

## Training Terms and Conditions Autumn 2010

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 Sure Start 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 programme are fully funded by Trafford Sure Start with no payment required from the delegate/setting. Some courses have a fee of **£15.75** and this is clearly indicated on the course structure. This is a **non-refundable** deposit to secure a place and ensure full attendance on mandatory courses. Once you have been allocated a place on a course, you will receive a confirmation letter with a reference number to be used when making payment. Payments can be made by debit or credit card online at [www.trafford.gov.uk/ldp](http://www.trafford.gov.uk/ldp) or by telephone. Alternatively, you can post a cheque quoting your reference number on the reverse. You must pay the **non-refundable** deposit within 5 working days of the date of your confirmation letter. If you do not pay within this time scale, you will lose your allocated place. 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 Workforce Learning Assistant 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 Workforce Learning Assistant will send out a confirmation e-mail or letter within 10 working days. This confirmation 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 e-mail or letter within 10 working days of sending in your booking form, it is your responsibility to contact Trafford Sure Start and confirm if you have been allocated a place. Where bookings are received less than 10 working days before the start of a course, it is still the delegate's responsibility to contact Trafford Sure Start to find out if they have been allocated a place. In this instance, delegates are advised to telephone the Workforce Learning Assistant the day before the course starts. 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.

### **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 Workforce Learning Assistant 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 **£31.50 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 Sure Start 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 **£31.50 charge** and waivers are at the discretion of Trafford Sure Start.

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

### **Non-arrivals:**

**6.** Delegates who do not attend the event will be will be charged a **£31.50** 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.

## Terms & Conditions - Frequently Asked Questions

### **What if I don't receive a confirmation letter after applying for a course?**

Trafford Sure Start send out confirmation letters in the post within 10 working days of receipt. This letter will either confirm your place on a course or it will let you know you are on a reserve list. If you do not receive a letter 10 working days after submitting your application, it is your responsibility to contact the training administrator.

### **What is the latest time I can cancel a course without receiving a charge?**

To avoid a charge, if you are unable to attend a course you need to give five working days notice of cancellation. This means if your course is on a Tuesday evening, you need to cancel before Tuesday evening of the week before.

### **What is the process for cancelling a course?**

To cancel a course you must telephone the training administrator between 8.30am and 4.30pm and obtain a cancellation reference number. This number is your proof that you cancelled your course and should be kept safe. If you cancel without giving five working days notice, you will not get a cancellation reference number.

### **When will I be charged any non attendance or late cancellation fees?**

All non attendance and late cancellation fees for a term are processed in the following term. You will receive a letter detailing fees which you are being charged and given a date by which they must be paid. If you do not pay by this date, you will be issued an invoice from Trafford Council and the debt will be collected by Trafford Council's Income and Recovery section.

### **Who is responsible for paying the non attendance or late cancellation fee?**

Childminders are responsible for paying their own fees. For staff working at any other setting, it is the setting who will be charged. This is stated in the terms and conditions. The authorisation signature which is required from a supervisor confirms that the setting is agreeing to these terms and conditions. Settings may wish to implement their own internal policies for recharging staff members who do not attend courses.

### **What if I am charged a non attendance fee for someone who no longer works at my setting?**

The authorisation signature provided by the supervisor of a setting on the booking form constitutes acceptance of the terms and conditions. Settings are always responsible for fees where they have provided an authorisation signature. To avoid responsibility for any future fees, settings should contact the training administrator if a staff member who is booked onto future courses leaves their setting. Using your wall planner will make this easier to work out.

### **What if I am booked onto a future course but then I leave the setting I work for?**

You must contact the training administrator. To retain your booking on the future courses, you will need to obtain a new authorisation signature from the supervisor at your new place of work.

### **What if I am charged for non attendance but I did actually attend the course?**

Non attendance fees are charged to people who have a confirmed booking but who do not sign the register at the course. It is very important that you always sign the register. For courses over more than one session, there will be a new register at each session and you must always sign in. If you do not sign the register, it is very difficult to prove you attended a course and you may still be charged the non attendance fee.