MSCB Cancellation/Charging Policy

Cancellations

Places on training events (particularly on the BA1 (‘Introduction to Child Protection’ course) are in very high demand. If you are unable to attend your booked event it is vital that you or your manager notify the Merton SCB Training Administrator as soon as possible.

If there is no waiting list the manager may nominate a substitute attendee. Otherwise, the place will be allocated to the next person on the waiting list.

Cancellations should be made with a minimum of two working days notice of the event taking place. If the attendee is sick or unavoidably detained on the day of the course then they must notify the Merton SCB administrator first thing that day, otherwise a cancellation fee of £50 will be charged.

Failure to Attend — Charges

The Merton SCB regularly monitors the take up of training, on an agency and individual basis.

If an individual fails to attend their training event (whether this be a half day or full day event) without prior notice their line manager/organisation will be contacted and a cancellation charge of £50 will be made. The Merton SCB will endeavour to make this charge to you within 12 weeks and, once you are notified, this will need to be paid within 28 days.

If an individual fails to attend on two or more occasions, further Merton SCB applications may be refused at the discretion of the trainer and the chair of the Training Sub-Committee.