

Education Academy Course Terms and Conditions

The following are the Terms and Conditions for courses offered by the Education Academy. All staff are required to comply with these when booking / attending courses.

Course Bookings

1. It is the responsibility of the delegate to have spoken to and gained permission from their line manager prior to booking onto a course.
2. Managers **must** have authorised attendance at a course prior to booking.
3. Course confirmations and notifications will be sent to both the delegate and line manager when booking is complete.
4. A text reminder will be sent to all delegates prior to the course taking place.
5. It is the responsibility of the line manager to ensure that staffing is adequate to release staff to attend.

Cancellations

1. A line manager can cancel a course booking at short notice if service demand requires this but depending on the timeframe, may be subject to a cancellation fee.
2. Cancellation fees are as follows:

Cancellation / DNA made in less than 14 days of course taking place	£100 charge per delegate
Cancellation / DNA made more than 30 days' notice	£50 charge per delegate
Cancellation made more than 30 days' notice	No Charge



3. Occasionally, unforeseen circumstances such as trainer sickness results in a course having to be cancelled on the day. On the rare occasion that this happens, delegates will be given priority and offered the next available course date.
4. Cancellation / DNA charges will be made monthly and notification will be sent to the departmental manager / budget holder of charges incurred.

Attendance

1. Courses will start promptly at the advertised time.
2. Delegates that arrive late may not be allowed to join the course at the discretion of the trainer and will be required to return to their workplace. (This is because vital material could be missed by latecomers putting these delegates at a disadvantage as well as disruption to other delegates and trainers).
3. If staff booked onto a course do not attend for any reason and fail to notify the Education Academy of this, a cancellation / non-attendance fee will apply.
4. Staff that fail to attend on the day will be removed from the waiting list and will need to re-apply for the course.

