



## Human Resources Training and Development Cancellation Procedure

### Policy Statement

Oakland County Human Resources will bill organizations where 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 **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 **Course Registration Form with updated contact 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



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- 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 Tina Ramey at [rameyt@oakgov.com](mailto:rameyt@oakgov.com) or 248-858-0018 *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 **Cancelled** and enrolled in the next available session of the course.



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### Summary of Training Status

The following status codes will be used to track individuals participating in HR Training.

Status	Reason/Usage
Enrolled	Currently enrolled in a training course.
Completed	Attended and completed training as scheduled, organization <b>will be billed</b> .
No Show	Did not attend training as scheduled, organization <b>will be billed</b> .
Dropped	Cancelled enrollment prior to 2 weeks before course date, organization <b>will not be billed</b> .
Cancel	<p>Cancelled enrollment within 2 weeks of course date, organization <b>will be billed</b>. A one-time makeup opportunity will be applied through one of the following options:</p> <ol style="list-style-type: none"> <li>1. Individual will be authorized to attend the next available session of the course</li> <li>2. Organization may send a new representative to the current session</li> <li>3. Organization may send a new representative to the next available session of the course.</li> </ol>
Authorized	<ul style="list-style-type: none"> <li>• Individual enrolled in next available course session after organization is billed for a cancellation within 2 weeks of a course date, <b>no additional cost</b> for individuals who are authorized to attend training.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Representative from organization enrolled as a make up for an individual who cancels within 2 weeks of a course date. Organization previously paid for course and <b>will not be billed</b> for representative to attend training.</li> </ul>
Cancelled	Session cancelled by Oakland County HR Training. Organization <b>will not be billed</b> and enrolled individuals will be automatically enrolled in next available session.



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### 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*
- Cancelled – *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**.