

City of Doncaster Council Adult Social Care Training Booking Terms and Conditions

Booking a place on City of Doncaster Council (CDC) Adult Social Care training events will result in automatic agreement to the following terms and conditions (unless stated otherwise)

1. The Training Offer

- 1.1. All E-Learning, classroom and virtual training courses offered by the CDC are currently free of charges, (unless otherwise stated) for members of the Adult Social Care Workforce as defined in the Workforce Strategy, i.e. for people who provide care or support to adults within the City of Doncaster. **However, it should be noted that cancellation charges may apply (see 4.1 below).**
- 1.2 This offer does not currently include recruitment agencies but please contact us if you would like to discuss this.
- 1.3 This offer is not open to people who do not provide care or support to adults in Doncaster, as defined above.
- 1.4 The full cancellation charge will be applied to anyone who does not meet the definitions in 1.1 and 1.2 (see 4.1 below) for the course and any wilful misrepresentation to avoid payment of this fee will be treated as fraud.

2. Booking on Classroom and Virtual Training

- 2.1 Before booking courses for yourself, you must obtain your manager's permission to attend. **By booking you are confirming that you have authority from your employer to do so** and we have no obligation to check you do in fact have such authority.
- 2.2 You must notify us of any special requirements at least 5 days before the event, as requested in the joining instructions.
- 2.3 If a delegate arrives late for a course, is absent for some of the session(s) or does not behave in an appropriate and respectful manner towards the trainer, venue staff and other delegates we reserve the right to refuse access to or remove them from the training. **If we feel the delegate will not gain sufficient knowledge or skills in the time remaining, the full cancellation charge will be applied (see 4.1 below).**
- 2.4 Most courses can be booked through the 'Developing You' system at <https://doncaster.learningpool.com>.
- 2.5 Confirmation of bookings will be sent immediately on booking and joining instructions will follow 7 calendar days before the event to both the delegate attending, (if a valid email address has been provided) and the manager (if a named manager is in place on 'Developing You' and a valid email address has been provided for them).
- 2.6 Please ensure a valid email address has been provided for either the delegate or for a properly assigned manager on 'Developing You' before booking places on virtual training courses. This is required to receive the virtual meeting link. **Any delegates failing to attend a virtual course because no valid email address has been provided will incur a cancellation charge (see 4.1 below).**

3. Cancelling Classroom and Virtual Training

- 3.1 For Adult Social Care courses booked through the 'Developing You' booking system, you can:
- access the booking and cancel places yourself on 'Developing You' OR
 - ask your manager to cancel the course place on 'Developing You' (if they have requested and been given access to do this) OR
 - notify the team in writing of your wish to cancel the place by emailing awft@doncaster.gov.uk
- 3.2 Cancellation notice will be accepted from the date that it is received.
- 3.3 If your manager has another member of staff who can take up your place on the course/event, then he/she can:
- alter the booking themselves on 'Developing You' making it clear that a substitute is taking a cancelled place
 - notify the team in writing by emailing awft@doncaster.gov.uk
 - if the substitution is made at the last minute, send their substitute on the course. *It must be made clear either on the sign in sheet (for classroom courses) or to the trainer (for virtual courses) the new delegate's name and who they are substituting for.*

If this is possible, then no cancellation charge will be imposed.

4. Cancellation Charges

- 4.1 Whilst our course places are offered for free, there is still a cost to the CDC to provide these. Cancellation charges will therefore be applied for all cancellations or non-attendance as detailed below (*unpaid family carers and Personal Assistants who are employed directly by the people they care for are exempt from these charges*):

Notice Provided	Charge Applied
7 Clear days' notice or more (168 hours)	No Charge
Up to 7 clear days' notice	£50 for courses up to 4 hours in length £100 for courses over 4 hours in length and up to 1 full day

- 4.2 We will (where possible) quote the delegate's name given at the time of booking (or subsequent amendment if known) on any invoices issued for cancellation charges. The invoice will always be addressed to the employer / manager. **We will not pursue the employee to repay the invoice on employer's / manager's behalf.** If you do not think the charge should be imposed, then any representation as to why, should come from the employer / manager and be sent to awft@doncaster.gov.uk. **We will not accept any challenges to the charge from the employee.**
- 4.3 All cancellation charges shall be deemed to be a debt due to the CDC and payable within 30 days of written demand ('The Due Date'). In the event that such payments are not made to CDC in full and/or by the Due Date, CDC at its absolute discretion reserves the right to suspend Staff accounts and/or any course bookings already made, or course bookings that are subsequently made until repayment of the debt is made in full.

We are happy to work with an organisation to try to find a way to reduce the risk of charges being applied, however it is the responsibility of an organisation to monitor the staff and pay any outstanding charges. It is not the responsibility of CDC or the Adults Workforce Team to chase staff for the reimbursement of these charges.

5. Exceptions for Illness

- 5.1 If, in accordance with the most up to date government guidance, you are required or recommended to self-isolate or not attend work due to an infectious illness, **you must not attend any face-to-face training courses.**
- 5.2 Anyone who is required to self-isolate or who cannot attend due to illness will not be charged for non-attendance or cancellation ***providing they have informed us prior to the course start date/time as per 3.1 above.***

6. What if the Council cancel courses?

- 6.1 We work hard to maintain a viable training offer for the local Adult Social Care Workforce. To help us do this, we require minimum numbers on courses to be met. Where minimum numbers have not been met, we reserve the right to cancel/postpone courses.
- 6.2 A general assumption is that we will postpone a course if there are fewer than 7 delegates booked on, 10 clear days before the course is due to run. However, this will be at the discretion of the Workforce Development team and will vary depending on the course and maximum delegate numbers. You will be given the opportunity to book another course place where this is possible.

7. Courses booked via Rotherham HR Service Centre / YourHR

Any CDC course not bookable via 'Developing You' will be clearly indicated on the 'Developing You' site.

- 7.1 These courses can be booked by emailing the Rotherham HR Service Centre at hrpdoncastertraining@rotherham.gov.uk. You can amend bookings or send substitutes in place of booked delegates. NB. CDC staff should book on these courses via Your HR (and not via Developing You).
- 7.2 You can phone 01709 808201 with any queries however, all bookings must be made by email. If you do not have an email address or IT access, either your manager, employer, or the Adults Workforce Team (01302 736576 / awft@doncaster.gov.uk) may do this on your behalf. Booking / event details will be sent to the email address provided around 10 working days before the event, but we may be able to post information to an address given when booking.
- 7.3 To cancel or send a substitute on any of these courses you must email hrpdoncastertraining@rotherham.gov.uk. Doncaster Council staff should always use YourHR to cancel their place.
- 7.4 Cancellation charges will be applied for all cancellations or non-attendance as detailed below:

Notice Provided	Charge Applied
7 clear days' notice or more	No charge
Up to 7 days' notice	Charges vary from around £34 to £163 per course

For any queries regarding these terms and conditions and our training events, please e-mail awft@doncaster.gov.uk or phone (01302) 736576.