

Training Terms and Conditions Summer 2009

The objective of these terms and conditions is to ensure maximum attendance of all courses and to outline the agreement made when signing the booking form to protect both parties.

Conditions applicable:

1. These conditions apply to all Trafford SureStart course bookings as detailed in the Learning and Development Programme. When signing, dating and submitting the training booking form you are agreeing to the terms and conditions stated. Failure to comply with these terms and conditions may result in access to training being refused.

Price and Payment:

2. The majority of the courses detailed within the training guide are fully funded by Trafford SureStart with no payment required from the delegate/setting. Certain courses however do carry professional administrative fees payable at the time of booking. Currently this fee is **£15.00** and must be received before a booking form can be processed. This is a **non-refundable** deposit to secure a place and ensure full attendance and compliance with mandatory courses. In the event of a cancellation being received within the accepted cancellation timescale this deposit will **not** be refunded however it can be transferred to an alternative future course. Cancellations received outside of the agreed timescale will not be eligible for a refund or transfer to an alternative course.

Booking Form:

3. A booking form must be received from each delegate with all sections completed in full, signed and dated by the delegate **and for settings a manager/responsible person** is required to sign for authorisation and agreement to the terms and conditions. For childminders, only one signature is required. The booking form must be sent to the training administrator no later than **five** working days prior to the course. Failure to do so may result in places not being available.

Confirmation:

4. Once an application form has been processed the training administrator will send out a confirmation letter within ten working days. This letter will indicate if a place has been secured and delegates **should not** attend a course without prior confirmation. Please be aware that if you have not received a confirmation letter within 10 working days from sending in your booking form, it is your responsibility to contact Trafford Sure Start and confirm if a place has been reserved. Failure to do so may result in a non-attendance charge being issued. If you are not allocated a place then you will automatically be put on a reserve list and given priority for booking onto the next course providing a booking form is received for that term.

Cancellations:

5. Cancellations are accepted providing they are received no later than **five working days** prior to the course date. For example, if your course is on a Thursday evening, you must cancel before Thursday evening of the previous week. All cancellations must be made by telephone to the training administrator between office hours (Monday to Friday 8.30am – 4.30pm) on 0161 912 3249.

Each cancellation will be acknowledged with a cancellation reference and no further charges will be incurred. Cancellations made without giving five working days notice will incur a **£30.00 charge**. For practitioners employed by a setting, the charge will be made to the setting and not the individual. For childminders, the charge will be made to the individual.

Trafford SureStart accepts that sometimes there will be occasions where delegates are unable to attend a course under extreme circumstances that are beyond their control. In this situation each case will be looked at on an individual basis. Please be aware that the normal course of action for non-attendance for whatever reason will usually result in a **£30.00 charge** and waivers are at the discretion of Trafford SureStart.

If in exceptional circumstances Trafford SureStart are required to cancel a course we will aspire to contact each delegate/setting at least five days prior to the event. When doing so we will use the contact details provided on the training booking form therefore it is vital these details are accurate and fully completed.

Our aim is to give five working days notice for all cancellations, however, in extreme circumstances we may need to cancel a course at short notice for reasons beyond our control. In this situation we will endeavour to contact each delegate to inform them of the cancellation.

For courses cancelled by Trafford SureStart there will be no further cost incurred by delegates. If a delegate has incurred travel costs for attending a course that was cancelled, Trafford SureStart will reimburse the cost providing a receipt is received. Any other costs incurred should be reported and discussed with Trafford SureStart and will be considered on an individual basis and the decision made at the discretion of the SureStart Officer.

Non-arrivals:

6. Delegates who do not attend the event will be charged a **£30.00** non-attendance fee. If the practitioner is employed by a setting, this charge will be made to the setting rather than the individual. For childminders, the individual will be charged. If the practitioner fails to attend two or more courses, access to training may be withdrawn.

Availability:

7. We aim to provide settings and childminders with a variety of opportunities to access courses and meet the needs of PVI providers. The allocation of places is done on a first come first served basis with settings normally receiving a maximum of two places, per course for each term. However courses categorised as 'mandatory' (as detailed in the introduction) have limited places to **one per setting**. This is due to the demand and legislative requirements for these courses.