



Learning and Development Cancellation Policy

Introduction

This policy applies to all 'instructor-led' courses offered by Learning and Development held virtually or at a venue.

Charging Policy for Corporate and Adult Social Care courses

There is no charge for attending our learning and development activities which are offered as part of the Council's Corporate Learning and Development Programme and Adult Social Care Learning and Development Programme, unless otherwise stated in the event publicity.

These guidelines apply to **all** Walsall Council employees, agency workers, employees from partner organisations and independent and voluntary sectors that access our programmes to support the people of Walsall.

Charging Policy for courses specific to Children's Services Workforce

Please liaise with practicedevelopmenthub@walsall.gov.uk for information on charging and cancellation policy.



Cancellation charges

Learning and Development reserve the right to charge a cancellation fee for non-attendance or late cancellation on our learning and development activities, including briefing sessions, workshops, and development programmes.

- £105 per day (to cover the course and administration fee)
- £65 per half day, briefing session or part of day

As soon as a booking is made (on One Source or through a booking form) delegates and their manager accept the terms and conditions in this policy and should give full commitment to attending the learning activity.

This charge will be applied to the service area or organisation if:

- Cancellation request is received within 3 weeks of the activity, even if the delegate re-books on the same course or activity on a later date
 - This charge may be waived depending on the reason for cancellation
- Notification of sickness absence is **not** received prior to the start of activity
 - This can be made by the individual or someone on their behalf
- Delegate does not attend and no substitute is provided or notification of non-attendance not received
 - An appropriate substitute must replace the delegate. The trainer reserves the right to ask a delegate to leave the activity if it is not relevant to them. A cancellation charge may still apply.

Note that due to the nature of the council's business, Learning and Development do not accept conflicting priorities, workload pressures or staffing issues as a valid reason to waive a charge.



Charging Process

Before imposing a charge there will be a discussion with the delegate and/or their manager to determine whether the charge will be made.

If a charge is made, an internal journal transfer, or Invoice for external delegates, will be forwarded to the appropriate manager/establishment for payment.

Cancellations made by Learning and Development

Whilst every effort is made to run a scheduled learning activity, cancellation may be unavoidable. For example, insufficient numbers, unexpected availability of the trainer, or inclement weather.

In the event of cancellation, we aim to:

- Give delegates at least three working days' notice
- Inform delegates by email and/or telephone, leaving a message with a colleague or manager where appropriate
- Refer delegates to alternative dates or related courses
- Re-arrange the course for a later date if appropriate

If a delegate has booked an interpreter to support them during the cancelled activity, Learning and Development will pay any cancellation fee. It is the delegate's responsibility to cancel an interpreter and advise Learning and Development of any financial implications. This only applies to courses cancelled by us.

Please check with practicedevelopmenthub@walsall.gov.uk for children's services specific training as to their policy on cancelling courses.

Learning and Development, Human Resources

Email: learninganddevelopment@walsall.gov.uk

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