



## WSSCB Training Charging Process

This process will come into effect from 1<sup>st</sup> July 2018

The user or line manager makes a booking via the Learning and Development Gateway, if there is a fee to attend they will be asked to make payment.  
If there is no charge to attend the event there will be no change to the existing process.

Yes ————— Payment Received ————— No

The user or line manager makes a secure payment via the Learning and Development Gateway.  
This payment will be held by Learning & Development (L&D) for a minimum of seven days to comply with banking regulations.

The user and line manager will be sent payment reminders on a daily basis for five days, if after this time payment is not received the booking will be cancelled.

Booking Cancelled ————— Yes —————>

L&D will follow the WSSCB Cancellation policy when handling cancelled bookings.  
Currently L&D to refund full amount if cancelled outside 10 days or refund 50% if within 10 days of the event start date, or as direct by WSSCB.

No

L&D will journal all payments received to the WSSCB cost code, as well as providing a detailed report of all transactions.  
This will take place at least seven days after the end of the month, for the previous month's payments.