

CANCELLATION POLICY AND PROCEDURE

Policy Statement

Oakland County Human Resources will bill organizations when individuals are enrolled and confirmed in a class.

If an individual cancels enrollment *prior to 2 weeks before the course date*, the organization will not incur any course cost.

If an individual cancels enrollment *within 2 weeks of a course date*, the organization will be billed and a one-time offer for a course make up will be made available through one of the following options:

1. Individual will be authorized to attend the next available session of the course.
2. Organization may send a new representative to the current session.
3. Organization may send a new representative to the next available session of the course.

Enrollment Status

1. If an individual cancels enrollment *prior to 2 weeks before the course date*, the individual will be **dropped** from the session and the organization will not incur any course costs.
2. If an individual cancels enrollment *less than 2 weeks before the course date*, the organization will be billed and the individual will be coded **cancel** in the current session and automatically enrolled as **authorized** in the **next available session** of the course. The organization will not be billed for the individual to **attend the next available session**. This is a one-time makeup opportunity.

OR

If an individual cancels *less than 2 weeks before the course date*, the organization will be billed and the individual will be coded **cancel** in the current session, but the organization may enroll *a new representative* in the current session or the next available session of the course as **authorized**. A **Classroom-based Course Registration Form with updated contact information and authorization is required** from the organization to enroll the new representative in the course. The organization will not be billed for the individual to **attend the current or next available session**.

If an individual cancels *less than 2 weeks before the course date*, and another representative from the organization cannot be identified, then the organization will be billed and the individual will be coded **cancel** in the current session and automatically enrolled as **authorized** in the **next available session** of the course. If the organization identifies another representative to attend the **current session**, a **Classroom-based Course Registration Form with updated contact**

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- information and authorization is required** from the organization to enroll the new representative in the course. The original individual who registered for the course will be **dropped** from the next available session and the new representative will be enrolled in the current session of the course as **authorized**. The organization will be billed for the employee who is marked **cancel** and not the new representative who will be marked **authorized** to attend the current session.
3. If an individual does not cancel and does not notify Oakland County HR Training prior to the course date, the individual will be coded **no show** and the organization will be billed. No makeup opportunity will be awarded in the event of a **no show**. Exceptions to billing for **no shows** will be handled on an individual basis by contacting Kelly Fitzpatrick at fitzpatrickk@oakgov.com or 248-858-0533 *within 2 business days after the missed course date*.
 4. In the event that Oakland County Human Resources Training and Development cancels a course session, individuals enrolled in the course will be marked **Canceled** and enrolled in the next available session of the course.

Billing Procedure

The detail attached to monthly invoices will include one of 6 possible statuses. The statuses which the organization is being billed for will be listed at the top:

- Completed
- No Show
- Cancel

Additionally, the following statuses may appear in a separate section at the bottom of the report as applicable:

- Dropped – *no charge*
- Authorized – *previously paid*
- Canceled – *no charge*

If an exception is made for a **No Show** with extenuating circumstances, then the individual will be marked **Cancel** and will be enrolled in the next available session of the course as **Authorized**.