

ESCB Learning and Development

Charging and Cancellation Policy



The Charging and Cancellation Policy is in place for all ESCB learning and development opportunities. This policy applies to all courses from June 2024. The cost to participants for each course is clearly stated on the relevant course page on the ESCB website.

Generally, all externally commissioned learning and development opportunities will have a cost attached for all delegates.

Learning and development opportunities that are delivered by ESCB partners, with no direct charge to the ESCB for the trainer, will be free for delegates to attend. Late notice cancellations and non-attendance will be charged. This is detailed in the cancellation section below.

It has been agreed that members of Essex Council for Voluntary Youth Services (ECVYS) can pay a reduced fee for all fee-paying courses, providing their membership is confirmed by ECVYS.

Cancellation and non-attendance fees will apply to all delegates on all courses.

Application Process

All learning and development opportunities, with details on how to book, are published in advance on the ESCB website. Applications for all courses need to be made via an online booking system. Delegates need the link for the specific course to book their place - this can be found on the course information page of the ESCB website.

An acknowledgement email confirming the place will be sent within seven days of the delegate applying.

Any course materials, such as the presentation, activities etc will be emailed to the delegate with the full course details including joining instructions at least a week in advance of the course.

Non-attendance and late cancellations on ESCB Courses

If a delegate no longer wishes to take their place on an ESCB course after they have made the online booking, they will need to email escbtraining@essex.gov.uk to cancel their place or transfer to another date.

It is also possible to substitute another appropriate member of staff from the same team/service.

If a delegate fails to attend a course that they have booked, or cancel with less than five working days' notice, their organisation will be charged.

For **fee paying courses**, this will be the full course fee.

If the delegate has a free place on a **fee-paying course**, the above still applies.

For **non-fee paying courses**, the charge for non-attendance or late notice cancellation (less than five working days) will be £40 for a full day course, £20 for a half day course and £10 for up to 90 minute sessions. This is a flat rate fee applied across all non-fee-paying courses.

A delegate will be deemed a non-attendee if they arrive 15 minutes after the course commences either online or at a venue.

Information needed to book on an ESCB Course - Fee Paying

To book a place a delegate will need:

- Purchase order number (if their organisation requires this for ESCB to be able to raise an invoice), or budget code (Essex County Council staff member only).
- Contact details of who the invoice should be sent to, including full postal and email address.
- Have agreement from their line manager/budget holder to attend the course. This is agreed through entering their email address in the relevant box on the application form.

An invoice will be sent by email/post to the finance address given with the application. It is expected that payment will be made in advance of the course date.

Confirmation of a place will be sent by email seven days prior to the course date. This will include the online course link or venue as long as payment has been received.

Fee Paying Courses- Course fees

Once a booking is made, there will be no refunds given. It is expected that payment will be made in advance of the course date.

| Sector | Virtual full day course fee | Virtual half day course fee | Face to Face full day course fee | Face to Face half day course fee |
|---|------------------------------------|------------------------------------|---|---|
| ECVYS Member (membership must be confirmed) | £15 | £7.50 | £20 | £10 |
| Other community and voluntary organisations and charities | £25 | £12.50 | £30 | £15 |
| Health, police, probation services, local government schools and community interest companies | £50 | £25.00 | £60 | £30 |
| Private/independent and profit making organisations and private individuals | £75 | £37.50 | £90 | £45 |



Information needed to book on an ESCB Course – Non-Fee Paying To book a place a delegate will need:

- Their organisation's finance contact details should ESCB need to raise an invoice for late notice cancellation or non-attendance. For Essex County Council Staff, this should include the budget code.
- Have agreement from their line manager/budget holder to attend the course. This is agreed through entering their email address in the relevant box on the application form.

Confirmation of a place will be sent by email seven days prior to the course date. This will include the online course link or venue.

Cancellation of Courses by ESCB

Training may be cancelled by the ESCB in exceptional circumstances:

- If there is judged to be insufficient numbers for the course to be viable.
- If venue, utilities, or equipment failure make it unacceptable to commence or continue a course.
- In adverse weather conditions.
- Other unavoidable circumstances for example trainer illness.

In the above cases, the ESCB will take all reasonable steps to reschedule the missed sessions.

If the ESCB has to cancel a training session, then the procedure below will be followed:

- All delegates will be informed of a cancellation by email as soon as possible
- If this is not possible due to time constraints, a member of the ESCB Business Support Team will contact all delegates by phone and notify them of any alternative arrangements

All delegates will be sent a copy of the cancellation policy when they receive their course acknowledgement and confirmation.

