

Notes for Training Attendees and Managers



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

Managers: Before agreeing a booking, please ensure you discuss the content of the course with the learner, how it will be applied in the workplace and its suitability for the learner in their role. You'll be copied into the email booking confirmation and certificate of attendance 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. We don't make exceptions for operational reasons. Following the training, you may be asked how the training has contributed to practice and outcomes.

Fees: Our course fees are **£65 per 'full day'** and **£35 per 'half day'** training course in the classroom, and **£65 per 'long'** and **£35 per 'short'** training course online. The course fee for each course is payable by all *except* those working or volunteering for charities and will be invoiced using the billing details on the booking 5 working days before the training. The page relating to each event in the programme details what type of event it is. There is no course fee for attending events described as **'free courses'** but one will be charged for non-attendance. No charges apply for **free briefings**.

Cancellation Policy:

- We only accept cancellations made in writing to redbridgescp.training@redbridge.gov.uk with a minimum of 5 working days' notice before the day of the course (not including the day of the course). We will confirm all cancellations in writing, usually within 3 working days.
- All other cancellations will be considered to be non-attendance and will not be eligible for a refund. The only exception to this is sickness on the day of the training, provided we are informed in writing (to the above email address), no later than the day of the course, by the learner's line manager or appropriate individual.
- If for any reason an organisation wishes to change the name on the booking, we must be informed of the name and email address of the new attendee, and who they are replacing, ahead of the course, to the email address above.

Non-attendance:

- If a place is booked and the learner does not attend, they will not be eligible for a refund. In addition, please note the following:
- Non-attendance at free courses will incur a course fee.
- Any non-attendance by those working or volunteering for a charity will incur a course fee.
- Course fees incurred due to non-attendance will be invoiced using the billing details on the booking after the training course.

What to expect from us:

- We'll send you confirmation of your booking by email (normally within three working days of receipt of your booking form), confirming the date, times, title and venue of the course, and the terms and conditions of the booking. If you don't receive a booking confirmation from us, you don't have a booking.
- Your booking confirmation will include a calendar entry attachment so you can add the date to your calendar.
- We'll send you another email, usually one week before the course, with a link to the training event (if it's online) and any pre-course reading materials you may need.
- For classroom training, we'll provide plenty of water and cups but we won't be able to provide any other refreshments.
- We monitor participation in our online courses. If you miss more than 15 minutes of the course, we will not be able to certificate your attendance or provide a refund.

What we expect from you (online):

- You will need to have a computer with a working internet connection, internet browser (Chrome, Safari or Microsoft Edge), microphone and webcam to take part. Please make sure your equipment is working properly.
- We require attendees to have their camera turned on throughout the training. Our online training is a virtual classroom and we expect attendees to be present and participating throughout. If you need to turn your camera off for any reason, please flag this in the chat.

What we expect from you (all courses):

- Part of your responsibility when attending training is to provide feedback. We'll send you a link to our online feedback form after your course. Upon receipt of your completed form, we'll send your certificate of attendance. A limit of three months to complete this applies.
- If we send any pre-course reading materials, we expect anyone joining the course to have read them prior to attendance.
- Prompt attendance is required by the 'Start' time indicated in your booking confirmation (we recommend joining the training at the 'Registration' time). The session will be locked to new attendees 15 minutes after the start time. Anyone who misses the course due to lateness will be turned away and will not be eligible for a refund.
- If you cannot attend the full course, this must be agreed in advance, in writing, by the RSCP. Any early departures not agreed in advance with the RSCP will be considered non-attendance and will not be eligible for a certificate of attendance or a refund.

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. Please follow us on [Facebook](#) and X ([@RedbridgeSCP](#)) for more safeguarding news and events.