



Adults Children and Education

Course Attendance and Cancellation Policy

1.0 Background

1.1 The Workforce Development Unit (WDU) facilitates the provision of training across the whole of the ACE workforce. The level of facilitation varies between service areas but as a minimum includes the administration and management of courses. Courses are usually commissioned directly by WDU on behalf of services in response to identified training need.

1.2 Any member of the workforce providing services to adults and children in the York area are eligible to attend courses provided by WDU.

2.0 Policy

2.1 The purpose of this policy is to:

- Reinforce the value and importance of workforce training and development opportunities
- Ensure maximum possible attendance on courses by delegates to make the best use of the resource invested in providing training courses to the workforce.

2.2 To achieve this purpose from 1 November 2011 the following cancellation policy will be introduced that immediately replaces any previous cancellation policies in existence.

2.3 The ACE WDU cancellation policy is:

**ACE Workforce Development Unit
Mill House
North Street
YO1 6JQ
Tel: 01904 553017
Fax: 01904 554446
E-mail:WDU@york.gov.uk**



- i. All applications for attendance on an ACE-WDU training course must be approved by the applicants line manager
- ii. All cancellations must be approved by a delegates line manager (or authorised representative) who is required to inform WDU if a delegate cannot attend training – cancellation will be confirmed by e-mail to the delegate and line manager/authorised representative
- iii. All cancellations within 5 working days of the start of the course **or** non attendance will incur an automatic cancellation fee of £50 per training course place charged to the delegates organisation or service
- iv. The only permitted exceptions to this charge will be: illness preventing attendance at work (and therefore the training course); bereavement; having to attend court in a professional capacity
- v. WDU will continue to notify line managers of delegates non-attendance and work proactively to ensure all parties are aware of and identify any legitimate reasons for cancellation/non attendance
- vi. Substitute delegates are acceptable but notification of substitutions is required a minimum of 5 working days prior to the course start date. ACE- WDU reserves the right to charge an administration fee of £10 if notice of substitutions is received within 5 working days of the start of the course.

Adults, Children and Education Directorate Management Team

November 2011

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