

LAYC Training Policies, procedures and terms and conditions

Booking process

Before booking, please read the course content to ensure it meets your training needs, you meet any entry requirements, and you will be comfortable participating fully. We aim to respond to your training request within 3 working days.

If the course is fully booked, we will add you to the waiting list and we will be in touch if a space becomes available.

Please note: your booking is not confirmed until you receive the confirmation email, so please email enquiries@layc.org.uk if you do not receive it within seven days of making the booking. Remember to check your junk mail.

Approximately 1 week prior to the course date, you will receive a pre-training reminder email with all the course details.

If a booking is made by someone other than the named delegate, it is the employer's responsibility to ensure the course meets their requirements and they are suited to the course, have the relevant experience, will participate fully and to ensure any communications are forwarded to the delegate.

Please note that member groups can book up to 2 people per organisation for each course, and additional people will go on a waiting list. It is only in exceptional circumstances that more than 2 people per organisation will be accepted onto a course.

How to pay

Most LAYC courses are free to member groups. For courses with a charge, an invoice will be sent following completion of the course. Non-member groups will be invoiced following the course.

For payment information regarding cancellation, please see cancellation policy section.

Equality, diversity and inclusion

LAYC maintains a zero tolerance to all forms of discrimination, harassment, and bullying. All delegates and trainers participating in a course have the responsibility to behave in a manner that will not be offensive to others, and to treat each other with courtesy and respect.

NB: Any opinions expressed by the trainer(s) for the duration of the course are their own and not necessarily those of LAYC.

To ensure all delegates are treated fairly and their requirements are met fully, please let us know when filling out the booking form of any specific needs you might have or if there is anything we can do to make things more accessible for you.

Course attendance and certification

You must attend the full course and participate fully to receive your training certificate and slides which will be sent in due course following course completion.

Cancellation policy

If a delegate no longer wishes to attend a course, please contact LAYC staff as soon as possible so we can offer the space to someone else.

If you do not attend on the day or cancel with less than 2 working days' (Mon-Fri, 9am-5pm) notice, a cancellation fee of £25 may incur.

LAYC reserves the right to cancel a course, amend course times and/or dates. Occasionally, LAYC may have to cancel a course if there are insufficient numbers to make it viable or due to ill health. We will give you as much notice as possible prior to the course date. You will not incur any course costs in this instance.

Where possible, delegates will be offered a place on another course or if it is rescheduled, you will be given priority.

Travel

We recommend that delegates do not make any non-refundable travel arrangements before the day of the course.

Any travel costs incurred are entirely the delegate's responsibility. LAYC is a charitable organisation and does not accept any responsibility for reimbursement of any travel and associated costs incurred.

Parking permit

We have a limited number of parking permits available which should be booked in advance, following receipt of the pre-training email which will be sent approx. 1 week prior to the course date.

Priority will be given to those with accessibility needs and training facilitators. As such, for people who do not meet these criteria, you can request a parking permit but if someone with accessibility needs requests a permit then they would take priority, but we would contact you to make you aware if this happens.

The car park can get very busy so even with a permit, this does not guarantee a space and LAYC accepts no responsibility if there are no parking spaces available. As such, we recommend allowing extra time so you can find alternative parking arrangements if required.

Copyright

LAYC reserves all rights in the content of all courses and learning materials. By accepting our policies, procedures, terms, and conditions delegates acknowledge that all course content and materials are owned by SCVO and/or the trainer, and that by attending a course learners will not obtain any rights whatsoever to such content or materials.



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In addition, delegates agree not to reproduce, sell, hire or copy learning materials and will not use such materials except for the purpose of post event reference.

For further information or clarification, please contact enquiries@layc.org.uk