



August 11, 2008

ALL TRAINING MANAGERS
ALL HUMAN RESOURCE MANAGERS
ALL MAINTENANCE MANAGERS
ALL VEHICLE MAINTENANCE FACILITY MANAGERS
AREA TRAINING REPRESENTATIVES

SUBJECT: NCED No Show Chargeback Policy

NCED charges a no-show fee equivalent to the full course fee for students that offices enrolled in a resident course but who do not show up for class. The responsible office's finance number will be journal-vouchered for the full fee of the scheduled resident class. This no-show fee is to help minimize the number of training seats being unused, and to offset expenses NCED incurs.

A "no show" occurs when an individual has been enrolled but does not arrive for NCED or vendor resident training on the scheduled start date. Occasionally, field offices get a training seat and hold it with a manager's or supervisor's name until they know who will actually attend training. Other times, things change and a student will not attend training as planned and sometimes field offices just forget or don't check AES very often. Whatever the reason, these situations result in unused training seats.


Offices must unschedule the student and release the seat at least 22 days before a resident class to avoid incurring no-show charges. If it is necessary to unschedule a student within the 22-day period, offices will be responsible for finding a replacement student. This might be from within the office or from without by working with the Area Office and the NCED training team. If the seat cannot be filled, the scheduling office will be billed for a no-show.

We realize that emergencies sometimes arise which are beyond anyone's control and prevent students from attending training as scheduled. Should such a situation arise, we ask that offices contact their NCED Training Liaison by email or telephone as quickly as possible to let us know of the situation. Emergency "no shows" will be resolved on a case-by-case basis, as appropriate.

NCED Training Liaisons:

Bonne Karim	(405) 366-4331	New York Metro and Western Areas
Bob Kendrick	(405) 366-4321	Northeast and Southeast Areas
Rose Zvarick	(405) 366-4678	Eastern and Great Lakes
Butch Turner	(405) 366-4360	Pacific and Southwest Areas
Paul Warrick	(405) 366-4341	Capital Metro

Please contact your NCED Training Liaison when you must unschedule a student and are releasing a training seat within 22 days of the class start date. To avoid no-show charges, an office must withdraw the student *at least 22 calendar days* before class start.



Scott P. Morgan
Manager

cc: AMMO
AMHR
PCES Exec ED&D