



Charging Policy for Training

Late cancellations and non-attendance can have a significant affect as to whether the training will go ahead. It can also effect on the quality of the interaction during the training.

Free training i.e. Change4Life, Teesside NHS Health Check etc

If you can no longer attend:

- Inform the Training team at least **five working days** before the training date or a charge will be made
- Send your apology via email to training@firstcontactclinical.co.uk
- If you cannot inform the Training team yourself, your manager must inform them on your behalf

If you cannot attend on the day of the course:

- If your manager can offer a replacement to attend in your place, then no charge will be made
- Your manager must inform the Training team of this via email training@firstcontactclinical.co.uk or call **0191 432 9832**.

Charging rates:

Non-attendance at a full day training - £50

Non-attendance at a half day training - £25

Paid courses

If you can no longer attend:

- If you inform the training team at least **4 weeks** prior to the training date a full refund will be given
- If you inform the training team at least **2 weeks** prior to the training date a 50% refund will be given
- Less than **2 weeks' notice** or **non-attendance** no refund will be made.
- Send your apology via email to training@firstcontactclinical.co.uk or call **0191 432 9832**