

# Notes for Online Training Attendees and Managers



**Learners:** Please discuss and agree your attendance with your line manager; you'll need to give us their details on the [online booking form](#). Make sure you're free to attend the course applied for in full before booking.

**Joining instructions:** We'll send you confirmation of your booking by email (normally within two working days). We're using Microsoft Teams for our online training. You don't need to have Microsoft Teams installed or a Microsoft account to take part but you will need to have a computer or tablet with a working internet connection, browser, camera and microphone. We'll send you an email with a link to the training event (usually about a week before the course); you'll need to keep hold of this to 'join' on the day.

**Your commitment:** You may be sent some reading material before the course. Please set aside some time to read it, to enrich your learning experience. On the day, please join the Microsoft Teams meeting on time. If you attempt to join after the start of the course, we may not admit you, so as not to disrupt learning for the group. To receive a certificate, learners must participate until the end of the course and complete an online evaluation. If for any reason you can't attend, please let us know (see cancellation policy). All our courses contain suggestions for 'training transfer' so you can apply your learning to practice. We may seek further feedback from you after the course to evaluate the impact of our training.

**Contact:** If you need any further information or wish to discuss any additional needs, please call us on **020 8708 3289** or email [redbridgescp.training@redbridge.gov.uk](mailto:redbridgescp.training@redbridge.gov.uk). Please follow us on Facebook (<https://www.facebook.com/redbridgescp/>) and Twitter ([@RedbridgeSCP](https://twitter.com/RedbridgeSCP)) for more Safeguarding news and events.

**Managers:** Before agreeing a booking, please ensure you discuss the content of the course with the learner, and how it will be applied in the workplace. You'll be copied into the email booking confirmation for your information. Please make a note of the date in your diary and consider a substitute to cover any unexpected absence or staff departure, as there is a charge for late cancellations. Following the training, you may be asked how the training has contributed to practice and outcomes.

**Fees:** Places for our online training cost £65 for courses 3.5 hours or more and £35 for courses 3 hours or less, payable by all (except those working in the voluntary or charitable sector). We also run some courses that are free to all participants.

**Cancellation Policy:** If the person named on the booking is unwell, we must be informed by email to [redbridgescp.training@redbridge.gov.uk](mailto:redbridgescp.training@redbridge.gov.uk) no later than the day of the training. Any other cancellations must be confirmed by email to the above address with a **minimum of five working days' notice** before the start of the course. Any cancellations not received by email or received outside of these timescales will be treated as non-attendance.

**Non-attendance** for all courses, including those that are free to attend, will be charged at £65 or £35 respectively. Non-attendance fees are payable by all, including those working in the voluntary/charitable sector.

# Notes for Classroom Training Attendees and Managers



**Learners:** Please discuss and agree your attendance with your line manager; you'll need to give us their details on the [online booking form](#). Make sure you're free to attend the course applied for in full before booking.

**Joining instructions:** We'll send you confirmation of your booking by email (normally within two working days). We recommend you make a note in your calendar or diary to remind yourself, as we only send joining instructions once. If you don't receive your joining email, your place isn't booked.

**Your commitment:** Please arrive on time. Arriving after the start of the course may mean you're turned away. To receive a certificate, learners must stay until the end of the course and complete an online evaluation. If for any reason you can't attend, please let us know (see cancellation policy). All our courses contain suggestions for 'training transfer' so you can apply your learning to practice. We may seek further feedback from you after the course to evaluate the impact of our training.

**Managers:** Before agreeing a booking, please ensure you discuss the content of the course with the learner, and how it will be applied in the workplace. You'll be copied into the email booking confirmation for your information. Please make a note of the date in your diary and consider a substitute to cover any unexpected absence or staff departure, as there is a charge for late cancellations. Following the training, you may be asked how the training has contributed to practice and outcomes.

**Fees:** Places on our classroom training cost **£65 per 'full day'** training course and **£35 per 'half day'** training course, payable by all (except those working in the voluntary/charitable sector). We also run some funded courses that are free to all participants. The following pages give details for each course, including whether it is 'full day', 'half day' or free.

**Cancellation Policy:** If the person named on the booking is sick, we must be informed by email to [redbridgescp.training@redbridge.gov.uk](mailto:redbridgescp.training@redbridge.gov.uk) no later than the day of the training. Any other cancellations must be confirmed by email to the above address with a **minimum of five working days' notice** before the start of the course. Any cancellations not received by email or received outside of these timescales will be treated as non-attendance.

**Non-attendance** for all courses, including those that are free to attend, will be charged at £65 for 'full day' courses and £35 for 'half day' courses. Non-attendance fees are payable by all, including those working in the voluntary/charitable sector.

**Refreshments:** Refreshments, with the exception of water, are not provided at RSCP training events.

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