

## **The Royal Borough of Kensington and Chelsea Public Health Training Service – New Payment Policy**

The Royal Borough of Kensington and Chelsea's training service will implement a new payment policy with effect from 1<sup>st</sup> October 2010.

Many businesses and organisations now use automated payments and cards in preference to cheques. The latter are being phased out by 2018. Across the Council it is highly likely that paper invoices will stop being issued over the next couple of years in preference to e-invoices and/or credit or debit card payments. This means that the Council will only accept the majority of course fee payments over the telephone. These will have to be made by credit or debit card. The Council's training service is working towards an on-line booking and payment system. Details will be announced when this is fully operational.

When you next decide to book training through the Council please ask if you can pay by an alternative means.

To book candidates on our open courses please call the Environmental Healthline on 020 7361 3002. Colleagues will take your preferred method of payment. If credit/debit card bookings are made then you will be sent the joining instructions straight away. If you wish to receive an invoice, for instance, you will be sent a training agreement which you will need to read, sign and return to us within 14 days of your provisional booking. An invoice will then be issued.

If you are trying to arrange for a course to be run in-house then you will need to call 020 7341 5606/5652 or contact [publichealth.training@rbkc.gov.uk](mailto:publichealth.training@rbkc.gov.uk). Your booking will be taken and you will be asked to call the Environmental Healthline on 020 7361 3002 to make your payment by card. Confirmation of your booking and payment will then be sent to you. If you wish to pay by an alternative means state this in your e mail or when you call one of the former numbers above that start with 020 7341.

Details regarding the above and training interventions offered by the service can be found at [www.rbkc.gov.uk/publichealthtraining](http://www.rbkc.gov.uk/publichealthtraining) . If you have any queries about payments, course fees, qualifications and workshops please do not hesitate to contact us 020 7361 3002.