

2.11.8	Cancellation and Non Attendance Policy & Procedure		
Standard	Service Delivery	Type:	Policy & Procedure
Section:	Service Access	Sub Section:	Learning & Development

Purpose: The purpose of this policy and procedure is to set parameters regarding the policy and procedures for cancellations of registrations and bookings of courses, workshops and events.

Scope: The scope of this policy and procedure applies to all registrants to Alzheimer's Australia Vic workshops, courses and events, and aged care facilities, clubs, groups and any other entity that has booked training sessions to be facilitated by Alzheimer's Australia Vic.

Reference: N/A

Definitions: Terms used in this policy and procedure are defined as:

No shows: Where a participant has booked into a course, workshop or event and cannot attend on the day, providing no notice to Alzheimer's Australia Vic up to the commencement day of the session at Alzheimer's Australia Vic training facilities, or where a facility, club or other entity has booked training to be held at their site, but cancel on the day of training or the participants are not able to attend, this will be regarded as a 'no-show'.

Training Credits: 1 training credit is equivalent to \$1. Training credits are valid for 12 months only. Training credits are accumulated when a registrant cancels their paid registration to a workshop, course or event with 5 business days' notice or more.

Forms: This policy and procedure uses the following form(s):

- Cancellation Ready Reckoner Table
- Training Credits Register

Policy

1. General

1. Notices of cancellation must be received by us in writing at least 5 business days prior to the event.
2. A minimum number of participants are required for courses to proceed. Course fees will be fully refunded if your course is cancelled by Alzheimer's Australia Vic.
3. Reference to this policy must be included in the Code of Conduct, on our Confirmation Forms, Booking System and Calendar Booklet advertising our courses.

2. Training types and cancellation details

2.1 Bookings into sessions or events that have a fee

- Cancellations of more than 5 business days' notice prior to commencement day of the first session, registrants may:
 - Nominate a substitute participant; or
 - Accumulate 100% value in training credits to be used within 12 months; or
 - Request a full refund

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- Cancellations of 5 or less business days' notice prior to commencement day of the first session, registrants may:
 - Nominate a substitute participant; or
 - Accumulate 50% of value in training credits to be used within 12 months; or
 - Provide a medical certificate covering the date of training to receive 100% value in training credits to be used within 12 months.
- No shows – registrants may:
 - Provide a medical certificate covering the date of training to receive 100% value in training credits to be used within 12 months; or
 - Full fee is payable – no refunds.

2.2 Bookings into sessions which are free of charge

- Cancellations of 5 business days' notice or less prior to commencement day of the first session, participants may:
 - Nominate a substitute participant; or
 - Provide a medical certificate covering the date of training; or
 - Pay 50% of administration fee (\$50)
- No shows, participants may:
 - Provide a medical certificate covering the date of training; or
 - Pay full administration fee of \$100

2.3 Sessions at your site that have a fee, and bookings set for groups onsite (eg Virtual Dementia Experience)

- Cancellations of 5 or less business days' notice prior to the day of session, organisations may:
 - Reschedule the session for a time within 12 months of the original booking; or
 - Pay 50% of usual standard fees
- No shows or cancellations on the same day of the booked session:
 - 100% of usual standard fees payable

2.4 Sessions at your site that are funded

- Cancellations of 5 or less business days' notice prior to the day of session, organisations may:
 - Re-book the session for a time within 12 months of the original booking; or
 - Pay 50% of administration fee (\$50)
- No shows or cancellations on the same day of the booked session:
 - Pay full administration fee of \$100

Procedure

1. Cancellations

1. To cancel a registration or transfer a registration please contact our training team on **03 9816 5708** during business hours or email us at vic.education@alzheimers.org.au
2. A minimum number of participants are required for courses to proceed. Course fees will be fully refunded if a course is cancelled by Alzheimer's Australia Vic.
3. Training Credits will be recorded on a register and a record of Training Credit usage will be kept on the register.

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