

**BOURNEMOUTH, CHRISTCHURCH AND POOLE (BCP) COUNCIL  
EARLY YEARS SERVICE:  
CPD EVENT TERMS AND CONDITIONS - APRIL 2019**

**BOOKINGS AND ATTENDANCE**

Places on events must be booked via CPD online. Attendance at an event is subject to an email confirming the booking. An email confirming a place on the waiting list does not constitute a confirmed booking for an event. Bookings can be denied to participants from settings with a suspended Ofsted Registration or those that have had non-payment sanctions put in place. Cases will be reviewed on an individual basis.

To avoid disappointment, individuals must have a confirmed booking for every CPD event. The event tutor/facilitator reserves the right to refuse access to events for individuals without a confirmed booking.

Confirmed bookings form a contract between the BCP Early Years team and the purchaser of the event place. All purchasers are responsible for paying for the cost of the event and for any late cancellation or non-attendance charges.

Non Early Years organisations may be required to provide a Purchase Order and invoice address before a booking can be confirmed.

All event charges are clearly published on CPD online. A confirmed booking indicates a purchased place and the cost must be paid unless cancelled within the terms and conditions of this policy. We operate a 'no exceptions' policy for charges unless the reason for cancellation meets the exemptions criteria listed below.

Managers who book training for staff are responsible for ensuring staff members are fully aware of the event details and are able to attend. It is the responsibility of organisations to ensure that CPD Online accounts for their staff and establishment details are up to date.

It is essential that delegates sign the register on arrival at events in order to avoid non-attendance charges and to access CPD Online attendance certificates.

**EXEMPTIONS**

In extenuating circumstances, we may waive or cancel late cancellation or non-attendance charges. All decisions will be made on an individual basis and evidence will be required. The criteria are:

- A personal or family **critical** emergency
- Compassionate reasons
- Severe illness requiring hospital admission
- The person has left the organisation without notification or instant dismissal
- Ofsted/other regulatory body are inspecting the organisation

**SUBSTITUTIONS**

Organisations can nominate a substitute participant in advance of the event. The substitute participant must meet the course criteria and complete any pre-course requirements.

Same day substitutions may be possible but preferably with another staff member from the same organisation. Childminders can arrange to make a substitution with any other Ofsted registered childminder or a member of staff in their organisation.

On arrival at an event, the substitute participant must print their name, setting and telephone number clearly on the register along with the name of the person they are substituting. This will be taken as confirmation of the organisations agreement to pay for the cost of the place.

## **CANCELLATIONS AND CHARGES**

Cancellations for places on events must be made using CPD Online. No other method of cancellation will be accepted.

The standard course bookings close date is 3 working days before the start date of the event. However, some events close for bookings 10 working days prior to the start date of the event.

In order to avoid late cancellation charges, all booking cancellations must be made in advance of the close date for bookings (please see each event for details). Any cancellation made without a substitution (or which meets the exemptions criteria) after the specified course close date will be subject to a late cancellation charge.

If the course cost is £25 or less, the late cancellation or non-attendance fee charged will be £25. If the course cost is greater than £25, the late cancellation or non-attendance fee will be as per the course cost written on the event details (eg if a place on a course costs £40, the late cancellation or non-attendance fee will be £40).

Invoices will be sent to the organisation for whom the participant works and they will be responsible for payment, but it is the employing organisations decision as to whether they seek reimbursement of the CPD event costs from the individual member of staff.

## **NON-ATTENDANCE AND CHARGES**

Non-attendance charges will be made when an individual booked onto an event fails to attend without sending an agreed substitution. Charges will be applied as per the cancellation section above.

## **FAILING TO ACHIEVE A QUALIFICATION OR ACCREDITATION**

If a practitioner does not achieve a qualification or accreditation, for whatever reason, the cost of the place is non-refundable.

## **NON-PAYMENT SANCTIONS**

If an invoice remains unpaid after the 30 day payment period, the BCP Early Years team reserves the right to invoke its non-payment procedures and the Council will use their process to recover unpaid invoices.

BCP Early Years also reserves the right to invoke sanction procedures if invoices are left unpaid. This means that individual practitioners, childminders or organisations that default on a payment may be excluded from being able to attend any future training or events until the debt is paid.

Sanctions can apply to all staff from the affected organisation/childminder and we reserve the right to cancel existing approved bookings for staff members. Urgent training requirements may potentially be met via a pre-payment arrangement.

## **GENERAL**

Individuals are acting on behalf of their organisation when attending training and are subject to its policies and procedures. Individuals should be prepared to learn and use/share learning within their organisations.

## **CANCELLATION OF EVENTS BY BCP EARLY YEARS TEAM**

The BCP Early Years team reserves the right to cancel any CPD event if necessary, due to unavoidable factors such as trainer sickness or bad weather.

In these circumstances we will make every effort to contact delegates as soon as possible, however, if the event is cancelled at very short notice, it may not be possible to give advance warning and it may not be possible to notify delegates until they arrive at the event venue.

**COMPLAINTS PROCEDURE**

Any complaints relating to Early Years training events or these terms and conditions should in the first instance be directed to:

Jackie Real – Early Years Workforce Development Manager  
01202 456188 [jackie.real@bcpcouncil.gov.uk](mailto:jackie.real@bcpcouncil.gov.uk)

Should the complainant be unhappy with the response provided, the BCP Council complaints policy should be followed.