Home and Community Care (HACC) Training Fees Policy

Policy

1. **Fees**
   - Regional HACC training activities are available free of charge to HACC funded staff and volunteers working within a HACC funded service/program, and to the staff of pension only Supported Residential Services (SRS) in the region for which training funds have been allocated.
   - It may be necessary to invite both HACC and non HACC staff in order to make the activity viable. In these exceptional cases the non HACC staff will be charged a fee equal to cost recovery..
   - Priority for training attendance is given to HACC funded participant registrations.
   - Courses with a popular demand will have participant registration limited to 3 registrations initially per organisation. HACC organisations will be notified in a timely manner of remaining vacancies
   - The **Community Service Organisation (CSO)** funded for HACC Regional Training Coordination may charge a levy to all training participants to cover the cost of catering and/or venue hire.
   - Where a levy is charged, it is deemed not refundable, except for genuine cases of illness on the training day. (Refer to non-attendance All monies charged must be documented by activity and fee/levy type in HACC Regional Training Coordinator's reports to the DH Regional Office.
   - The HACC Regional Training Coordination funding and the position of HACC Regional Training Coordinator are not to be used to develop or implement fee for service training or a training business.
2. **Non - Attendance**
   - Some HACC training/learning activities attract a waiting list.
   - Non-attendance/cancellation fees will not be charged when the training co-ordination agency receives sufficient notice of non- attendance and they are able to offer a place to someone else on the waiting list.
   - Should a person, registered to attend a training/learning activity, become unavailable to attend, it is requested that **48 hours notice**, of inability to attend, be provided to the relevant training facilitator.
   - A late cancellation fee will be charged to those persons who do not follow the stipulated cancellation notification process and will not be greater than the cost of the venue and catering for that person.
   - The cancellation fee will be advertised on the booking form. The cancellation fee will not be charged when the person is attending in their own time or the person was ill on the day they were booked to attend training or the **CSO** substitutes another person in place of the person who was booked to attend.

3. Course Cancellation

- Training needs analysis, HACC CSO liaison and ongoing evaluations ensure that training activities are appropriately targeted and attended by HACC staff and volunteers and pension only SRS staff. Where a training activity is identified for a

smaller HACC funded audience, or where response to a training activity is lower than expected,

- If insufficient numbers of eligible staff are not enrolling in training and other learning activities on a regular basis this is evidence that activities provided need to be reconsidered and HACC funds targeted only to those activities which eligible staff both need and can attend. Non HACC funded staff and volunteers are ineligible to be provided with HACC funded training activities.

Evaluation

- Annual training needs analysis,
- HACC Training Co-odinator liaison within the regional training advisory group meetings.
- Training evaluations to ensure that training activities are appropriately targeted and attended by HACC staff and volunteers and pension only SRS staff.
- Registration and monitoring of attendee numbers of HACC and Non HACC staff in training and learning activities on a regular basis in accordance with attendee registration.