

Organisational Development and Workforce Planning Team

Cancellation policy for internal training

(Training available on the GCC calendar of training and development programmes)

Booking a place on an internal development programme

The Training calendars listing the internal training programmes and dates, along with flyers providing further information appear on Staffnet and GCC site. The programmes can be viewed from the following links: [Corporate](#), [Staff working in Gloucestershire Care Sector \(Adults\)](#) and [Training and Development for Children's Workforce](#).

All employees and partners applying to attend an event must agree time off from the workplace for the **whole** duration of the programme with their manager. All bookings must be made through SAP, and have to be approved through SAP by the line manager. Where employees or partners do not have access to SAP, bookings should be made through Learning Service by emailing learning.service@wdr.co.uk or by phoning: 01403 212400

Cancellation charges

If cancelling a place is unavoidable, delegates need to cancel the booking through SAP. If they don't have access to SAP, they should contact Learning Service by emailing learning.service@wdr.co.uk or by phoning 01403 212400

Considerable disruption is caused when course participants are unable to attend, and it can lead to cancellation of courses at short notice. Due to the high level of last minute cancellations and non-attendance the following charges will be made for non-attendance:

- If a course delegate, with a confirmed place at an event, cancels a place within 10 working days of the event, or does not attend on the day, a charge of £75 per day or £40 per half day will be made. In line with our external providers and venues this will apply **whatever** the reason for cancellation.
- Additional charges may be made if specific trainer or venue costs are incurred as a result of a delegate cancelling.
- *Delegates who arrive late or leave early will also incur a cancellation fee.*
- If a delegate unavoidably cancels a place within 10 working days of the event, but the event still runs to full capacity, a charge will not apply. Therefore if a delegate cancels managers need to identify and release colleagues who can attend in their place.

These charges will be made direct to the delegate's manager. A quarterly list will be produced for Directors of delegates who cancel at less than 10 working days, or do not attend.

We aim to reduce non-attendance through these measures and will continue to monitor this going forward. In return we will monitor all course bookings. If the number of delegates on a course is low we will:

- make a decision at least 2 weeks before the start of the course if it is necessary to cancel due to low numbers,
- contact all participants who have booked on the course to give them as much notice as possible,
- suggest an alternative course or date that they can attend.