



Charges for Non-Attendance/Cancellation on Courses that are funded by Buckinghamshire County Council

TERMS AND CONDITIONS

Buckinghamshire County Council facilitates “service critical area training” to staff that work in the private, voluntary and independent (PVI) sector of adult social care. There is significant investment of resources in terms of time, planning and budget to deliver this service and it has now become necessary to introduce a charging policy for cancellation and non-attendance.

The following guidelines / procedure outline the requirements that you need to follow when booking and cancelling a confirmed place on a course. By booking onto these courses you are agreeing to our terms and conditions including the cancellation charging policy. A confirmed place is the email sent to you confirming the delegates booked on to that course. To secure a booking on these courses it is a requirement to provide names of delegates at the time of booking. We cannot accept requests for spaces without named delegates. Please indicate at the time of booking any dietary, access or other requirements. All delegates are required to have adequate literacy skills to enable them to have a positive learning experience from the course, and certificates of attendance will only be issued at the discretion of the trainer if they are satisfied that this condition has been met.

ATTENDANCE

Delegates are required to attend the full course. Delegates should not apply for a place on a course if they are unable to attend the full course. It is the line manager’s responsibility to ensure that the delegate is able to attend the course in full and that the delegate is fit and well to participate fully prior to commencing the training course.

It is not acceptable to arrive late or leave early. Delegates who arrive late may be turned away depending on how much of the programme they have missed, and a charge will be incurred and will be classed as a non-attendance. Delegates will be required to sign an attendance sheet on arrival for the training course they have been booked on and complete any necessary post-course evaluation.

There will be occasions where delegates may need to be substituted at short notice. Please notify the Quality in Care Team via gictraining@buckscc.gov.uk.

NON-ATTENDANCE

It is the responsibility of a delegate’s line manager to notify the Quality in Care Team that a delegate is no longer able to attend the course. The Line manager needs to send an email to: gictraining@buckscc.gov.uk.

Adequate notice is deemed as 14 days prior to start date of course.

All delegates that do not attend the course they have been booked on will be charged back to the employer.

COSTS FOR NON-ATTENDANCE

Non-attendance and cancellation of places on courses will be charged back to the PVI Employer as follows:

- Non-attendance without 14 days’ notice via email will incur a charge (the price to book onto the course or a minimum of £20).
- Cancellations made by email by the Line Manager more than 14 days in advance of the course starting will not incur a charge.
- Invoices will be sent out no later than 8 weeks after the course date.