

My Learning Online (MyLO) Terms and Conditions

By using the My Learning Online (MyLO) website, booking onto our courses and engaging with other MyLO learning activities you agree to accept these terms and conditions.

This website york.learningpool.com, known as “MyLO”, is maintained by City of York Council via the [Workforce Development Unit](#) (WDU).

Anyone can request access to MyLO via our registration page at no charge. However, there may be charges for some courses. These will be stated clearly on the course page.

Log in details will be sent to the email address supplied on the registration request within 2 working days of the request being submitted. Any City of York Council permanent members of staff will be automatically registered, but temporary staff will need to register themselves for an account.

If you experience difficulties with content or course details while accessing our site, WDU can be contacted at wdu@york.gov.uk, our office hours are Monday to Friday from 8.30am to 5.00pm and we will endeavour to respond to your query within 2 working days.

If you are experiencing a technical issue, our providers Learning Pool will be able to assist. They can be contacted on support@learningpool.com.

Course Bookings

Once registered, you will have the ability to browse and book on to available courses. We will email you with confirmation of any booking as well as any changes to the arrangements in the lead up to the course date.

Should there be a last minute change we will endeavor to call you using the telephone numbers provided on your registration as well as email.

We may contact you following completion of a course to explore ways in which that particular course has impacted upon your practice.

Course waiting lists

Where you have signed up to course waiting lists, we will send you emails to notify you of new course dates or inform you of similar courses that may be a relevant alternative.

You will not be booked on to new dates automatically and once we have notified you of new dates we will remove you from the waiting list.

You have the choice to book on the course or put your name back on the waiting list if you wish.

MyLO manager access

Your training information may also be available to your manager on-line through their account or via reports they may request from us. You should ask them about this.

We will keep your personal information in accordance with our retention schedule requirements and when we no longer have a need to keep it, it will be deleted securely.

You can find out more about how we handle personal information in the [WDU Privacy Notice](#).

Our course cancellation policy

Courses that require a licence

1. Payment for a licence to embark on a course can be made via credit card
 - a. Once payment has been made you have a 14 calendar days cooling off period after the day of purchase in which you can cancel the licence and request a refund
 - b. All requests for refund must be made to wdu@york.gov.uk within this 14 day cooling off period
 - c. It is not possible to claim a refund once services have been received
 - d. Once purchased a licence is valid for the period of 12 calendar months. After this period the licence will expire if it has not been activated

Courses that do not require a licence

2. For courses that do not require a licence but still have a charge, you will be invoiced after the event. You may cancel any booking by giving us notice in writing or logging in to MyLO.
 - a. If you cancel more than 5 working days prior to the event in question, no charge will be applied
 - b. If you cancel within and including 5 working days of the event in question, you will be charged the full fee
 - c. Such cancellation fees are to cover costs incurred by us as a result of your cancellations which will not be recoverable by us.
 - d. Delegate names can be swapped for other members of your organisation at any time without charge
3. Non-attendance; if you fail to attend an event without prior notice as stated above, you will be charged the full fee
4. We occasionally may have to cancel an event due to a situation outside our control. We will notify you of such a cancellation as soon as reasonably possible. You will not be charged if we cancel the course

For the purposes of this policy, “situations outside our control” means any act or event beyond our reasonable control, including without limitation:

- trainer sickness
- strikes
- lock-outs or other industrial action by third parties
- civil commotion
- riot
- invasion
- terrorist attack or threat of terrorist attack
- fire
- explosion
- storm
- flood
- earthquake
- subsidence
- epidemic
- other natural disaster