

# Training Cancellation Policy

## Introduction

Since the establishment of the Birmingham Safeguarding Children Board in April 2006, thousands of professionals have benefitted from attending multi-disciplinary safeguarding and child protection training. Last year over 2,500 delegates attended multi-agency safeguarding training events.

A recent workforce analysis identified there are 60,000 professionals working in Birmingham with children and young people.

## Purpose

Birmingham Safeguarding Children Board (BSCB) is committed to ensuring that it delivers high quality targeted multi-agency training for key professionals who can impact on safeguarding and promote well being of children and young people.

BSCB courses are heavily over-subscribed. Delegates are carefully selected to ensure the right training is delivered to the right people in agencies that can make a difference in safeguarding children. The extensive training programme is costly both financially in terms of commissioning trainers, administration, refreshments/catering and venue costs. The purpose of this policy is to maximise our attendance capacity on all courses/conference. Although there is no charge to delegates, agencies contribute significant funding each year towards multi-agency safeguarding training. Disappointingly from November 2007 to February 2009 417 training places were lost through non-attendance preventing other colleagues attending this important training.

This cancellation policy will take effect from the 1<sup>st</sup> January 2010 and will apply to all courses and conferences co-ordinated and delivered by the Birmingham Safeguarding Children Board. The charging policy should be read in conjunction with the Multi-Agency Training brochure 2009/10. The cancellation policy will be reviewed by the BSCB Training Steering Group on an annual basis.

## Cancellation Policy

From January 2010 the BSCB will implement a cancellation policy to recover costs incurred for non-attendance. If a delegate fails to attend a course or conference without cancelling charges will be incurred, unless there are extenuating circumstances.

### CANCELLATION BY THE CLIENT

Charges will be applied during the following frames: -

Notice of Cancellation	% of confirmed charges	Full Day Charge	Half Day Charge
20 working days notice	50%	£50	£25.00
10 working days notice	75%	£75	£37.50
5 working days or less	100%	£100	£50.00

#### Note

- If an agency can find an appropriate substitute they will **not** be charged.
- All income generated will be reinvested on further training programmes.

## Delegate Responsibility - Cancellation Procedure

When a delegate is unable to attend a course or conference they must inform their Line Manager immediately and inform the BSCB Training Co-ordinator via [contactus@lscbbirmingham.org.uk](mailto:contactus@lscbbirmingham.org.uk) no later than **five working** days prior to the course conference date.

## Non-Attendance on a Course/Conference

Non-attendance will be monitored and where a substitute delegate did not attend a charge would be incurred in accordance with the Charging Policy.

Delegates will be required to sign in at the start of each training course/conference. BSCB Training Co-ordinator will notify Line Managers via e-mail of those delegates who failed to attend, and agencies will be invoiced in accordance to Birmingham City Council financial regulations and procedures.

## Leaving Early

Delegates who leave early with more than a one-hour left to run on the course not be deemed to have completed the training and will **not** receive a training certificate for their personal development portfolio.

## Appeals Process

The BSCB 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. Delegates Line Managers are expected to appeal in writing to the BSCB Administration Manager within 5 working days of receipt of notification of non-attendance. Appeals will be considered on a case by case base.

## Delegate Responsibility

Proof of a delegate's attendance will be gained from the register that the trainer will distribute at the start of a course/conference event.

- Delegates will be required to produce a course confirmation letter/email on arrival/registration
- Delegates must ensure that they sign the attendance register on arrival.
- If a delegate has replaced another member of staff that was due to attend they must advise the trainer.

## Non Compliance with Cancellation Policy

Organisations failing to comply with the BSCB cancellation policy will not be able to access future BSCB training.