

Richmond CVS Training – Booking Terms & Conditions

1. Training courses marked 'free' are free to any not for profit, social enterprise or social purpose business organisation demonstrating that it provides services to a significant number of Richmond beneficiaries.
2. Training is not free to any organisation or person that cannot demonstrate that they meet these conditions. Individuals and organisations who do not qualify for free training should contact training@richmondcv.org.uk for further details of course fees.
3. Training fees are payable in advance or as arranged with Richmond CVS (RCVS).
4. Before booking on training delegates should seek approval from the person they report to within their organisation for example their line manager, Volunteer Co-ordinator or Chair.
5. Any training course identified as useful by an organisational Health Check/diagnostic or included in a Learning Pathway is free to qualifying organisations and can be booked on a first come first served basis.
6. Priority for free places on training courses is as follows:
 - i. Delegates as defined in Point 1 who have not received training in this topic and it is a topic included in their Learning Pathway, as identified through a Health Check, then;
 - ii. Delegates as above, with no Health Check / Learning Pathway, but with a Health Check appointment, then
 - iii. Other qualifying organisations / individuals.
7. Up to two delegates from one organisation may access free training on a particular topic, on a first come first served basis. To ensure we reach the widest possible audience, RCVS reserve the right to cancel training places where there is more than one delegate per organisation.
8. If more delegates from the same organisation wish to access training on that same topic, they should contact RCVS to discuss their requirements. We will work with the organisation to deliver low cost alternatives.
9. All free training courses will be 'half day' sessions (3 hours training time) unless otherwise stated
10. In order to ensure that the benefits of the free training course service reach the widest possible range of community, voluntary, charity and social enterprise organisations and social purpose businesses in Richmond, there may be a limit to the number of free training courses that any one organisation or individual can access in one year. This limit will necessarily be defined partly by the level of take up of free training courses, the availability of space at the training venue and by need. Therefore no specific limit per organisation or individual is imposed at the time of writing.
11. In booking onto a course I agree that if I do not attend on the day, and I have not given RCVS at least 48 hours' notice, RCVS reserves the right to invoice my organisation a cancellation fee of £45. My organisation will not be able to book on or attend subsequent training courses until the fee is paid.
12. I will inform RCVS of any access requirements at the time of booking. I understand that failure to do this may result in access requirements not being met.
13. In the unlikely event of RCVS having to postpone or cancel an event at the last minute (e.g. owing to severe travel disruption), RCVS will attempt to contact all booked participants. RCVS will aim to reschedule the course where there is sufficient demand, and reimburse fees for charged-for courses for those unable to attend.

Expected standards of behaviour for course attendees

Richmond CVS and our partners aim to offer a high standard of service to all our delegates.

Delegates must:

1. Treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class.
2. Respect contributions made by other delegates and not undermine them by inappropriate comments or behaviour such as sighing, tutting, side comments to other delegates.
3. Adopt behaviour and use language that is appropriate and does not upset others or that could disrupt learning e.g. not swearing, shouting, using inappropriate gestures including aggressive pointing.
4. Follow the tutor's or consultant's instructions and established etiquette regarding answering questions or offering contributions to a discussion e.g. raising the hand to answer a question, taking turns in discussion, allowing others to answer, not interrupting other delegates or the tutor / consultant when they are contributing.
5. Switch off mobile phones and any other electronic communication devices in working areas.

If a delegate's behaviour gives cause for serious concern RCVS and trainers may:

1. immediately exclude the delegate from the training session
2. contact the delegate to discuss the matter
3. make and keep a record of the occasion and the discussion
4. alert our consultants and partners that the delegate is expected at a future session, giving our reasons for contacting them

Should the delegate's behaviour cause us serious concern on repeated occasions, RCVS may assert its right to exclude delegates from future sessions.

Training courses attracting a charge

1. Organisations entitled to free training places may wish to arrange longer training sessions on a particular topic, for example a full day course on funding application techniques, in order to make better use of their staff or Trustees limited time. Please contact RCVS to discuss your requirements and the available options.
2. Organisations entitled to free training places that prefer not to wait for a future free training course to be offered (i.e. those wishing to move up the priority waiting list) should contact RCVS to discuss their requirements and the available options.

Contact Us

If you have any questions you can contact us on training@richmond cvs.org.uk or **020 8893 7945**