

Cornwall Training Hub

Terms and Conditions of Course Booking

By booking a course (face to face or virtual) with Cornwall Training Hub, you are reserving a place and signing up to the following terms and conditions:

Booking

By completing an online booking form, you are committing to attend a training course organised by Cornwall Training Hub. Places on courses are booked on a first-come-first-served basis. It is essential that all delegates pre-book places. Cornwall Training Hub reserves the right to prevent delegates from taking part in a course if they have not pre-booked.

If a training course is full you can opt to be added to the interest register. In the event of a cancellation, you may be contacted. To be added to the interest register, please do so via the Cornwall Training Hub website or contact the Training Hub team. Please note however that Cornwall Training Hub does not guarantee that all, or any, delegates on the interest register will be offered a place on the course.

Cornwall Training Hub is committed to making every effort to ensure equality of access and meeting the needs of the target audience. Please let the team know if you have any specific needs not covered in the booking form.

By booking onto training you are confirming that you have read the course information and are within the target audience for this event. Refunds for inappropriate bookings will be made only at the discretion of Cornwall Training Hub.

Subscription to the Primary Care Education Programme

Where Practices subscribe to membership of the Primary Care Education Programme, access to courses is fully funded, unless stated otherwise. Non-member practices will be charged for each individual training course booked by staff within their practice. The course fee is stated on the course information webpage. Payment must be made prior to the course start date to secure the booking

Cancellation Terms

If you need to cancel a booked place on a course, please do so giving sufficient notice for the place to be reallocated. Places cancelled less than 5 working days prior to the course start (unless otherwise stated), or failure to take up the place on the day of the course, will incur a charge to the practice of £100 per day / £50 per half day, or the full course cost, whichever is the greater. This applies to both members and non-members of the Primary Care Education Programme. Many courses have a waiting list and a significant amount of money is lost through non-attendance and late cancellations. At the discretion of Cornwall Training Hub, it may be possible for a colleague to take up your place as a substitute.

In the event of Cornwall Training Hub having to cancel a training session for any reason, we will give reasonable notice to those delegates booked on the course. If payment has been made for a course place, a full refund will be made. Delegates will be informed of future delivery dates.

Pre-Learning

Many of our courses require you to undertake some guided learning activity prior to attendance on a face-to-face or live virtual session. Guided learning is usually an integral part of the course and it is your responsibility to make yourself aware of pre-work requirements (details of which will either be provided on the website course booking and / or emailed to delegates) and to ensure you complete this work duly in advance of the delivered session.

Evaluation Forms

You will be asked to complete an evaluation form following the training. When signing up to attend a course, you commit to completing the evaluation form in order to help us to continually improve our training provision. Course certificates will only be issued when the evaluation form has been completed.

Data Protection

All data collected, processed and stored will be done in accordance with relevant data protection legislation. Data will be used to provide information on relevant training activities, to provide access to training and to share training materials where appropriate. It will also enable the Training Hub to undertake evaluation activities so that we can continually improve our training programme. Please click here to access [Kernow Health's Privacy Policy](#).

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