

6.3. Training Cancellations/No Shows

The following table outlines the number of employees who cancelled their participation in courses and employees who did not attend courses they had registered for in the last two years. This latter category is titled "no shows".

	CANCELLATIONS	NO SHOWS
2000-2001	1,331	545
2001-2002	1,238	790

Cancellations

The number of cancellations has been relatively stable over the two years and has even registered a modest decrease. In FY 2001-2002, CFSI tracked late cancellations which impact adversely on our ability to fill seats. Late cancellations represented 20% of all cancellations.

The following programmes experienced the majority of cancellations: Information Management and Technology 31%, Trade and Political 20%, Human Resources Management 14% which includes more than 10% for the Orientation course alone, and Integrated Management System (IMS) 8%.

No Shows

In FY 2001-2002, 790 employees did not show for a course in which they had registered. This represents a 45% increase over the previous year. Participants in the Information Management and Technology programme lead the "no shows" with 29%, followed by Learning Events at 25%, Trade & Political courses at 15%, Core Skills courses at 14%, and IMS at 8%. A number of no shows were registered for "short" courses, workshops or lectures. One could interpret that employees do not feel the same commitment to attending these brief learning events even when they have registered to participate.

Cancellations and no shows totalled 2,028 and accounted for 16% of total participation. This results in some employees not being able to access the training they need and represents an opportunity cost for CFSI.