



TERMS AND CONDITIONS FOR ICT TRAINING AND DEVELOPMENT EVENTS



ICT Training and Development Service

By publishing the course ICT Training and Development Services guarantees:

1. To run the course as long it has at least three valid bookings
2. To keep the course open to bookings unless:
 - a. It is full
 - b. Less than three people have confirmed a booking by 09:30am, 5 working days before the course (please note: unapproved requests are not deemed confirmed bookings)
3. ICT Training and Development Services will minimise situations when a course cannot run and will offer alternative arrangements to suit each delegate. These situations include:
 - a. Trainer illness
 - b. Venue issues outside the control of ICT Training and Development ServicesICT Training and Development Services will endeavour to inform delegates as quickly as possible in the event of a course cancellation using telephone and email.

Delegates

By booking a place on the course the delegate (and if applicable, their Manager) agrees that:

1. He/she will be able to attend for the full duration of the event
2. He/she will be in a frame of mind conducive to learning

Charges

eLearning modules - are provided free of charge.

Face to Face courses – For most WCC employees, some courses are offered at no additional cost as they may be part of the corporate levy charge, however if charges are to apply, individual courses should state this. This does not include schools (usually we-learn address), police and probation as they are charged to attend our courses as follows:-

- £25 per 1.5/2 hr session
- £50 for a 3 hr session

- £80 for a full day session

For the Private, Voluntary & Independent Sector (PVI) and Agency Workers the organisation will be charged a fee plus VAT for each confirmed place. Individual courses will specify charges for attending.

Note: non-attendance or a cancellation within 14 days before the course will result in a charge being made even if no charge for course applies – please see full details in Cancellations/Substitutions/FTA section below.

Cancellations/Substitutions/Failure to Attend (FTA)

1. Non- attendance (FTA) or a cancellation within 14 days before the course date will result in a minimum £75 fee charged for a full day course and £35 for a half day course. Note: All bookings MUST be cancelled through WILMa as just removing from your Google calendar will not cancel your place. Any bookings showing in your Google calendar will need to be removed manually.
2. Substitutions will be accepted at any time
3. It is understood that Warwickshire County Council is a unique institution, the business of the Authority must take priority and situations arise where it is imperative that individual schedules change at short notice. Equally, illness and other situations outside the control of individuals cannot be anticipated.

The following measures will be taken in the event of a failure to attend:

1. A note will be sent to the line manager informing them of the FTA. The line manager will judge the circumstances and take the necessary steps, informing ICT Training and Development Services, who will take no further action
2. If an FTA pattern forms for an individual or department a note will be sent to the appropriate senior Manager who will judge the circumstances and take the necessary steps, informing ICT Training and Development Services who will take no further action
3. If the FTA continues, under advisement from ICT Services and the appropriate HR department, further action will be taken to address the non-attendance
4. ICT Training and Development reserves the right to charge an appropriate administration fee to the individual's cost centre.