TR5 - Cancelling a scheduled course



If for any reason you need to cancel a scheduled course you will need to undertake the following steps:

- Send a manually triggered course cancellation email
- Change the status of all 'Scheduled' candidates to 'Course Cancelled'
- Mark the scheduled course as cancelled

Navigate to: Personnel > Training > Maintenance > Scheduled courses

- 1. Search for the course, and double click to open up the scheduled course you want to cancel.
- 2. Go to the Select Detail box, and select Candidates.
- 3. Refer to QRG: TR4_Manually Triggered Emails, to generate a 'Course Cancellation' email to all *Scheduled* candidates.



- 4. To update all scheduled candidates statuses, click on Multiple Candidate Update
- 5. Change the **Select Training Status** to **Scheduled**, and the scheduled candidates' names will be populated in the list below.
- 6. Select All
- 7. In 'Update Training Status' select Course Cancelled (Create Request) or Course Cancelled (No Request).

Select Training Status Scheduled		led 💌 📃	Select All	
ersonnel No	Name	Training Status	Select	
0002002	Louise Wallton	Scheduled	📃 💌 🖻	
0002004	Melanie Cornmarket	Scheduled		
0002005	Dianne Iffley	Scheduled		

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Note: If you have chosen *Cancelled Course (Create Request)*, you will receive the message shown.



8. The following message will appear confirming that the new statuses been saved. Click on OK to exit the message.



- 9. Click on **Close** to return to the candidates screen.
- **10.** Go to the Select Detail box, select **`Course Detail'**.

Course Detail 💦 📐	
Providers	
Candidates	20
Course Assessment	

11. Change the course status to 'Cancelled'.



- **12.** Save the information: either click 😓 or press **F10** on your keyboard.
- **13.** Add a note in the Comments field noting why the course was cancelled, emails sent and the date.
- **14.** Save the information: either click 📙 or press **F10** on your keyboard.
- 15. You have now cancelled the scheduled course. You will now need to either:
 - a) Re-book all candidates from the cancelled course onto existing courses if places are available.
 OR
 - b) Schedule a new course and rebook the cancelled candidates onto the new scheduled course.