

## Course booking conditions

The main providers of professional development and training across the University<sup>1</sup> (subsequently referred to as 'we'/'us') have agreed to a shared planning process; where possible to advertise upcoming opportunities at least six months in advance and that additional dates may be offered in response to demand for over-subscribed courses. This is to enable users to carefully consider their own development needs, to plan accordingly and to select the most appropriate courses or programmes to meet those needs.

As providers of training and professional development opportunities, we are committed to the principles of equality and diversity including those identified in key policy documents.

In accordance with the Athena SWAN Charter, HR Excellence in Research, QAA Code of Practice and the institutional equality and diversity policies we are committed to ensuring that, if an individual cannot attend events outwith core working hours (10:00-16:00), due to family/caring commitments, resources and any additional support will be made available.

We have also agreed to a series of terms and conditions related to the delivery, booking, attending and cancellation of courses outlined below.

### Prerequisites and course information

- Some courses may list prerequisites – for example, prior attendance at an introductory level course before attending an intermediate level course on the same subject.
  - If you don't have the required prerequisites you will not benefit fully from the course.
- Always check the course information carefully to make sure it is right for you.
- The trainer reserves the right to ask you to leave a course if it becomes obvious that you do not have the necessary prerequisites.

### Waiting List

- We operate an automated waiting list for all courses.
- If the course you want to book on is fully subscribed, you can add your name to the waiting list for that course.
- If places become available, they will automatically be assigned to those on the waiting list in order of booking.
  - A confirmation email will be sent to you if you are assigned a place.

### Cancellation

- If you are unable to attend a course you have booked on, please cancel at least 48 hours in advance where possible so we can offer your place to someone else in good time.
  - To cancel a course you must log into the course booking system.
- If you need to cancel 24 hours or less before a course, you must also contact the course provider (the team from which you received a confirmation email) to inform them you can no longer attend.
- If you repeatedly fail to cancel bookings – three or more times within a six month period – within the 48 hour notice period, we reserve the right to contact your supervisor/line manager to inform them.
  - Late cancellations are recorded in the course booking system.
- We reserve the right to cancel a course if we do not have sufficient bookings or if a trainer is off sick.

---

<sup>1</sup> See [current listing of professional development providers](#) at the University of Aberdeen.

- Unless otherwise stated, most courses require a minimum of 5 persons to run. Notification of cancellation will normally be issued by email by noon 2 working days before the course date.
- In the unlikely event that it is necessary for us to cancel a course, we will make every effort to reschedule the course on an alternative date.

### Change of venue

- Should the venue for a course or workshop change, participants will be informed as soon as possible by email and we will ensure every measure possible is taken to indicate such changes.
- Please check that you are familiar with the new location of the course venue in advance of the session. If you are unsure, contact the course provider at least 48 hours before the course date.

### Attendance and Non-attendance

- If you fail to turn up for a course (without having cancelled), this will be recorded in the course booking system.
- If you repeatedly fail to attend courses without having cancelled – three or more times within a six month period – we reserve the right to contact your supervisor/line manager to inform them.
  - Where appropriate we will seek to cost recover the cost of the unfilled place.
- We will provide attendance and non-attendance data on a yearly basis to your School/Department.

### Course materials

- We may issue you with course materials at the start of a course; where possible, these will be in electronic format as we are committed to the university's environmental sustainability policy.
- In some instances, we will provide you with 'classroom copies' of workbooks and these must be returned to the tutor at the end of the course.
- Some training materials are also available to download – your course tutor will tell you if this is the case.

### Course etiquette

#### Late arrivals

- Courses will start at advertised time. If you arrive late (within 5 minutes of the course start time) without prior agreement, the trainer reserves the right to exclude you from course.
- If you know in advance that you will be arriving late, or that you will need to leave early, please contact the course provider at least 48 hours before the course date to check that this will be acceptable.

#### Mobile phones

- Must be set to silent. If you must take a call, please leave the training room to do so.
- If you are expecting an important call and would prefer *not* to set your phone to silent, please let the course tutor know before the course starts.

#### Email and Social Media

- If you are attending a course that requires you to use a PC, please refrain from checking email or visiting social media websites until there is a scheduled break.

#### Use of video, photography or recording of courses

- The recording of courses is usually only permitted in exceptional circumstances.
- You must request permission from the course tutor and the other participants if you require to video or record the session.

### Accessibility and/or Special requirements

- If you have a permanent or temporary physical, sensory or cognitive impairment, please contact the course provider through the email you received confirmation from at least 48 hours before the course date.
- We will get in touch to discuss your requirements in confidence.
- Providers will ensure access to appropriate materials.

### Catering

- Unless advertised, refreshments will not be provided. The course provider will let you know if there will be scheduled break. You are welcome to bring hot or soft drinks to the course, provided they have a lid.

### Follow up courses

- Where follow up courses are available and appropriate to your requirements, we will let you know either during the course or by follow-up email.

### Email contact

- Emails from course providers will be sent to your University email address.