



Walsall Safeguarding Partnership (WSP) **Course Charges and Cancellation Policy**

Course Charges

Courses are free to all partners and the community and Voluntary Sector agencies. All profit making and independent organisations, and Private Registered Housing Providers are charged the following:

| Type of Training delivered | Full day Training | Half Day training or Briefing |
|----------------------------|-------------------|-------------------------------|
| Face-to-face Training | £100 | £50 |
| Virtual Training | £50 | £25 |

Delegates from out of Borough, who do not provide services to Walsall children and young people, are also charged the above fees.

Conditions of Booking

All training courses and conferences are free to attend. However, to discourage non-attendance there is a cancellation fee.

- Managers' permission must be obtained to attend a Walsall Safeguarding Partnership, Learning and Development course.
- Delegates must book and manage their own account.
- Line Managers email address must be provided at the time of booking.
- Delegates must not attend any later than 15 minutes either Face-to-face or Virtual and must take responsibility for their own learning.
- Delegates must ensure that they sign the attendance register. Failure to do so may result in a non-attendance charge being made.
- Invoices for non-attendance/re-charge will be automatically applied.

Cancellation Charges

WSP retains the right to operate cancellation fees. Charges are made to all organisations for late cancellations and non-attendance, unless adequate notice has been given, as outlined in this policy.

No charge will be applied if:

- The delegate, or someone on their behalf, notifies the WSP Training Administrator of the cancellation at least 2 days in advance of the course / briefing session.
- The delegate has a sickness absence and the WSP Training Administrator is notified either before or on the day of the course / briefing session.
- The delegate or their Line Manager arranges for someone for whom the training is appropriate to attend in their place, however WSP training Administrator MUST be notified of this change.

A cancellation charge will be applied to the service area if:

Notification of non-attendance is not received within 2 days of the date of the course or briefing session. The charge will apply even if the delegate re-books onto a later date.

When the delegate has a sickness absence and notification is not received before or on the day of the course or briefing session.

No representative attends in the place of the delegate.

Rate of cancellation charges

| Type of Training delivered | Full day Training | Half Day training or Briefing |
|----------------------------|-------------------|-------------------------------|
| Face-to-face Training | £100 | £50 |
| Virtual Training | £50 | £25 |

Process for re-charges

Cancellation charges will be issued on a monthly basis to individual agencies via their Line Manager who they identified at time of registration.

Late Arrival/Leaving Early

If you are more than half an hour late a non-attendance charge may be levied and you will not be permitted to stay for the duration of the course.

Delegates, who leave early, with more than one hour of the course remaining will be deemed to have not completed the training and therefore, will not receive certificate of attendance.

Appeals Process

Walsall Safeguarding Partnership are committed to reducing the level of non-attendance and late cancellations. It is accepted there will be exceptional circumstances when delegates are justifiably unable to attend at short notice. Delegate's line managers are expected to appeal in writing to the WSP Practice Improvement Manager within 5 days of receipt of notification of non-attendance. Appeals will be considered on a case by case basis.

For all enquiries please contact: WSPTraining@walsall.gov.uk