

# Oxfordshire's Safeguard and Disability Awareness Training

## Charging for Non-attendance and Late Cancellations

Similar to previous Safeguard training course, there will be a charge for non-attendance and late cancellations on the new Safeguard & Disability Awareness Course.

### The circumstances that an applicant may be charged for are outlined below:

- Not turning up to a Safeguard & Disability Training Course they have booked on to.
- Turning up more than 5 minutes late to a Safeguard & Disability Training Course they are booked on to (An applicant is not able to attend once the course has started).
- Cancellations made less than 7 days prior to the start time of the relevant training course.
- Duplicate booking for the same applicant.

**Cancellations for training sessions must be made 7 days in advance, otherwise a non-attendance charge will be applicable. Cancellations must be emailed to [transport.training@oxfordshire.gov.uk](mailto:transport.training@oxfordshire.gov.uk) as they cannot be made through the website or by telephone.**

If you need to book further in advance than the website allows in order to enable your drivers to attend without obtaining the £50.00\* charge, please contact [transport.training@oxfordshire.gov.uk](mailto:transport.training@oxfordshire.gov.uk) who will be able to advise of suitable dates.

## **Oxfordshire County Council Applicants**

As all Oxfordshire County Council badging applications are submitted by an approved Operator on the applicants' behalf; all invoices for non-attendance and late cancellations will be sent to the relevant Operator at the end of each month and it will be the Operator's responsibility to bear the costs of an applicant's non-attendance or late cancellation.

Invoices will only be sent after the date of the course and Operators will receive one invoice per applicant; this may result in the Operator receiving several invoices at one time if more than one of their applicants is subject to a £50.00\* charge.

### **Important Oxfordshire County Council Information:**

- Attendance on the Safeguard & Disability Training course will still be free to book for Oxfordshire County Council Applicants. Charges are only applicable for the reasons stated above.
- \*Current charge is £50.00 but this is subject to change. Operators will be informed in advance if there is going to be any change to this charge by Oxfordshire County Council.
- It is at the discretion of the Operator whether they choose to get a reimbursement of the charge from the applicant or not and Oxfordshire County Council will have no involvement in this.

**Appealing the charge:**

- If you wish to appeal the charge you must provide written details of why you wish to appeal the charge to [transport.training@oxfordshire.gov.uk](mailto:transport.training@oxfordshire.gov.uk) within 28 days of the invoice.
- These appeals will be either approved or not by the Management within the Supported Transport Hub and you will be informed of the decision once it has been made.
- We will, in exceptional circumstances, waive the charge for cancellations if provided with a valid reason.

**District Licence Applicants**

- Attendees for district licensing will have a different process set out by their relevant Licensing Authority.
- Please contact your relevant Licensing Authority for queries regarding costs or charges relating to you Safeguard & Disability Awareness Training.

(April 2019)