



Quality Assurance System

PL12 - Policy on Course Cancellations & The application of Quotas

Rev 1.0

Policy on Course Cancellation & The Application of Quotas.

| | | | |
|-----------------------------------|-----------------|--|------------|
| Document reference number: | PL12 | Revision Number: | V1.0 |
| Document drafted by: | Quality Officer | Date drafted: | 11/03/2024 |
| Document approved by: | LASNTG | Date approved: | 13/03/2024 |
| Document adopted by: | LASNTG | Date document adopted: | 13/03/2024 |
| Issued by: | LASNTG | Date of Issue: | 15/03/2024 |
| Assigned Review Period | 3 Years | Next Review Date: | 13/03/2027 |
| Responsibility for Review | Quality Officer | Date of withdrawal of obsolete document | |

Amendment History:

| Date | Revision Number | Details of amendment |
|------|-----------------|----------------------|
| | 1.0 | New Document |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

1. Policy Statement

It is a policy of LASNTG to ensure a consistent and transparent approach regarding cancellation of places and full courses by our customers. This policy is applicable across all 5 of the Regional Training Centres in the RTC network. Additionally, to make provision for running courses with lower than regular numbers to meet a specific request without incurring a loss for the RTC.

2. Purpose

To provide a clear transparent and consistent approach to

- a. cancellation of a single attendee or
- b. cancellation of a full course

by a customer. This policy also identifies that at certain times a customer may require a course to be delivered with less than regular numbers that may incur a loss for the RTC. In this case subject to statutory course minimum numbers being met the course may be run with customers prior approval by applying quota costs (i.e. charging for additional spaces to make a course viable for the RTC).

3. Cancellations

LASNTG and the RTC network aim to be as facilitative as possible to our customers in relation to cancellations, however there are costs associated with course delivery such as tutor's fees, facilities rental etc. to ensure a disproportionate financial burden is not placed upon the RTC's it is key to ensure that a transparent and consistent approach is taken across the network in levying for cancellations. The following are the terms applicable for cancelling a course across the network.

(1) **Non-Attendance / Cancellation of courses of less than 3 days in duration.**

- If an individual/ or a full course cancellation occurs more than 3 working days out, no charge is applied.
- If an individual or group of individuals cancel less than or equal to 3 working days out, 100% of the cost of each individual cancelled is applied. Where the customer fails to nominate an alternative attendee prior to course commencement. If the customer nominates an alternative attendee prior to the course commencing the cancellation fee does not apply.
- If course cancellation occurs less than or equal to 3 working days from course start, it is charged @100% of the minimum viable course capacity where one exists or 100% of the number of participants booked for training on the tender if no minimum course capacity is applied.

(2) **Non-Attendance / Cancellation of courses of longer than 3 days duration.**

- If an individual / or a full course cancellation occurs more than 3 weeks out, no charge is applied.
- If an individual cancels less than 3 weeks out, 100% of the cost of each individual cancelled is applied. Where the customer fails to nominate an alternative attendee prior to course commencement. If the customer nominates an alternative attendee prior to the course commencing the cancellation fee does not apply.
- If course cancellation occurs less than or equal to 3 weeks and more than 3 days out, a 50% charge is applied based on the minimum viable course capacity and where none exists 50% of the number of participants booked for tender

- If course is cancelled less than or equal to 3 working days from start of the course, it is charged @100% of the minimum viable course capacity where one exists or 100% of the number of participants booked for training on the tender.

A customer should use the attached form in Appendix 1 below to cancel a course in full and this should be submitted as soon as possible to the relevant RTC Manager to minimise the cancellation fees levied.

In the case of individuals not attending and where no alternative attendee is identified this should be notified to the RTC manager by e-mail as soon as possible to minimise the cancellation fees levied. These places will show up separately on the course invoice.

4. Operation of Quotas

In exceptional circumstances perhaps to meet operational or safety needs a customer may request an RTC to deliver a course to a reduced number of learners. If this case arises the first item to verify is that the requested numbers are not smaller than any statutory minimum capacity for example QQI, CSCS courses, City & Guilds etc will have statutory minimum numbers associated with the course. It is not possible to deliver a course to a smaller group of learners without prior approval of the certifying body. If the statutory minimum criteria is met then you can consider using quotas.

On the pricing sheet there is a minimum viable number of learners identified. This is the number of learners which make the course viable on the pricelist. If the customer wishes to proceed with the **course and can meet the statutory minimum requirements** then if they pre-approve the costings associated with the minimum viable amount then they will be invoiced for a number of non-attendees to bring the cost of the course up to the minimum viable amount.

As an example:

If a request is received from a customer seeking to run a course for 3 and the maximum number is 10 the statutory minimum is 5 and the viable number is 6.

The course cannot be run as the statutory minimum of 5 **must be met**. If the customer has now 5 learners and the minimum statutory is met the RTC manager can advise that the minimum is met but the course cannot proceed until there are 6 learners or if the customer wishes the course can be run for 5 learners but pay for 6 places and this additional place will be invoiced as a quota place.



Appendix 1 Course Cancellation Form

RTC Details

Course Name

Course ID

Duration (days)

Date Course Was Due to Start

Date Course was cancelled

Notice Given in days

Booking Organisation

The organisation that booked the course

Booking Authorised By

Authorising Officer

Minimum Course Capacity (A) if applicable

If no minimum number of participants indicate, the number of participants booked at tender (B)

Cost of course per person (C)

Cancellation Policy Applied

Tick the applicable criteria

Scenario 1 Course less than or equal to 3 days in duration & 3 working days or less notice given

(it is charged @100% of the minimum course capacity where one exists or 100% of the number of participants booked for training on the tender)

Scenario 2 Course more than 3 days and cancelled between more than 3 working days and 3 weeks out

(a 50% charge is applied based on the minimum course capacity and where none exists 50% of the number of participants booked for tender)

Scenario 3 Course more than 3 days and cancelled less than or equal to 3 working days

(it is charged @100% of the minimum course capacity where one exists or 100% of the number of participants booked for training on the tender)

If **Scenario 1** then cancellation fee applicable= (A)*(C) or if there is no minimum attendance then (B)*(C)

If **Scenario 2** then cancellation fee applicable = (A)*(C)*(0.5) or if there is no minimum attendance then (B)*(C)*(0.5)

If **Scenario 3** then cancellation fee applicable = (A)*(C) or if there is no minimum attendance then (B)*(C)

In accordance with LASNTG & The Regional Training Centre Network's Cancellation Policy the following total is being invoiced

I _____
RTC Manager's Signature

confirm that this charge is in compliance with the cancellation policy