

Reading Borough Council
Learning and Workforce Development
CHARGING AND CANCELLATION POLICY

This policy applies to all delegates accessing Reading Borough Council's training programme.

The charging policy has effect from 1st November 2018. This may be subject to future review.

Course duration	Fee for schools and other partners	Fee for PVI sector*	RBC staff
Full day	£66	£33	£0
Half day	£33	£33	£0
<2.5 hours	FREE* Schools £33**	FREE*	£0

Reading Borough Council staff do not pay to attend courses delivered by Learning and Workforce Development.

Brighter Futures for Children staff can access some courses free of charge, for more information please contact training@brighterfuturesforchildren.org.

Private, Voluntary and Independent sectors: courses are offered at a subsidised rate of £33 per person per half or full day. Sessions of less than 2.5 hours are free of charge. There may be some exceptions which will be advertised with the course information.

There is no charge for unpaid carers and Personal Assistants employed directly by the service user to attend training courses - contact training@reading.gov.uk to check if you are eligible.

Schools and other Local Authorities: courses are offered at £33 per person for up to a half day and £66 for a full day.

**Schools who are part of the Health & Safety Service Level Agreement are not charged for Health & Safety training of less than 2.5 hours.

Health Trusts: limited free places may be available to staff working in the west of Berkshire for Berkshire Healthcare NHS Foundation Trust and Royal Berkshire Hospital NHS Trust on selected courses. We may exercise discretion to apply charges; this will be stated in the course information and for further information please contact training@reading.gov.uk

CANCELLATIONS

To cancel a place:

Reading Borough Council and Brighter Futures for Children

The delegate must cancel the place using [iTrent Employee Self Service](#) or via their manager using [iTrent Manager's Self Service](#).

External delegates

Cancellation must be made by email to training@reading.gov.uk by the delegate or their manager. No telephone cancellations will be accepted.

Cancellation 7 days or MORE before the course date: there is no charge for cancellations that meet these requirements.

Cancellation LESS than 7 days before the course date or non-attendance: there is a charge of £75.00 per person per training day unless there are exceptional circumstances.

Unforeseen circumstances:

The place must be cancelled as above and consideration will be given to waive the cancellation charge, at the discretion of Learning and Workforce Development.

Cancellation charge is **unlikely** to be made where:

- there is a personal or family emergency
- compassionate leave has been given
- delegate has reported sick. It is the responsibility of the line manager to report the absence to Learning and Workforce Development by email before or on the day of the training event.

Charges will be made where there is non-attendance due to:

- other work pressures
- annual leave bookings
- course booked in error
- applicant forgot or went to wrong location

Substitutions

Internal staff must cancel their place using iTrent Self Service and the substitute must book their own place.

External delegates: substitutions are accepted in advance by email to training@reading.gov.uk

Pre-course learning

For courses where pre-course learning is a requirement, delegates are required to complete the pre-learning activities at least 2 working days prior to the classroom course so that completion can be monitored. Failure to do so, delegates will not be accepted onto the classroom course and a £75.00 per day will apply.

Internal staff: details of pre-course work will be available on iTrent ESS. The delegate is responsible for ensuring they have met the requirement prior to the classroom session.

External delegates: Learning & Workforce Development will email you the details of pre-course work.