

# PRO-ACTION

## Training Policy for Non-Members

Pro-Action offers a regular training programme, open to the general public, with priority for our Members.

The training programme consists of but is not limited to Safeguarding Level 1, Safeguarding Level 2, First Aid and Mental Health First Aid. Where there is a need for additional courses, Pro-Action will source these as relevant.

- **Online Bookings**
  - a. Non-Members can book courses easily through our online booking system, accessible via our website [www.pro-actionherts.org/training](http://www.pro-actionherts.org/training)
  - b. Non-Members must select the non-member price banding for their relevant course
  - c. If Non-Members book courses using the member price banding, they will be liable to pay the difference or their place will be cancelled. No refund will be issued.
- **Cancellations**
  - a. Cancellations for courses can be made in writing up to 10 working days prior to the course, for which a refund can be issued.
  - b. Cancellations made with less than 10 working days to the course will not be refunded.
  - c. Replacement attendees will be accepted on courses with notice.

If you have any queries regarding this policy please contact the Pro-Action directly on [membership@pro-actionherts.org](mailto:membership@pro-actionherts.org) or call 01707 276859.