

## Organisational Bookings Timeline Policy

This document outlines the timelines of the booking process related to organisational training delivered by Women's Aid Centre for Learning and Practice Development. This includes the times by which participant lists should be received by the trainer and the procedure when accommodating any modifications to said lists. It also includes the timelines in which the training is delivered. This information is divided into three groups, based on the course components included in the training packages.

### Group 1

*SPP – eLearning module 1 + practice session*

Participant list: to be received at least ten working days prior to the commencement of the eLearning module.

Deadline to modify the list: participants can be swapped if they have not yet commenced the eLearning module:

- 7 working days prior to the practice session.

Modifications of the list do not include refunds. If there is a higher charge as a result of the modifications, an additional invoice for the increased amount will be issued. See our *Refund and Cancellation* policy for more information.

eLearning module: available for three weeks prior to the practice session.

### Group 2

*SPP & EEP – eLearning module 1 + eLearning module 2 + practice session*

Participant list: to be received at least ten working days prior to the commencement of the eLearning modules.

Deadline to modify the list: participants can be swapped if they have not yet commenced the eLearning modules:

- 10 working days prior to the practice session.

Modifications of the list do not include refunds. If there is a higher charge as a result of the modifications, an additional invoice for the increased amount will be issued. See our *Refund and Cancellation* policy for more information.

eLearning module: both become available at the same time, three weeks prior to the practice session.

### Group 3

*EEP – eLearning course only*

Participant list: to be received at least ten working days prior to the commencement of the eLearning modules.

Deadline to modify the list: participants can be swapped if they have not yet commenced the eLearning modules:

- 7 working days prior to the end of the eLearning modules.

Modifications of the list do not include refunds. If there is a higher charge as a result of the modifications, an additional invoice for the increased amount will be issued. See our *Refund and Cancellation* policy for more information.

eLearning module: both become available at the same time, they are available for six weeks.

### Clarifications

Note that if an organisation participating in the EEP training has members in group 2 and 3, both lists should be provided before the commencement of the eLearning modules, as the users will be allocated to two different courses on our training platform depending on the group they belong to. For these organisations, the same deadlines apply for participant lists' modifications.

Any variance to these timelines must be discussed and approved by the Head of the Centre for Learning and Practice.