



## Registration & Cancellation Guidelines

Information on training and development available to UCD employees can be accessed via the UCD People & Organisation development [website](#). The [course catalogue](#) provides a current outline of the training courses which are open for registration.

### Registration

Registration for UCD People & Organisation training and development courses is managed through the [online booking centre](#).

An automated email will be sent to you directly after registration to confirm your booking, followed by a pre-course reminder email 3-5 days prior to the event taking place. This reminder email will include details of the venue, timings and course materials.

### Managing my Booking

You can view and manage your course bookings online via Infohub, [My Confirmed Bookings](#). Once you have logged in, you will be able to:

- view current bookings
- view 'waiting list' bookings
- cancel current bookings

### Waiting list (where applicable)

For training events with a waitlist facility, the booking page will indicate if the course is full. In this case, you may choose to add your name to the waiting list.

Employees on the waiting list will be contacted by email if a place becomes available. Places are allocated on a "first-come first-served" basis.

If a course does not have a waitlist facility it will be necessary for prospective participants to watch the [online booking centre](#) and or the weekly/bi-weekly staff ezines for places that might become available.

### Cancellation

Once you have registered a place, you are expected to attend that course in full (every session or days if more than one). It is advisable to put the course in your calendar.

If you find you are unable to attend the course, please cancel your booking, providing as much notice as possible, to enable your place to be offered to the next person on the waitlist or for the place to become free for others to book.

If you need to cancel your place, please do so by logging into InfoHub and selecting My Learning and Development>My Bookings and select cancel booking.

However, if you need to cancel with less than 24 hours notice, you will need to email [peopledevelopment@ucd.ie](mailto:peopledevelopment@ucd.ie) so that they can cancel your place.

**Please be mindful of the impact of either last-minute course cancellation or not attending a course without giving prior notice of cancellation.** While we understand that this is unavoidable in some circumstances, this impacts on your colleagues who may be waiting on a place on a course, and also may impact on the training delivery which is often designed around the participation of an optimum number of attendees. There is also a financial impact on the university.

UCD People Development may refuse your registration if you have already registered for other courses or events but failed to attend

### Training record

Training record Attendance on all courses is monitored using sign-in sheets or attendance recorded by the trainer at online courses. This is recorded onto your [online training record](#).