   Supporting Scotland’s

Vibrant voluntary sector

SCVO Training programme

Policies, procedures and terms & conditions

How to book

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.

Once your booking has been processed you will be sent a confirmation email, along with joining instructions.

Please note: your booking is not confirmed until you receive the confirmation email, so please get in touch with training@scvo.scot if you do not receive it within seven days of making the booking. Remember, to check your junk mail.

\*Example email subject:  SCVO Events - Booking Confirmation - Online – Name of course

**NB:** participants will only receive training correspondence from an official SCVO email address.

Approximately, seven days before the course date a reminder email with joining instructions, any additional information and pre course homework will be sent.

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

How to pay

When making a booking you can choose to use online card payment or request an invoice.

Online card: insert your card details accordingly.

When using this method your card details will be used once to process the payment and will not be stored thereafter.  Please see below for our privacy notice.

In the event of cancelling your place, the online payments platform Stripe’s fee is non-refundable. Please see below for further cancellation and refund information.

Invoice: complete all invoice payments details. An invoice will be sent prior to your course taking place. Invoice payment terms are 30 days.

Equity, diversity and inclusion

SCVO interprets equality of opportunity, diversity and inclusion in the widest sense. We are committed to the eradication of all forms of unfair discrimination and prejudice and recognise the need to address these through the fulfilment of our legal responsibilities and good practice.

SCVO is committed to [becoming an anti-racist organisation](https://scvo.scot/p/44229/2021/06/29/becoming-an-anti-racist-organisation). We acknowledge that we are on a journey to strengthen our stance on the unacceptability of racism, both internally and within the wider voluntary sector, and shall endeavour to combat racial inequality whenever we see it.

We maintain a zero tolerance to all forms of discrimination, harassment and bullying. All participants 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 for the duration of the course is their own and not necessarily those of SCVO**.**

In order to comply with SCVO’s equalities policy, we aim to ensure our courses are accessible to all (our Equalities Policy is available on request). To ensure all participants are treated fairly and their requirements are met fully, please let us know at the time of booking of any specific needs you might have or if there is anything we can do to make things more accessible for you.

Additional support

Some people need additional communication support to participate fully in training. SCVO considers reasonable adjustments on each request for communication support on a case by case basis. Please inform us of your additional support requirements at the time of booking.  Requests may include support in advance and/or on the day.

Dietary requirements

For courses that include refreshments/catering for learners, we will provide a buffet lunch for attending carers, communication support workers and interpreters.  Please inform us of their names and dietary requirements at the time of booking.

All our venues are accessible and are fitted with induction loops, lifts and accessible toilets.

Course attendance and certification

You must attend the full course and participate fully in order to receive your Certificate of achievement.

Change of plans

On occasion you might have to change your plans and wish to change or cancel your booking.

Where a confirmation email has been sent and you want to cancel your booking there is a £25 charge, providing it is more than 10 working days in advance of the course.

As it gets closer to the course it is harder to fill your place, so cancelling within 10 working days will incur 50% of the course fee. This rises to the full amount within 48 hours of the course.

If you fail to attend a course without any prior notice you are liable for the full cost of the course and not entitled to a refund.

Transfers: You can transfer your booking to another course at a charge of £25, providing it is more than 10 working days in advance of the course date. If a transfer request is made within 10 days of the course a charge of £35 will be applied. A maximum of two transfers is allowed for any one booking.

You can substitute your place with a colleague at any time, free of charge.

**NB**: All cancellations must be received in writing.

Cancellation of courses

SCVO reserves the right to cancel a course, amend course times and/or dates.

Occasionally, we may have to cancel a course if there are insufficient numbers to make it viable - we will advise you approximately seven days prior to the course date. You will not incur any course costs in this instance.

Occasionally, we may have to cancel a course at short notice due to unforeseen circumstances, adverse weather conditions or trainer’s sickness and where a suitable replacement cannot be found.  You will be informed ASAP and asked to acknowledge receipt of notice. You will not incur any course costs in this instance.

Where possible participants will be offered an alternative date, a place on another course or a full refund.

Travel and accommodation

We recommend participants do not make travel arrangements or book accommodation before receiving the course reminder email. Any travel or accommodation costs incurred are entirely your responsibility. Only in exceptional circumstances will a refund be issued – each decision is taken on a case-by-case basis.

Data protection

The information you provide when booking is stored to allow us to manage your booking. You can read SCVO’s Training and Events privacy notice [here](https://scvo.scot/privacy/training-and-events).

Copyright

SCVO reserves all rights in the content of all courses and learning materials. By accepting our policies, procedures, terms and conditions learners 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.

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

Get in touch

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