

Virginia Department of Fire Programs Policy and Procedures

No Show Policy

Background:

This policy is intended to ensure students attend training courses for which they have registered. This policy is designed to reduce the number of Virginia Department of Fire Programs training classes that are being cancelled due to a student's failure to properly cancel or failure to attend classes for which they have registered.

There would be no enforcement of this policy if the student contacts the appropriate Virginia Department of Fire Programs division office via telephone or email and make proper notification that they will not be able to attend the upcoming training course for which they have registered. It is preferred they notify the Fire Programs division office ten days before the class date, but they can call the day before the class start date and cancel without any penalty. Special exceptions will be granted for extreme emergencies on the day of.

The No-Show policy is designated for funded training programs hosted by the Virginia Department of Fire Programs. Non-Funded and Reimbursable training programs are handled by the locality and students shall follow the locality's cancellation policy.

Policy

The following will occur when a student fails to attend a VDFP funded training program:

The student's fire chief will receive a letter from the appropriate Virginia Department of Fire Program's division office advising them that the student had registered for a training class and failed to attend the class without notifying the Virginia Department of Fire Programs of their intention to cancel. Any registration fees paid by the student or his/her fire department will be forfeited to the host agency.

Each occurrence will result in an additional letter being generated.

If failure to attend becomes a routine occurrence and the student receives three letters in one fiscal year, the appropriate Virginia Department of Fire Programs division office will set up a meeting with the Fire Chief, Chief of Training, and Division Chief to discuss the concerns before further actions will occur.

Authorized by: Executive Director (Acting), Brook Pittinger

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