



BPSI

Barnet Partnership for School Improvement

Barnet Partnership for School Improvement (BPSI) Cancellation / Refund Policy - CPD Programmes

- The majority of Barnet schools purchase one of the pre-paid packages. These packages provide schools with open access to the programme of training.
- Schools that purchase training on a Pay-as-you-Go basis will be charged either as soon as a place is confirmed or following the event. Charges will be clearly displayed on our marketing material.
- Additional sessions/events will be provided which may be charged outside the existing packages (or discounted to package members). These events will be charged as soon as a place is confirmed.
- Some events will have a different cancellation policy due to the increased costs incurred by us. Details will be clearly displayed on our marketing material.
- We may postpone an event should minimum enrolment requirements not be met. All schools that have booked places will be informed, no charges will be made and any payments refunded.

Non-Attendance

- Please inform the BPSI & BELS Training Team immediately if you are unable to attend a course: e-mail (BELS.training@barnet.gov.uk).
- If we are informed that a person will not be attending an event at least 7 days before the event, we will not make any supplementary charges.
- If we are informed that a person will not be attending an event less than 7 days before the event, we reserve the right to make a supplementary charge of £50 (or the cost of the course place) for non-attendance.
- If a person fails to attend an event and we have not been informed we reserve the right to make a supplementary charge of £100 (or the cost of the course place) for non-attendance.
- Some events have specific cancellation policies which will be made clear in the marketing literature.
- You may send a substitute to avoid a fee.

Attendance without booking

- We will try to accommodate you if you attend a session without us having any record of a booking. However, in the interests of providing resources and an effective quality of service

to those who have booked we reserve the right to exclude those for whom we have no record of their booking. If you book online you will receive a confirmation that your booking has been sent AND a confirmation e mail if you are allocated a place on the course.

Refunds

- If you are not satisfied with any course/event we have provided, please tell us – contact the Training & Traded Services Co-ordinator (020 8359 6325). Your concerns may also be dealt with as part of our internal complaints procedure. The Training & Traded Services Co-ordinator will contact you regarding your concerns.
- Some events will have a different refund policy due to the increased costs incurred by us. This will be made clear in the marketing literature
- We may postpone an event should minimum enrolment requirements not be met. All schools that have booked places will be informed, no charges will be made and any payments refunded.

Director, Head of School Improvement
and Traded Services

Neil Marlow - 020 8359 7725
neil.marlow@barnet.gov.uk

BPSI & Traded Services Team

Sheila Joyce - 020 8359 6341
Carrie Waldren - 020 8359 6325
Aneetha Robban - 020 8359 6306
BELS.training@barnet.gov.uk