**Training Policy : Fees and Cancellations**

# Charging

Training is charged on a sliding scale depending on which membership the participant holds.

The current rates for 2017‐2018 are shown in the table below. These may be increased in line with inflation on an annual basis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Fee** | **Standard** | **Early Bird** | **Start of year sale** |
| Group members, income under £10,000 | £40 | £34 | £32 |
| Group members, income over £10,000 | £60 | £51 | £48 |
| Individual members and supporters | £80 | £68 | £64 |
| Non-members | £120 | £102 | £96 |

Exceptions to the pricing structure are as follows:

* + Accredited courses are not included in the table above.
  + Half day courses are not included in the table above.
  + Occasionally RedbridgeCVS are able to access fully‐funded training courses. In this case, no charge is made to participants, but a deposit may be required which will be

refunded on attendance.

* + In house training can be provided. Prices on request.

# Bursaries

Any not‐for‐profit groups operating within the London Borough of Redbridge and with an income of less than £10,000 a year can apply for a bursary entitling them to a free place on some of our training sessions. The organisation will apply to the Training Manager, in writing,

and will be required to demonstrate how the training will benefit their organisation and how they will share their learning.

# Payment

RedbridgeCVS will reserve a place on the course for a participant, subject to receiving a completed booking form and payment in full. Payment can be made by cash, cheque or BACS.

Places are allocated on a ‘first come first served’ basis.

A confirmation email is sent to each participant upon receipt of a completed booking form. The Finance Department will invoice any participants requesting this method of payment.

# Non‐attendance and cancellation

If a participant/organisation is unable to attend booked training, they are required to inform RedbridgeCVS in writing or email 10 working days before the course. The payment will then be refunded in full.

If the cancellation reaches RedbridgeCVS between 10 to 7 working days before the course start, the participant/organisation will be refunded 50% of their payment.

If the cancellation reaches RedbridgeCVS less than 7 working days before the course start, the participant/organisation will lose 100% of their payment.

Participants are allowed to change the named person attending the course or transfer their payment to a different course at no additional charge once within a six month period.

If RedbridgeCVS cancel a training course or in house training session then a full refund will be made.

# Privacy policy

RedbridgeCVS processes all personal data in accordance with the UK Data Protection Act 1998. The purposes for which this processing is carried out are on the Public Register of Data Controllers on the Information Commissioner's Office website – <https://ico.org.uk/> .

Any sensitive personal data (as defined in the Data Protection Act) is only processed with your explicit consent.

We will only share personal data with third parties if we are required to do so by UK law, as part of our contracted services with you and/or to protect you.

None of the above affects your rights under the legislation to request a copy of the personal data and/or sensitive personal data we may hold on you. Such requests must be made in writing, (email is acceptable) and addressed to the Data Protection Officer at RedbridgeCVS. Please note that the company may charge a £10.00 administration fee which is payable in advance and non‐refundable.