?**

You will be refunded within 10-14 working days, please email [enquiries@acemedicine.com](mailto:enquiries@acemedicine.com) with your customer reference number and name to request a refund if you have not done so already.

**8. Why is there a delivery charge if it is an online video library?**

The delivery charge is for the handbook which accompanies the videos. It will arrive in 3-5 working days after your purchase, however you can view all the material in the online ebook which is accessed instantly along with the videos.

**9. What is the difference between the ebook and the handbook?**

The content is identical, you get access to the ebook online instantly after subscribing, with the printed book arriving via post 3-5 days later.

**10. Is Ace the OSCE suitable for Specialities exam revision?**

For a full list of contents in Ace the OSCE, please visit [www.acemedicine.com/about.html](http://www.acemedicine.com/about.html). As you will see, it is mainly geared towards General Medicine, Surgery and Clinical Skills, but many Specialties are also covered.

**11. Is Ace the OSCE suitable for PLAB / AUS / NZ / Canadian / Middle East OSCEs?**

Yes, Ace the OSCE is suitable for any OSCE exam revision. However, it should be used in conjunction with specific revision resources for those exams and not exclusively relied upon as it does not cover all areas of all curriculums.

**12. Is Ace the OSCE suitable for Nursing OSCEs?**

The practical skills section overlaps with Nursing OSCE practical skills requirements, so Ace the OSCE can be of significant benefit to trainee nurses. However it is made specifically for medical students and so is not a comprehensive resource for nurse training.

**13. I wish to subscribe but want to pay by cheque instead of credit card, how do I proceed?**

The fastest way to view the product is to pay online with a credit/debit card (instant access to your account). However if you would prefer to pay by cheque you can send it to:

Ace Medicine, 49 Hatherley Grove, London, W2 5RE, UK

Please complete the online booking form and select 'cheque payment' if you would prefer the latter option. Please allow 7 working days for your account to be activated from the date you send your cheque.

**(ii) Ace the Written Medical Finals Courses****1. Who are the lecturers?**

Specialist and General Medicine registrars (depending on the subject). All have lectured on our courses many times, teaching thousands of students how to pass medical finals in an informative and engaging way. We believe in experienced and highly trained instructors rather than the FY1/2 teachers you may find on cheaper local courses.

**2. I missed the course, can I still buy the handbook separately?**

Unfortunately we can't sell the handbook separately from the course as it would not be as useful and easy to follow without the live teaching. You can still subscribe to our online OSCE revision course 'Ace the OSCE' which is also a highly regarded revision resource written by many of the same course lecturers.

**3. Does the course include accommodation?**

This is a non-residential course; accommodation must be arranged independently if required.

### (iii) **Ace the 3<sup>rd</sup> Year Written Medical Exams Courses**

**1. Who are the lecturers?**

Specialist and General Medicine registrars (depending on the subject). All have lectured on our courses many times, teaching thousands of students how to pass medical exams in an informative and engaging way. We believe in experienced and highly trained instructors rather than the FY1/2 teachers you may find on cheaper local courses.

**2. How is the course different from the Ace the Written Medical Finals course?**

The 3<sup>rd</sup> Year Course is very similar to the Finals Course, except that it has more time for basic teaching and knowledge absorption. The Finals Course has more questions and a faster pace in order to cover slightly more material.

**3. I missed the course, can I still buy the handbook separately?**

Unfortunately we can't sell the handbook separately from the course as it would not be as useful and easy to follow without the live teaching. You can still subscribe to our online OSCE revision course 'Ace the OSCE' which is also a highly regarded revision resource written by many of the same course lecturers.

**4. Does the course include accommodation?**

This is a non-residential course; accommodation must be arranged independently if required.

### (iv) **Ace the Medical/Dental School Interview Courses**

**1. Does the course include accommodation?**

This is a non-residential course, accommodation must be arranged independently if required.

**2. Who are the lecturers?**

Medical school interview specialists and former admissions tutors/panellists. All have lectured on our courses many times, teaching thousands of students how to get into medical school in an informative and engaging way.

**3. If I book the course but my interview takes place before the scheduled date, can I get a refund?**

Most interviews take place after the dates of our courses. However you can get a refund if your interview takes place before the first interview course (November 19-20th) and you do not wish to attend the course for your remaining interviews. You would need to provide a copy of a letter/email confirming the interview.

### (v) **Ace the UKCAT**

**1. What does 6-month or 12-month subscription mean?**

It means you have access to the question bank and mock exams for a period of either 6 or 12 months. This does not mean it takes 6 or 12 months to complete the questions; you could feasibly do them all in less than 2 weeks with focus and concentration.

There are exactly the same number of questions and mock tests whether you choose the 6 or 12 month licence. There is no set program or course, you work to your timescale and pace, accessing the material whenever and wherever you like.

**2. My exam is in just a few days/weeks, do you have a shorter than 6-month subscription?**

There is no shorter subscription; you can attempt all the questions in less than 2 weeks if your exam is sooner.

**3. What format does Ace the UKCAT come in?**

Ace the UKCAT is an online practice question bank and timed mock exams. You access the material via our website with a username/password, so there is no software you need to download or wait for in the post. All you need is a computer with a good internet connection.

**4. How many questions are in each subject?**

750+ Verbal reasoning questions

450+ Quantitative reasoning questions

300+ Decision analysis questions

300+ Abstract reasoning questions

Includes questions in both the practice and mock exam sections. Questions may vary since time of writing.