



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 (online or face 2 face), timings and any pre and post 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 any given event, that has the wait list 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 in a "first-come first-served" basis.

If a course does not have a wait list 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.

Cancellations up to 48 hours prior to the event

Log in to Infohub, [My Confirmed Bookings](#), press the 'Cancel' button next to the particular course.

Cancellations less than 48 hours prior to the event

Contact the People and Organisation Team at peopledevelopment@ucd.ie. Please note it is very difficult to fill a place that has been cancelled at the last minute. And it is expected that this would only be in the case that you are unable to attend due to sickness or have other mitigating circumstances.

Training record

Attendance on all courses is monitored using sign-in sheets. Please make sure that you sign the register on the day as this is recorded onto your [online training record](#).

If you book a place and fail to show up, you are taking the opportunity away from others to attend the course, and a "No Show" will be recorded on your training record. Empty places on a course affect the design and format of the event and will still incur a fee. Non-attendance also contributes to a waste of food in cases where catering is provided.

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