

**Leadership Team, West Midlands Office
Cancellation and Non-Attendance (DNA) policy**

We recognise that when individuals cancel their place or do not attend, it has a major impact on the success of the programme or event, as whenever events run with fewer delegates it affects the breadth and value of learning for other participants.

If, having booked a place on one of our courses, interventions or events the participant either fails to attend or to complete the Programme (specific detail identifying what is considered programme completion will be identified on individual course material), the organisation will pay Health Education England (HEE) West Midlands the sum determined below as agreed recompense for subsidising the applicant's place on the Intervention. Any income received in this way will be used by the organisation to cover cancellation costs.

Health Education England West Midlands (in its absolute discretion), will determine what is defined as an extenuating circumstance, ie significant illness, accident or injury, family crisis directly affecting the delegate in line with the Code of Practice.

Cancellation timeframe	Cancellation charge
6 – 14 days prior	50% of cost of intervention
0 – 5 days prior	100% of cost of intervention

(The full cost of each intervention will have been advised on the application form)

The Leadership Team will monitor and feedback on DNA rates to the appropriate managers and forums.

Clearly communicating our approach to cancellations will enable us to effectively manage non-attendance and will allow us to offer cancelled places to other individuals should they be available, thus maximising the effect we make on our stakeholders.

When unavoidable, cancellations should be made in the first instance by email at the first available opportunity. This can be followed up by a telephone call if necessary, however email will be considered as the formal notification in all circumstances, and in return, confirmation of your cancellation will be returned by email.

Whilst the HEE Leadership Team will always endeavour to ensure that interventions take place, on occasions we may regretfully be forced to cancel. In that instance we will endeavour to re-arrange as soon as possible. In the event that this affects your ability to attend, we will reimburse your organisation the course fee, but will not be liable for any travel or accommodation that has been pre-booked by the attendee.

Please contact the West Midlands Leadership Team on: leadership@wm.hee.nhs.uk if you are unable to attend at your earliest convenience.

WEST MIDLANDS LEADERSHIP TEAM

CODE OF PRACTICE ON EXTENUATING CIRCUMSTANCES

Preface

This Code of Practice applies to anyone booking a place on one of the West Midlands Leadership Teams courses, interventions or events.

1 Introduction

- 1.1 During a period of study, individuals may encounter significant personal difficulties that impact on their ability to attend training courses or complete programmes. The Leadership Team refers to these personal difficulties as “Extenuating Circumstances”.
- 1.2 This Code of Practice applies to all delegates that have applied for and been assigned a place on programmes, courses and workshops etc.
- 1.3 It is the responsibility of the individual to report Extenuating Circumstances at the earliest possible opportunity.
- 1.4 The Leadership Team will ensure that this Code of Practice guidance on Extenuating Circumstances is widely publicised to stakeholders through our application process and such other media as is appropriate.

2 Grounds for Extenuating Circumstances

- 2.1 Extenuating Circumstances are circumstances that are exceptional or ‘unforeseen’ and are over and above the course of everyday experience. They may include:
 - a) significant illness, accident or injury;
 - b) the death or serious illness of a close family member or dependent;
 - c) family crisis directly affecting the individual;
 - d) absence caused by maternity leave, paternity leave and jury service
- 2.2 Circumstances that will not normally be considered as Extenuating Circumstances include:
 - a) minor illnesses or injuries where the individuals are able to attend work (such as coughs and colds);
 - b) minor computer problems or inadequate planning preventing completion or submission of coursework;
 - c) personal or domestic events, such as moving house or attending a wedding;
 - d) holidays or travel arrangements;
 - e) work pressures where the organisation has taken the decision to stop the individual attending.

3 Evidence

- 3.1 The individual is responsible for providing acceptable and sufficient evidence which could include independent third party evidence which must confirm the existence of the Extenuating Circumstances and state how the reported circumstances have impacted on the individual concerned.
- 3.2 The appropriate Leadership Programme Lead will use their discretion to decide whether the evidence submitted is acceptable.
- 3.3 The Leadership Team will advise you and your course sponsor of the outcome of your application for Extenuating Circumstances, which may lead to a charge to recover a percentage of the cost of the intervention as laid out in our Cancellation and Non-Attendance (DNA) policy.