

## **DSAB Training - CANCELLATION POLICY**

### **Charging for non-attendance on training**

This guidance is designed to provide clarity and transparency for staff and their managers on our cancellation policy.

### **Why do we need to charge for non-attendance?**

It is important to make efficient use of our limited resources. All training involves administrative, trainer charges and venue costs. Once booking a training session we are committed to the costs of running the course. A decision to run a course is made on the basis of the booking take up.

It is unlikely that places vacated late due to cancellation will be filled through further advertisement. Therefore a cancelled place on the course is wasted and not available to someone else whom might have booked it. You will be charged for non attendance or cancelation unless exempted below.

- No charge will be made for course places that are cancelled more than 3 weeks before the course date. This period has been chosen as it represents a reasonable amount of time to fill your place and allow us to run the course as cost effectively as possible.
- You will **not** be charged if you send a suitable substitute delegate in your place.
- Other exceptional circumstances – Your line manager will need to set out why your circumstances were exceptional. High or sudden workloads are not considered exceptional circumstances.

Cancellation charges are applied in all other cases.

### **What will be the cost of the charge?**

The charge will be the full cost of the relevant course.

Charges will always be levied for any non-attendance on the training.

### **What should I do if I cannot attend the training that I have booked?**

If you are unable to attend for any reason please let the Safeguarding Adults Training Team know as soon as possible – preferably by calling the number on your booking confirmation email, or by emailing [safeguardingadultstraining-mailbox@devon.gov.uk](mailto:safeguardingadultstraining-mailbox@devon.gov.uk)

If you are cancelling on the day of the course please ensure that your manager, contacts the Safeguarding Adults Training Team on 01392 383000 and ask for Catherine Knight – before 8.30 am to allow us to inform the Trainer.

All non-attendance will be followed up with the individual's line manager for verification purposes. We will invoice for any non-attendance that doesn't meet the criteria detailed above, via our Finance Team.

Sickness must be notified on the first day of sickness when it is known that the period of sickness will include a training day.

**What if I don't receive confirmation of my course place?**

If you have made a course booking but not received confirmation within 7 days it is your responsibility to contact us. Not receiving a booking confirmation email will not be accepted as a valid reason for non-attendance and a charge will still be levied.