

## **Nottingham City Safeguarding Children Partnership (NCSCP) Learning and Development Charging and Cancellation Policy**

Everyone working or volunteering with children and families within Nottingham City can access NCSCP learning and development events, workshops and conferences.

### **Learning and Development Charges**

All schools (including independent and faith schools), early years settings and any other educational providers, adult and children residential services and any other independent providers (not operated by the Local Authority) will be required to pay, regardless of charitable status. Partner organisations that do not make an annual partnership contribution will also be required to pay at point of access (this would include for example, Nottinghamshire Fire and Rescue Service, CAFCASS, The Probation Service, VCSE, CIC, Faith Groups). **See below for charges.**

### **Exemptions**

The statutory partners and other associated agencies (see list below) who contribute to partnership funding are exempt.

- Nottingham City Council Staff
- Nottinghamshire Constabulary Staff
- Nottingham and Nottinghamshire Integrated Care Board and NHS Provider organisations Staff
- Voluntary/community organisations/charities with a turnover below £150,000 – Free
- Private non-profit organisations, including community interest companies and community benefit societies - One free place per setting per year (for Designated Person/Safeguarding Lead) on each course. Course charges apply for any additional places

### **Training Pool Members / Sub-Group Members (Vice and Vice Chairs)**

Members of the NCSCP Training Pool who contribute to the facilitation of the NCSCP multi-agency training will be exempt from charging in lieu of their contribution in kind.

Please note: if an event or course is listed as FREE in the title, then it will be provided free of charge to all agencies working across Nottingham City. The cancellation policy will still apply to free courses.

**Please contact the NCSCP Training Team at [NCSCBTraining@nottinghamcity.gov.uk](mailto:NCSCBTraining@nottinghamcity.gov.uk) to discuss any aspects of our charging policy**

If you are required to pay for training, places can be purchased using a Visa or Mastercard. Alternatively, all participants will be asked to provide invoice details at the point of applying for a session. These invoices will be sent out within 6 weeks of the event taking place

Course	Cost	Measure
All e-learning	£15	Per person
Briefings/Workshops	£25	Per person
Half day sessions (3-4 hours in length)	£35	Per person
Full day sessions	£55	Per person
Train the Trainer (full day)	£100	Per person
Conferences	Charged individually	Per person

### Conditions of Booking

- Where appropriate, a managers' permission must be obtained to attend a NCSCP session
- Participants must create their own training account, keep this up to date and use it to book and manage their own training courses
- Participants are required to complete the whole course in order to receive their certificate
- Participants must complete the pre and post evaluation forms to receive their certificates
- Invoices for non-attendance/recharge will automatically be applied

### E-Learning

- It is expected that any course is completed within three months of enrolling on the e-learning module. After this time, the course will be cancelled and you will be required to pay again, should you pay for training
- If you experience any difficulties accessing the e-learning course, please contact the Training Team on **[NCSCBTraining@nottinghamcity.gov.uk](mailto:NCSCBTraining@nottinghamcity.gov.uk)** and they will be happy to assist you

## Virtual Multi-Agency Training

- You will need a strong internet connection
- Headsets are recommended, but if this is not possible, it is best if you are in a quiet environment with no interruptions.
- All virtual training is delivered via Microsoft Teams, therefore, you must be able to accommodate this platform and have the most up to date software. If you are unsure, please speak with your organisations I.T department or support from a colleague so you are ready to participate on the session, as required.
- You will receive an automated e-mail confirming the booking together with a link. Your Line Manager will also receive an e-mail regarding your booking on the session.
- The training link for the course is also available directly from your booking account
- You will be sent an automated reminder 5 and 10 working days before the event. Please check your junk folder or speak to your I.T department if you don't receive these e-mails
- Please join the session at least 10 minutes before the stated start time, in case you experience any technical difficulties
- Participants arriving to the session more than 15 minutes after the start time may not be allowed to join and have to rebook onto the session
- We encourage and expect full participation and prefer you to have your cameras on to ensure full engagement in the session.
- Please try and treat this session as you would if you were out of the office and avoid any work-related distractions where possible
- Any self-directed and/or e-learning materials will be available to download and print from your account, approximately 10 days before the event
- A copy of the training slides, any handouts/workbooks and your certificate, will be available to download once an evaluation form has been completed.

## Face- to- Face Multi-Agency Events or Training

- Please arrive at the venue at least 15 minutes before the stated start time and be ready to begin at the stated time
- Participants arriving more than 15 minutes after the start of the session may not be allowed entry to the session and asked to rebook
- Participants are expected to stay for the full duration of the session. Failure to do so may result in a certificate not being issued
- The Trainer also reserves the right not to issue a certificate if they feel that a participant has not fully participated in the session. This may then be discussed

with the participants Manager to ensure appropriate care and support can be given, where required

- Treat the training as if you were out of the office and avoid work related distractions, where possible
- We encourage you to fully participate in the event to maximise both your learning and that of your fellow attendees.
- If you need to contact the Training Team on the day of a course to advise re lateness, non-attendance etc, you can reach us on [NCSCBTraining@nottinghamcity.gov.uk](mailto:NCSCBTraining@nottinghamcity.gov.uk) OR on **0115 876 4762**

### **Cancellation Charges**

NCSCP retains the right to operate cancellation fees due to non-attendance and late cancellations. Charges are made to all fee-paying delegates for late cancellations and non-attendance, as outlined below. Please note that the cancellation policy still applies for free courses and everyone who receives free training

#### **E-Learning Cancellation**

Once you have downloaded an e-learning course, we cannot issue a refund, regardless of whether the course has been completed or not

#### **Virtual and Face to Face Multi-agency Event and Training Cancellations**

Demand for NCSCP training is high and therefore some applications may be unsuccessful, although we will operate a waiting list where required.

Early cancellation is important to ensure that places on learning and development sessions can be offered to other participants and we use our resources in the most efficient way

#### **No charge will be applied if:**

- The delegate or their Line Manager arranges for a suitable replacement from within an individual's agency to take their place
- Please inform the Training Team on [NCSCBTraining@nottinghamcity.gov.uk](mailto:NCSCBTraining@nottinghamcity.gov.uk) of this change. We advise you do not cancel your place on the booking system as you may be charged twice

#### **A cancellation charge will be applied to everyone if:**

- Notification of non-attendance is not received within 3 days of the date of the course.
- No representative attends in the place of the original participant.

- If a participant leaves early and does not complete at least three quarters of the course, they will be deemed not to have completed the session. Therefore, they will not receive a certificate of attendance and will be charged. Late arrivals and early departures will be indicated on the register

### **NCSCP Training Cancellation**

Due to unforeseen circumstances such as trainer illness, unavailability or adverse technical issues, NCSCP may be required to cancel training with limited notice. If this occurs, we will arrange another date for you to attend, as soon as is practicable.

NCSCP do not reimburse other costs incurred by participants, for example those incurred in releasing staff to attend courses. We apologise for any inconvenience this rare event may cause

### **Account Management**

The primary method of communication regarding training is via email, therefore it is essential that each individual user ensures that their details are up to date on the NCSCP booking system.

This includes name, role, organisation, email address, telephone number, line manager's name and email address. NCSCP cannot be held responsible for miscommunication due to out-of-date information

### **Appeals Process**

NCSCP are committed to reducing the level of non-attendance and late cancellations occurring within our training offer. It is accepted there will be exceptional circumstances when delegates are justifiably unable to attend at short notice.

The Participants line manager is expected to appeal in writing to **NCSCBTraining@nottinghamcity.gov.uk** within five working days of receipt of notification of non-attendance.

Appeals will be considered on a case-by-case basis.

### **Privacy Notice**

We are fully committed to complying with the Data Protection Act 2018 legislation, including the General Data Protection Regulation (GDPR), which governs how we process personal information.

You can read more about how we collect and use personal data, along with information about your rights and find contact details for help and advice. Visit our Privacy Notice for more information.

If you have any questions concerning these terms and conditions, please contact Nottingham City Safeguarding Children Partnership at [NCSCBTraining@nottinghamcity.gov.uk](mailto:NCSCBTraining@nottinghamcity.gov.uk)

**From all of us in the Training team, we look forward to welcoming you to our Learning and Development events and hope you find them enjoyable and thought provoking**