

Training Booking system and cancellation policy

DHC Supported Initiative

Booking

- All notifications of training provided by the CLEAR Project will be sent out via email through the CLEAR distribution list¹.
- A flyer with all relevant information about the training – including date, duration, time, venue, course description and any course requirements will be attached to the email along with the CLEAR Booking form.
- Completed booking forms can be sent to the CLEAR Project via email or post.
- Please ensure that your Manager/Supervisor have authorised you to attend the training as they may be contacted if you fail to attend without the required notice.
- Please provide an email or contact telephone number on your booking form.
- Where organisations access training specifically for their organisation the CLEAR project, in partnership with the organisation, will organise and follow up with the bookings onto the training.
- Once the booking form has been received participants will be notified by email if they have been allocated a place.
- If the training is fully booked a reserve list will be created. Participants on the reserve list will be notified if a place on the training becomes available.
- Approximately 10-14 days before the date of the training participants will be sent a reminder and asked to confirm their attendance on the training.

Cancellations

- If confirmation of attendance is not received the place will be cancelled and offered to those on the reserve list.
- Participants must give at least 48 hours notice if they want to cancel their place on the training otherwise charges may be applied.

Training Requirements

- Participants must commit the required time and effort required to complete the training and meet the responsibilities outlined by the training provider.
- Places on the training are limited to 4 places per organisation for training that accommodates 20 participants and 2 places per organisation for training that accommodates 16 participants.
- The CLEAR Project are open to working in partnership with other relevant organisations to allow them to access training specifically for their organisation. This may for example, be possible where training costs are co-funded or where a contribution towards

associated costs is made e.g. catering, venue hire. Such opportunities are subject to demand and available funding.

- It is the responsibility of the participant to inform CLEAR if they have any special requirements e.g. dietary, access or other specific needs.
- Unless otherwise stated light refreshments will be provided.
- Any additional costs relating to the training such as travel or accommodation is the responsibility of the participant.
- On completion of the training participants will be asked to provide feedback to determine the impact of and outcomes from the training programme.
- Further feedback may be sought after a period of time to determine how or if the training was implemented by the participant and to determine the impact of and outcomes from the training.
- There is a minimum age requirement on all CLEAR training please contact for more details.
- CLEAR Training/Workshops/Development opportunities are open to staff & volunteers of community & voluntary organisations operating within the Western Health & Social Care Trust Area.

ⁱ To be included or removed from the CLEAR Distribution list please email Carol@derryhc.com.

Data retained on the CLEAR Distribution List will only be used for the purpose of sharing information. Data contained within the CLEAR Distribution List will not be shared with third parties.