

BSCB Non-Attendance/Cancellation Charging Policy: Frequently Asked Questions

Why is this charge being introduced and when will it be applied?

The demand for places on training courses is high and we want to make sure every place booked is a place used.

We incur costs in order to provide courses and need to be assured that we are spending our budget wisely.

A cancellation charge will be applied for **all places** unless:

- Notice of the need to cancel the place has been received on Evolve or by the BSCB Training Administrator [by email or telephone] at least 5 working days prior for ½ and 1 day courses or at least 10 working days prior for 2 day courses.
- You/your agency have identified a suitable substitute to attend in your place.

An appeal for exceptional circumstances will be considered by the [BSCB Manager](#).

Will all organisations be liable to the charge?

Subject to the conditions outlined above, **ALL** agencies will be charged for cancellation/non-attendance on BSCB multi-agency training courses.

What is the charge and how will it be collected?

The charge is:

- £50.00 for half day/one day courses
- £100 for two day courses

The training course application form requests invoicing details which will be used when a charge is incurred. For council staff, the charge is taken out of the team financial code listed for the attendee on the system.

All applicants should have discussed their booking and the potential financial implications of this with their line manager prior to booking on a course.

If I am unable to attend a training course how do I cancel my place?

Internal council colleagues - log into your Evolve account via Bradnet and select the option to cancel your course place. Alternatively you can contact the BSCB Training Administrator via the telephone or e-mail details below.

External colleagues – please contact us via the telephone or e-mail details below.

Please cancel the place as soon as possible and at least 5 working days for a half/full day course or 10 working days for a two day course to avoid cancellation charges to avoid incurring a charge.