

CANCELLING A BOOKING FOR A STAFF MEMBER

If you have booked staff members on courses yourself, you may need to cancel that booking. In the first instance it is better to substitute the staff member with

another. If this is not possible then you can cancel the booking.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

To access the **Line Manager Tools** click **My Learning** on the shortcut bar

- 1** Click **events I have booked for staff**
A list of events with staff members names will now appear
- 2** Click **Cancel booking** under the event for the staff member you wish to cancel the booking for
- 3** Complete the **Cancel Request** form that appears, with your details
- 4** Read the **Cancellation Policy** then click that you have read it
- 5** Click **Send**

The screenshot shows the 'events I have booked for staff' page. A red circle '1' points to the 'events I have booked for staff' link. Below, a table lists events. A red circle '2' points to the 'Cancel booking' link for the event 'Introduction to Children's Framework'. This leads to a 'Cancel Request' form. A red circle '3' points to the form fields. A red circle '4' points to the checkbox 'I have read and agree to the cancellation policy'. A red circle '5' points to the 'Send' button.

For Your Reference...

1. The event will still appear in the **events I have booked for staff** list until the cancellation has been confirmed

Handy to Know...

- You will receive an email headed **Cancellation request (Line Manager copy)**