



Terms and Conditions for course bookings and attendance

Delegate responsibilities



All staff (internal and external) must have an active eCentral account to be able to book onto a course.

You are responsible for:

- Providing accurate and up to date information on your enrolment form
- Providing accurate and up to date information when booking on any of our events
- Updating the learning and development team of any changes to ensure our data is as accurate as possible.



Prior to booking onto an event you must discuss your request with your manager and ensure that it relates to your work, meets your current and future needs and needs of your service, including improving outcomes for service delivery.

You are responsible for

- Ensuring that the course is appropriate and you meet the identified target audience requirements
- Booking a place onto a course
- Managing your booking request and obtaining authorisation from your manager
- Notifying the learning and development team of any specific requirements

Please note that you may not be eligible for some courses and, in some cases, you may be charged to attend a course. If in doubt, please contact us via learninganddevelopment@walsall.gov.uk or telephone 01922 655678



It is your responsibility to read and understand our cancellation policy. By booking onto a course, you are confirming that you have read and agree to our terms and conditions, including our Cancellation Policy

- You must cancel your booking online, by email or telephone
- Where your cancellation is subject to a recharge, it will be the individual's service or organisation who will be liable for the full cost
- If you are unable to attend the training, a substitute can attend. However, the course must be appropriate to their learning needs. You should notify learning and development of any changes





You must attend all dates on multiple day courses and stay for the duration of the course. You must make appropriate arrangements to do so e.g. ensure adequate parking times and child care arrangements, etc.

- If unforeseen circumstances occur and you need to miss part of the course, you should notify the trainer as soon as possible. As per our cancellation policy, we reserve the right to issue a charge for partial attendance.

It is your responsibility to:

- Print off and bring with you any documents that you have been requested to bring when booking on the course, i.e. course workbook
- Complete pre-course reading or tasks set before attending the course
- Arrive punctually at the venue allowing for registration. If you arrive late, we reserve the right to refuse admission and to issue a charge
- Confirm your attendance by signing the register
- Return punctually after scheduled breaks. We reserve the right to issue a charge for anyone who does not return after a scheduled break
- Show a willingness to engage and participate in the learning and contribute fully
- Maintain confidentiality, within agreed parameters, at all times. Where you feel that it is in the interest of either the organisation or service delivery to breach confidentiality, discuss this in the first instance with your facilitator and/or line manager
- Respect others around you. Where differences of opinion arise, challenge the point of view honestly and respectfully not the person. Rudeness to other delegates and the facilitator is not acceptable
- Refrain from texting, emailing, receiving and making telephone calls during the course. Please discuss with the facilitator prior to the course if you are unable to adhere to this

We reserve the right to remove any delegate displaying disruptive behaviour and to issue a charge.





The Learning and Development team will always aim to meet the specific access requirements of individuals. This includes:

- Auditing access facilities at training venues
- Providing handouts in large print

Any special requirements must be clearly stated at the time of booking.

The team are unable to provide interpreters at courses. These must be booked and paid for by the individual's service area/organisation



After the course, Learning and Development will validate attendance through the signed register. Failure to sign the register may mean that you are charged for non-attendance.

It is your responsibility to:

- Complete an online evaluation of the event
- Complete any required post learning activity within the required timeframe
- Print off your certificate of attendance, if required



- Some courses require you to sit a short test, for example Food Hygiene and First Aid. Certificates will only be sent once you have passed the exam, and evaluated the course
- Accredited courses require full-time attendance in order to achieve certification. Learning and development will arrange for the distribution of accreditation certificates



Data Protection Notice

The learning and development team is committed to protecting your privacy, and takes its responsibilities regarding the security of our delegates' information very seriously. The information provided by you when requesting or accessing our training is required for the purposes of service delivery, contractual obligations, course selection, monitoring, statistical returns, course and trainer evaluation and non-attendance reporting. The authority may pass certain details to third parties who work with the Council on Learning and Workforce Development. The Council is also under a statutory duty to share information with Government Agencies and or other parties where there is a legal or justified requirement to do so and to find out more about how we use your data please visit our Data Protection Pages at

https://go.walsall.gov.uk/about_the_council/data_protection





Learning and Development responsibilities



- For external staff: we will endeavour to process your booking form in a timely manner
- For internal staff: we will support with any queries regarding the booking process
- An account will be created for any new users based on the information supplied on the enrolment or booking form, and details forwarded to the individual or their manager as appropriate



- On occasions it may be necessary for us to cancel a course. Should this be the case, we will give as much notice as possible
- Course cancellation correspondence is automated through eCentral and an email will be sent to the address provided for the individual's account



- Unfortunately we are unable to provide lunch on our courses. Where possible we will provide details of where to purchase food either at or near to the venue
- We will provide hot and cold drinks on most of our courses



- A register is taken at all of our courses to validate attendance
- We will endeavour to process this as soon as possible so that delegates can access their certificates
- Where a recharge is required for non-attendance we will endeavour to raise the invoice or journal transfer in a timely manner



- Certificates of attendance are created through eCentral and are not issued or retained by Learning and Development
- We will endeavour to process certificates for accredited courses in a timely manner. These will be sent to the address provided for your profile or on your booking form

Contact us



Learninganddevelopment@walsall.gov.uk



01922 655678

