

Terms and Conditions

1. Participants will ensure they have agreement from their managers/ supervisors to attend any course.
2. Participants must complete an application form (which is available in this brochure.) Participants must complete a **separate application form for each course** they wish to apply for. The application form should be printed or photocopied as appropriate.
3. Once an application has been processed, participants will receive a confirmation via email/ post detailing course title, date, time and venue. Once the participant has received this written confirmation it is expected that they will attend.

If for whatever reason a participant has not received communication regarding a course they have applied for, they should not presume that they have not been booked on. If in doubt, participants should contact the appropriate administrator.

4. Failure of notification of cancellation or non attendance on the day will result in a **£75 charge**. **Late arrivals** may not be admitted and may result in a **£75 charge**. Any charges will be made to the organisation.

If for any reason a participant is unable to attend, a **cancellation form** (contained within this brochure) should be sent by email/post/fax, and should be received no later than **a week** before the course commences. A phone call is not accepted as notification of a cancellation.

5. If a participant is unable to attend it is acceptable with enough notice for another member of staff within their organisation to attend in their place. However, notification of the change must be given within one week; an application form for the new applicant and a notification of cancellation must be received.

6. Courses will begin promptly as detailed on the confirmation letter.

Participants must ensure that they are ready to start at designated time. If for whatever reason participants are unsure what time the course they are attending is scheduled to commence, they should contact the appropriate administrator, in advance of the day of the course, for clarity.

7. Please ensure that you read the confirmation letter carefully for details of time and venue.
8. Participants must complete the whole course in order to obtain their certificate.
9. In order to allow a cross section of participants from different agencies and to ensure fairness, please note that only two applicants will be permitted per course. If you have a large number of staff who wish to attend a particular course then please phone to discuss.
10. Manchester Public Health Development Service strives to make training a safe, pleasant and practical learning experience.

Evaluation is an integral part of every training course delivered and participants are advised to engage with the evaluation methods employed. This will allow MPHDS to gauge participant satisfaction, identify improvements that can be made and allow MPHDS to continue to meet the needs of organisations and individuals that attend training.