**Training and Charging Policy (Effective 01/09/25)**

**Purpose**

This policy sets out how BAVO will charge for training sessions delivered to members and other organisations. Charging helps us cover the costs of preparing and delivering training, while keeping fees affordable and fair.

**Scope**

This policy applies to all training delivered by BAVO, whether in person or online.

**Principles**

* Training will be offered on a cost-recovery basis.
* Fees will be set at a level that ensures accessibility while recognising the staff time, materials, and resources required.
* Charges will be transparent, published in advance, and applied consistently.
* Concessions or free training may be offered at the discretion of the Charity (e.g. for volunteers, partner organisations, or where grant funding allows).

***BAVO delivered training: Bespoke In-house service***

For organisations requiring BAVO to deliver targeted or specific training to their own staff and volunteer teams whether on the host's property or at BAVO offices, the following applies:

Half-Day Sessions (up to 3.5 hours)

* Up to 10 participants: £100
* 11–20 participants: £175
* Maximum number of participants: 20

Full-Day Sessions (over 3.5 hours, up to 7 hours including breaks)

* Up to 10 participants: £175
* 11–20 participants: £300
* Maximum number of participants: 20

**Payment Terms**

* A Purchase order needs to be received from the host organisation within 48 hours of booking a date with BAVO.
* An invoice will be raised and sent by BAVO Finance Officer
* Payment is due within 14 days of the invoice date and no later than two weeks prior to the date of the training.
* Cancellations must be made at least 7 working days before the training date; otherwise, the full fee will be charged. (Full fees will be reimbursed if cancellation takes place prior to 7 working days). Alternatively, a new date for training delivery can be arranged.
* If an organisation cancels a bespoke training session (for which they have already paid) with less than **36 hours’ notice**, they may rebook the course for delivery within the following three months.
* If BAVO cancels a training session, any fees already paid will be refunded in full.

***Individual Training (Open Courses Delivered by BAVO)***

* To book on a training course, participants must complete the booking form fully and note the organisation they are attending on behalf of, as well the contact for the line manager/finance officer
* Standard cost per individual training place:
  + - * £25 for members and £35 for non membersfor up to 3hr training session
      * £45 for members and £65 for non members for a full day (4-7hrs)
      * Other fees may be charged for courses delivererd by external providers or are bespoke over a number of days/sessions. This will be promoted.
* Standard Cost for Volunteering passport training is £200 (inclusive of accreditation charges)
* Subsidies/bursaries may sometimes make places free of charge.

**Cancellations and Non-Attendance**

* If an individual cannot attend, another person from the same organisation may attend in their place. This can be notified up to and including the start of the training session.
* If an individual does not attend, or cancels with less than **36 hours’ notice**, the organisation they are representing will be contacted and invoiced for the full training fee as detailed above. This is *regardless* of whether the training has been subsidised and offered at a reduced rate or free at the point of booking.

**Exceptions and Waivers**

* Members, volunteers, and community partners may occasionally be offered reduced/subsidised-cost or free training, subject to funding and CEO approval.
* Any variations from the standard charges must be agreed in writing by the CEO.
* Charges may be waived at BAVO management’s discretion in the case of:
  + - * Confirmation from the organisation in writing of the illness of the individual (applicable only when less than 36 hours' notice provided)
      * Emergencies affecting the individual or organisation

In all other cases, the organisation will be invoiced in line with the above terms.

**Payment Terms**

* Where a payment is due, the individual will provide a purchase order number on the booking form.
* Payment is due within 14 days of the invoice date and no later than 2 weeks before the date of the training.
* Cancellations must be made within the timeframes stated above; otherwise, the full fee will be charged.
* If BAVO cancels a training session, any fees already paid will be refunded in full.

**Review**

This policy will be reviewed annually to ensure charges remain fair, competitive, and reflective of costs.