



Sahir House Training Service Charges Policy

Sahir House Training and Health Promotion Charge Scale

	Participants	Organisations with income over £450K	Organisations with income under £450k
Training – full day	Max 20, min 10	£650	£450
Training – half day	Max 20, min 10	£350	£275
Training – lecture 1hr	Unlimited	£150	£75
Commissioned training – check area and availability		Free, £75 out of area, non-attendance charge	Free, £75 out of area, non-attendance charge
Info session in agency	Unlimited	£75	£50
Info session at Sahir House	Pending space	Free	Free
Schools / groups per lesson	Unlimited	£75	£50
Campaign resources e.g. red ribbons, leaflets, etc		Pending amounts requested	Pending amounts requested
World AIDS Day & National HIV Testing Week pack		Free	Free

Local authority funded courses provided by Sahir House

Some local authority public health commissioners fund Sahir House training. Its aim is to increase HIV awareness, reduce barriers and related stigma. Sahir House report on progress through the structures of commissioning and public health targets nationally. In Liverpool this is also reported globally as part of the Fast-Track City Initiative.

By participants attending this course, they are contributing to reducing the stigma, improving wider awareness of the virus and how it affects those living with HIV as well as increasing access to HIV testing.

Charges for non-attendance or cancellation training courses provided by Sahir House that are commissioned by local authority public health departments

There is significant investment of resources in terms of time, planning and budget to deliver this service and there is a charging policy for late cancellation or non-attendance. These guidelines / procedure outline the requirements needed to follow when booking and cancelling a confirmed place on a Sahir House course. By booking onto these courses participants agree to Sahir House terms and conditions including the charging policy. A confirmed place is the email and letter sent to participants confirming the delegates booked on to that course. To secure a booking on these courses it is a requirement to provide names of delegates at the time of booking. Sahir House cannot accept requests for spaces without named delegates. Please indicate at the time of booking any learning support enquiries and requirements. All delegates are required to have adequate literacy skills to enable them to have a positive learning experience from the course, and

certificates of attendance will only be issued at the discretion of the trainer if they are satisfied that this condition has been met.

Attendance

Delegates are required to attend the full course. Delegates should not apply for a place on a course if they are unable to attend the full course. It is the line manager's responsibility to ensure that the delegate is able to attend the course in full and that the delegate is fit and well to participate fully prior to commencing the training course, i.e. not completing the course after a night shift. It is not acceptable to arrive late or leave early. Delegates who arrive late may be turned away depending on how much of the programme they have missed, and a charge will be incurred and will be classed as a non-attendance. Delegates will be required to sign an attendance sheet on arrival for the training course they have been booked on and complete any necessary pre and post-course evaluation. There will be occasions where delegates may need to be substituted at short notice. Please notify us via training@sahir.uk.com or 0151 237 3989.

Non – attendance

If a participant is unable to attend the course but a different member of staff can attend in that place, please notify Sahir House of any intended absence and changes as courses are heavily subscribed and there are often waiting lists. It is the responsibility of the delegate or the delegate's line manager to notify Sahir House that a delegate is no longer able to attend the course. The delegate or line manager needs to phone 0151 237 3989 or send an email to training@sahir.uk.com. Adequate notice is deemed as 4 working days prior to start date of course. All delegates that do not attend the course they have been booked on will be charged back to the employer.

Charge for non-attendance

Non-attendance or late cancellation of places on courses will be charged back to the delegates employer as follows:

- Non-attendance without 4 working days' notice via phone or email will incur a charge of £45 per person.
- Cancellations made by email or phone by the line manager or participant more than 4 days in advance of the course starting will not incur a charge.

Charges for cancellation for bought in Sahir House training courses

Sahir House also sell their training services to organisations and businesses who request bespoke training for their workplace. Cancellation of a booked course with less than 4 working days' notice will incur a charge of £100.

Invoicing and payments

All payments are to Sahir House and are required to be paid within 30 days of invoicing and within the financial year end.

GDPR

All data and information shared is used for Sahir House training purposes and will not be shared with third parties or for non-related uses.

Policy review

This policy will be periodically reviewed every 3 years, or as and when legislation changes, or other alterations and guidance from auditors occur at Sahir House.

For more information, contact:

Training and Development Manager training@sahir.uk.com

Health Promotion Lead info@sahir.uk.com