

Organisational Development (OD) Course Cancellation Policy

One of the roles of the OD team is to ensure we make the most of our staff learning and development budget. This means the effective planning of development interventions and making efficient use of our resources.

Staff who fail to attend a course, provided by the OD, or staff who do not provide sufficient cancellation notice* may now incur a charge back to their department. These charges apply to face to face and online courses.

What is the cancellation notice period?

*There will be no charge for places that are cancelled **more than 2 working days before the date of the event**.

You can cancel **less than 2 working days before the date of the event**, at no charge, as long as you have a substitute staff member to take your place or OD have a waiting list of delegates. Note, as the person who booked the place, you will still be responsible should that individual not attend. You must inform OD of any substitution made prior to the session.

These charges do not cover the actual cost of a delegate's place, however, go some way to mitigate the loss of financial and physical waste to the department and to the University.

(Please note, specialist courses e.g. ILM has its own cancellation policy).

What are the charges?

Full day - £100

Half day - £50

Bitesize (60 - 90 minutes) - £30

How will I be charged?

The charge will be deducted from your departmental budget via an internal transfer - if the transfer has not been approved with 10 working days, Finance will make the transfer on the department's behalf.

We recognise that there are occasional circumstances beyond your control that arise - In this situation, attendees may not be charged.

This will be in exceptional circumstances including: absent from work due to sickness, family emergency e.g. bereavement and/or accident, child sent home from school. Failing to attend due to a lack of resource in the team or a last-minute meeting does not constitute an emergency. **Note, it is not the role of OD to negotiate with staff members/managers and any unreasonable responses will be raised with the Head of Department/Service.**

Non-attendance will be queried with the individual's line manager for verification purposes. The charge will apply where a non-attendance doesn't meet the criteria detailed above.

Briefing/information sessions are more informal and whilst staff are still expected to make every effort to attend talks and briefings for which they have signed up, if they are unable to attend, they should remove their name from the sign-up list. Charges will not be made for this non-attendance/last minute cancellation.

How do I cancel my place?

Up to 2 working days before the date of the course you can cancel your course booking via the staff portal (Core) or if the course is not on Core email: orgdev@aston.ac.uk. If less than 2 working days before the date of the course email: orgdev@aston.ac.uk. Emails received after 10 a.m. 3 working days prior to the course will be considered in breach of the policy and may be fined.

Questions? – Email: orgdev@aston.ac.uk.