

Torbay Safeguarding Children Partnership
Cancellation Policy for Multi-Agency Training
Agreed by TSCP December 2022

Background

Torbay Safeguarding Children Partnership provide safeguarding children courses at level three to the children and young people's workforce of Torbay. These courses can be free to attend or have a course fee.

All courses are booked via i-learn <https://torbay.learningpool.com>. Courses are advertised via email flyers.

Rationale

Courses have had to be cancelled at short notice due to the minimum numbers for the course to run not being met. On occasion this has been at short notice including on the day of the course. This has incurred costs for other agencies and the TSCP.

TSCP have a generous policy for chargeable courses where only two full working days' notice is required to cancel a place without charge. Places can also be swapped for another employee by the organisation with no additional charges.

On occasion learners are not able to give two full days' notice e.g. due to sickness. For chargeable courses this place will still be charged for in full.

For courses where there is no charge, a fee will still be charged to ensure any basic costs such as the venue (should the whole course be cancelled as a result), refreshments, and any perishable resources. In these cases a charge of £25 per person will be incurred.

How We Support Organisations

All courses have a booking confirmation and calendar invite emailed to the learner; all courses will have a booking confirmation emailed to the manager. A reminder email is sent two days before the course date to the learner and the manager. Course bookings can be self-managed 24/7 via i-learn. This includes cancellation and rebooking of course places.

A report function has been added to the Team section of the i-learn website to enable 'managers' to check who is booking onto courses taking place in the next 10 days. We would encourage managers to check this on a regular basis, at times of high service level need or when a member of staff becomes unavailable.

Where a manager or learner has informed the Learning & Development Hub of a staff member's sickness at least 24 hours before the course, the £25 fee will not be charged. This can be logged by emailing the [Learning & Development Hub](#).