



**City and County of San Francisco  
Department of Human Resources  
Workforce Development**

## **Cancellation and No-Show Policy**

If an employee is registered for a workshop and s/he cannot attend s/he should notify the Workforce Development Administrator (wd.dhr@sfgov.org or 415-557-4840) as soon as possible. E-mail is preferred.

With sufficient advance notice, the Registrar can fill the vacancy from the waiting list and there will be no charge to the department. If the notice of cancellation is less than 2 working days before the workshop and the vacancy cannot be filled, the Department will be charged for the class.

Departments are encouraged to send substitutes to workshops when they need to cancel a person who is registered.

For an employee registered in 24-PLUS for New/Experienced Supervisors and Managers workshop, s/he is required to notify the Workforce Development Administrator **within two (2) days of receipt of the Important Notice on DiSC Assessment**. The 24-PLUS workshops are booked two-three months out, which necessitates an immediate response regarding any cancellation. If we do not hear from the employee, the assessment is sent out and the employee/department will be charged for the training regardless of whether the employee is able to attend.

*No-shows* are people who are registered, do not attend, and do not notify the Workforce Development Administrator. Departments are charged for no-shows.

When a department is charged for a person who has cancelled or is a no-show, the department can enroll that person or another person in a future workshop of the same price at no additional charge as long as it is in the same fiscal year. The exceptions to this are the multi-day workshops (e.g., 7 Habits of Highly Effective People, 24-PLUS) which require that the same person attend the missed portions of the specific workshop.

The Cancellation and No-Show Policy will be included in every workshop confirmation notification and will be available on the DHR internet web site.