



University of
St Andrews

Course booking policy and attendance etiquette (for events booked through PDMS)

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Key terms	Staff/Organisational development/Training administration
Purpose	To ensure appropriate process is followed during the booking/requesting of places on events, and to encourage appropriate behaviour when attending events.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date

1.0	Established document	Published	Jos Finer	05/06/2019
1.1	Organisational changes	Published	Jos Finer	27/05/2020

Personal Development Management System

Welcome to the University's online course booking system, PDMS.

From here you can browse through our upcoming workshops and book yourself a place. You also have the ability to cancel a booking and view your training history by going to [My training record](#).

The system works by separating staff and students into various cohorts. You can select the cohort most relevant to you (e.g. taught postgraduate, academic, professional staff) via the drop-down menu at the side of the page and the system will display the most relevant courses for you.

See also a [list of programmes](#).

Course etiquette

1. **Arrive on time** (at least 5 minutes before start of course) Delaying the start of courses to wait for late participants wastes everyone's time. Courses will start at the advertised time and participants arriving late may be excluded from joining the course.
2. **Sign-in on the Attendance Register (or online equivalent)**, otherwise you will be marked down as a "non-attendee". Please note that it is your responsibility to remember to sign in on arrival (or departure).
3. **Expect to stay for the whole course** - if you cannot stay for the whole course, e.g. because of other work commitments, please don't book a place.
4. **Complete your feedback form** (if one is provided) and either return at the end of the course or send to the relevant University training provider (OSDS, CEED or other University training provider)..

Booking/attendance policy

If you are member of staff, please remember you should have gained approval from your manager prior to booking on any course.

If you find you are unable to attend a course on which you have booked, please cancel your place to make it available to others. To do this, select 'My training record' (right hand column of page). Log in with your email user name and password, find the relevant course in the list, and click the 'Cancel booking' link. You should cancel at least 2 days in advance of the event, so that we can reallocate your place to someone on the waiting list. If you need to cancel at very short notice please email the course organiser (these details are in your training record).

Please note that every place on every scheduled event represents a commitment of resources, some of which is wasted when participants fail to cancel (so that the place can be reallocated) and fail to attend. Events are also planned on the basis of certain group sizes and failing to attend without prior notice can also therefore impact on the quality of the learning experience for those that do attend.

Individuals who book places on courses and then fail to turn up (without cancelling their place) will be noted and will receive lowest priority when places are being allocated on future

courses. Persistent 'no-shows' will result in contact with the individual's School or supervisor/line manager as appropriate to discuss the impact of this behaviour.

Data protection and privacy

Your personal data held on PDMS will only be used in connection with the management of your bookings and attendances. Your personal data will be handled in accordance with the University [privacy policy](#).

In some cases, in order to ensure effective delivery of our services, we may supply limited personal data to external/third party service providers, such as presenters and instructors. In all cases we will have an agreement in place with these third parties to ensure that they maintain your privacy and the security of your personal data, and to ensure their compliance with the General Data Protection Regulation.

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