Children’s Workforce Development Training Programme
Charging and Cancellation Policy

**Introduction:**

A review of our cancellation policy has been undertaken and the changes outlined will be implemented from 1 September 2014.

Charges are made to all organisations and internal staff for non-attendance unless adequate notice has been given, as outlined below.

**Charging Policy:**

There is no charge for attending training courses and development activities which are offered in the Children & Young People’s Training Programme if you are employed by the council, including agency staff. However partner agencies, voluntary sector, schools and all profit making and independent organisations will be charged a fee of £100 per full day course and £60 for half a day / briefing session. This cost covers the venue charge, trainer costs and an admin fee. (Please refer to Appendix A to view the charging process flowchart).

Delegates from out of Borough, who do not provide services to Walsall children and young people, are also charged the above fees.

**Cancellation Policy:**

Children’s Workforce Development retains the right to operate cancellation fees. Charges are made to all organisations for late cancellations and non-attendance, unless adequate notice has been given, as outlined in this policy. (Please refer to Appendix B to view the cancellation process flowchart).

**A cancellation charge will be applied to the organisation/ service area if:**

- Notification of non-attendance is not received **within 3 weeks** of the date of the course or briefing session. The re-charge will apply even if the delegate re-books onto the same course scheduled at a later date.
- When the delegate is off sick and notification is not received before or on the day of the course / briefing session.
- No one attends in the place of the delegate.
- Non completion of an e-module within 60 working days.

**Rate of cancellation charges:**

- £105 per day (to cover the course and administration fee)
- £65 per half a day or briefing session
- £30 online e-Academy module
This is in line with the corporate cancellation fees, WSCB and Education Workforce Development.

No charge will be applied if:

- The delegate or someone on their behalf notifies the Workforce Development Team of the cancellation at least 3 weeks in advance of the course / briefing session by sending an email to childrensworkforcedevelopment@walsall.gov.uk (please keep a copy for your own records).
- The delegate is off sick and a member of the Workforce Development Team is notified either before or on the day of the course / briefing session.
- The delegate or line manager arranges for someone else to attend in their place.

Process for re-charging:

If you incur a cancellation charge, your organisation / service area will be sent an internal journal (internal delegates) or an invoice (external delegates) on a monthly basis.

Review

The policy will be reviewed annually to ensure the changes implemented meet the needs of the service.
Charging Process: **Delegate**

**Appendix A**

Delegate decides to attend a course
All courses are available to view online:
www.childrensworkforcedevelopment.co.uk

Is there a Charge?

- **No**
  - **Internal Delegate**
    All courses are free to council staff and agency workers.

- **Yes**
  - **External Delegate**
    Fee of £100/£60 (full day/half day) to attend any face to face training or £24 for an online e-module.

**Booking Form**
Booking form completed and sent to Childrensworkforcedevelopment.co.uk. If places are full then delegate will be added onto the waiting list.

**Course Confirmation**
Course confirmation is emailed to the delegate. A copy of the cancellation policy is available on the website. (21 days cancellation notice required)

**Post Course**
- **Internal Delegate**
  No further action unless did not attend (please see charging & cancellation policy (Appendix B))

- **External Delegate**
  Invoice sent out post course, even if the delegate did not attend. (unless 21 days notice given).

Children’s Workforce Development Cancellation Policy
May 2014 v1
Cancellation Process: **Delegate**

Delegate decides to attend a course. Booking form is completed and emailed to the Workforce Development Mailbox: childrensworkforcedevelopment@walsall.gov.uk

Course confirmation is emailed to the delegate. (If places are full then you will be added onto the waiting list and notified)

Canceration Notification

Canceration Policy
Please refer to the policy on the website: www.walsallchildrensworkforce.co.uk under ‘training’.

Delegate needs to cancel place on the course
Notification must be sent in writing (for audit purposes) to the Workforce Development Team at least 3 weeks in advance of the course.

Outcome
No charge and no further action.

Late Cancellation
(less than 3 weeks notification)
If the delegate is unable to attend a charge will be applied unless the line manager arranges for someone else to attend. This also applies if they are sick.

Re-charge

Internal Delegate
Line Manager will receive an internal journal at the end of each month.

External Delegate
Line Manager will receive an invoice in the post at the end of each month with the charge incurred.

No show
If the delegate does not attend without notifying the Workforce Development team, a charge will be applied. (£105 full day, £65 half day / briefing, £30 e-module non completion). This also applies if they are sick and notification is not sent to the team.