



BOOKING GUIDANCE & CHARGING POLICY

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BOOKING A TRAINING PLACE

The Sefton Corporate Learning centre offers two different types of training:

1. Face to face training where attendance is required at our training centre.
2. Online Learning through our e-Learning portal.

Training places can be accessed via Sefton's Online Training Booking System available at <https://seftonclc.melearning.university/user/login>. Using the Booking System you will be able to:

- Access training information
- Manage training bookings for yourself / your organisation
- Manage cancellations for yourself / your organisation
- Access delegate booking information
- Access delegate training records

Please note: Where attendance is required at our training centre, delegates should not attend training unless an email has been received confirming their place from Training.Services@sefton.gov.uk or from a member of the Corporate Learning Centre Team.

TRAINING EVENTS

A confirmation email will be sent on booking a training place. It is the employing organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s). The confirmation email provides the following information:

- Date of training
- Registration and training times
- Guidance regarding late arrivals

Event registration

Delegates are required to arrive at the training venue at least 15 minutes prior to the training start time for registration. It is important for all delegates attending training to sign the event register as it is evidence of attendance. The Corporate Learning Centre Team update staff training records and process attendance, cancellation and non-attendance charges based on the information provided on the event register.

Should a delegate attend a training event without signing the event register, that person will be recorded as not attending and the employing organisation will be subject to a non-attendance charge.

Should a delegate attend the training without receiving a confirmation email and / or not be included on the event register, that delegate may not be granted access to the training event.

In the event that a delegate attends a training course without a confirmation email and / or is not included on the event register but is granted access to the training, then the employing organisation of that delegate will be charged for the training place.

Arriving late / leaving early

Delegates arriving to a training event after the start time may be refused entry to that training event and will be charged for the place.

Delegates are expected to participate fully in training and attend the full duration of each training event. Delegates leaving a training event early will have their training records amended to reflect the actual hours of training attended and will be charged for the full duration of that training event.

Substituting a training place

If a delegate cannot attend a training event, the employing organisation can choose to send a substitute in their place. This can be managed directly using the Online Training Booking System: <https://seftonclc.melearning.university/user/login>

15 days or more – Substitutions made 15 days or more before the training event start date can be submitted using the Online Training Booking System: <https://seftonclc.melearning.university/user/login> . The original booking will be cancelled and no cancellation charge will be applied where notice of 15 days or more have been given. The delegate will then be required to enrol on the next available/suitable course. **Please note:** Training charges will still apply.

14 days or less – Substitutions made 14 days or less before the training event start date must be submitted using the Online Training Booking System: <https://seftonclc.melearning.university/user/login> . The booking will be cancelled and subject to a cancellation fee. The delegate will then be required to enrol on the next available/suitable course.

Cancellations / non-attendance

If a delegate cannot attend a training event and the employing organisation chooses not to send a substitute then a cancellation must be submitted as soon as practicably possible.

15 days or more – Cancellations made 15 days or more before the training event start date can be submitted using the Online Training Booking System: <https://seftonclc.melearning.university/user/login> . The booking will be removed and no cancellation charge will be applied where notice of 15 days or more have been given.

14 days or less – Cancellations made 14 days or less before the training event start date must also be submitted using the Online Training Booking System: <https://seftonclc.melearning.university/user/login> . The booking will be cancelled and a cancellation charge will be applied where notice of 14 days or less have been given.

Non-attendance – In the event that a delegate does not attend a training event without either cancelling the place or a substitute being sent, the Corporate Learning Centre Team will notify the employing organisation by email. The delegate will be invited to login to the Training Booking System and record the reason for none attendance. A non-attendance charge will be applied.

Cancelled / Rescheduled Events

In the event that the Corporate Learning Centre Team cancel a training event, a notification email will be sent to those organisations with delegates booked onto that event. It is the employing organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s). The organisation will need to access the Online Training Booking System <https://seftonclc.melearning.university/user/login> to book onto an alternative date.

Should a training event date be rescheduled, delegates that are booked onto that training event will be asked to transfer to a rescheduled date and a new confirmation email will be sent to the employing organisation. It is the employing organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s). **Please note:** The cancellation periods for cancelling a training place will apply to the rescheduled date. Attendance, cancellation & non-attendance charges will still apply.

Changes to events

Should any changes be made to the training event details including venue and time changes, an email notification will be sent to organisations with delegates booked onto that event. It is the employing organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s). Attendance, cancellation & non-attendance charges will still apply.

CHARGES FOR PUBLISHED TRAINING EVENTS

Training charges

The cost of each training event is provided on the Online Training Booking System: <https://seftonclc.melearning.university/user/login>. The cost published is per person.

For **face to face training events**, an invoice will be issued to the employing organisation following the training event finish date.

For **e-learning online courses**, once enrolled on the course, you will receive a confirmation email. It is the employing organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s).

Note: Once enrolled on this course you are agreeing to be charged for this and will be billed accordingly:

- Individual license - £20
- Group license (more than 10) - £15

Cancellation/non-attendance charges – face to face training events only

Cancellation and non-attendance charges are applicable per person at the following rates:

£30 – half day event / briefing sessions

£60 – 1 day event

£120 – 2 day event

£180 – 3 day event

Please note: Courses advertised as zero-cost are liable to cancellation & non-attendance charges.

An invoice will be issued to the employing organisation following the training event finish date.

CHARGING FOR ROOM HIRE

The Corporate Learning Centre has meeting rooms available for hire including two ICT suites. The rooms, apart from the ICT suites, have tables and chairs that can be moved and set up in most layouts. For further information please visit <http://seftonclc.co.uk/room-hire/>

Room Bookings

Bookings for our rooms can be made by emailing your specific requirements to training.services@sefton.co.uk

Please include the below detail in your booking request:

- Date/s and times of booking
- Number of delegates
- Preferred layout of tables and chairs
- Refreshments required (tokens provided at a cost of 30p per head)

Once a booking is confirmed a 'room booking quotation' form will be sent out. An invoice will be issued to the organisation following the room booking event finish date. Payment information is available via www.sefton.gov.uk/payments.

Cancellation of Bookings

15 days or more – Cancellations made 15 days or more before the room booking start date can be submitted to training.services@sefton.gov.uk . The booking will be removed and no cancellation charge will be applied where notice of 15 days or more has been given.

14 days or less – Cancellations made 14 days or less before the room booking start date must also be submitted to training.services@sefton.gov.uk . The booking will be cancelled and a cancellation charge will be applied where notice of 14 days or less have been given. The cancellation charge will be the full cost of the room booking.

PRIVATE TRAINING EVENTS & CHARGES

The Corporate Learning Centre Team can provide private and / or bespoke training events to organisations.

To discuss a requirement for private / bespoke training please contact: Training.Services@sefton.gov.uk or telephone 0151 934 2872. A member of the team will refer you to the relevant Learning & Development Officer who will agree the required training specification and provide a quote. Once this has been agreed the employing organisation will receive confirmation of training in writing.

Please note: Where private / bespoke training is requested to be delivered at the organisation's premises or venue other than the Corporate Learning Centre, it is the requirement of the employing organisation to ensure suitable training facilities are provided and that refreshments are available.

An invoice will be issued to the employing organisation following the training event finish date. Payment information is available via www.sefton.gov.uk/payments.

Cancellation

Cancellation of a private / bespoke training event must be made in writing as soon as practicably possible to the relevant Learning & Development Officer.

Cancellation Charges

Cancellations of private / bespoke training events will be charged at the following rates:

- 30 days' notice or more, no costs will be incurred.
- 15 – 29 days' notice, 25% of training costs incurred.
- 7 – 14 days' notice, 50% of training costs incurred.
- Less than 7 days' notice, 100% of training costs incurred.