



TRAINING CANCELLATION POLICY

1. INTRODUCTION

This policy outlines the process and actions required in the event a training place needs to be cancelled.

2. CHARGEABLE COURSES

If you are booked on a course that is chargeable and you wish to cancel with more than 10 working days' notice, there will be no charge. Cancellations will only be accepted by email or over the telephone. If you cancel within 10 working days and we cannot fill the space, then your employer will still be charged. If you do not attend, your employer will be charged. Cancellation charges will be applied based on cost per head listed upon registration.

2.1 A practice or PCN may be able to substitute the original place and offer it to another staff member within 7 days of course commencement. The Hub Plus will confirm its acceptance with the practice in accordance with any eligibility requirements for change to enrolment. Should the delegate not be eligible, and no acceptable substitute provided then they will be charged.

3. FREE COURSES

If you are booked on a course that is free and you wish to cancel you can do this through the LMS booking system. In exceptional circumstances you can cancel by email or telephone.

4. CPD COURSES

Any cost incurred for non-attendance to the CPD Training will be deducted from your CPD funding. Substitution of candidates is not allowed due to allocations being awarded on an individual basis.

5. PRIVACY

In compliance with UK data protection regulations, this policy ensures transparency and accountability regarding the information we hold about individuals who register for our courses. We are committed to safeguarding the privacy and security of personal data entrusted to us. When individuals register for our courses, we may collect and process personal information such as names, contact details, and course preferences. This data is used solely for the purpose of managing course registrations, communicating relevant information about our training programs, and improving our services. We adhere to strict confidentiality measures and do not share personal data with third parties unless required by law or with explicit consent.

Date	Version	Action	Carried out by
27 Feb 24	V1	Initial	Paula Partington