



## Schools and academies training directory

May 2024 to July 2025

Edition 22 (correct 10.05.2024)

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## Training team availability

### Availability

- The training team will be available to speak to directly on Monday / Tuesday / Wednesday and Thursday 8.30am to 4pm by calling 01905 844 420. Any voicemails received outside of these days will be responded to accordingly based on date / time.
- If we are not available, we highly recommend emailing [workforcesupport@worcechildrenfirst.org.uk](mailto:workforcesupport@worcechildrenfirst.org.uk). All emails will be responded to based on date / time of enquiry and will be dealt when the team is available.

### Reminders

- Please ensure spam / junk boxes are checked for confirmations if they are not present in your inbox.
- On receipt of your confirmation from CPD please check that joining instructions have been received. If they are not present, please contact the training team immediately by emailing [workforcesupport@worcechildrenfirst.org.uk](mailto:workforcesupport@worcechildrenfirst.org.uk) and they will be re-sent. If for any reason this is not possible, please notify the team within 5 working days of the course to have them re-sent. The training team cannot guarantee availability on the day of the course joining instructions are required for.
- For training courses that are virtual delivery and have extremely high delegates numbers booked to attend (for example the EY managers Forums / DSL forums and over 80 places booked) a reminder email with joining instructions will be sent from CPD approx. a week before.

### Recommendations

- Download the CPD user guide (from the CPD home page) to provide support in relation to bookings, cancellations, accessing certificates and completing evaluations.
- The CPD user guide is also available from our [Education Services training website \(opens in new window\)](#)
- Always check with your CPD leader (the person who booked your training) that they've been forwarded the confirmation with any attachments to you.

## Virtual course joining instructions

We would like to remind delegates if you are due to attend a virtual training course, and you have not received your joining instructions please contact the training team a **minimum of 5 days** before your course is due to take place. The training team cannot guarantee that they will be available the 24 hours before your course to be able to reissue joining instructions and/ or provide support. The training team can be contacted on 01905 844 420 or email [workforcesupport@worcechildren.org.uk](mailto:workforcesupport@worcechildren.org.uk)

## Autism / CCN Training

### Girls and Autism

A 90-minute opportunity which covers:

- 'Typical' presentations of girls with autism
- How to support "masking" behaviour
- How to support girls with autism in your classroom
- How to support girls with autism with their self-esteem

Cost: £27.50 + Vat per delegate

- 05 June 2024, 4pm to 5.30pm, virtual delivery, course code: SCH 10078 / 83898

### Masking and autism

A 90-minute opportunity which covers:

- What is masking?
- What are some key strategies to help children who may be masking
- Examples of strategies

Cost: FREE to Worcestershire Local Authority / Academy and Free – Schools

Max: 2 places per school

Cost: Independent Schools and other settings: £35 + VAT per delegate

- 26 June 2024, 4pm to 5.30pm, virtual delivery, course code: SCH 10424 / 83907

### Primary Schools: Creating an autism-friendly classroom

A 90-minute opportunity which covers:

- What is autism?
- How does autism present typically in schools?
- Top tips for teaching and supporting autistic pupils

Cost: Free

- 04 June 2024, 4pm to 5.30pm, virtual delivery, course code: 10116 / 83913

## Understanding and Supporting Sensory Processing Differences in the Classroom

Understanding and Supporting Sensory Processing Differences in the Classroom is a 2-hour course delivered over two parts and will cover

- Key sensory processing differences in autistic children and young people and how this may present in a school setting.
- The importance of sensory differences in the DSM V Criteria.
- Strategies and tools to gather information and make reasonable adjustments.

Cost: FREE to Worcestershire Local Authority / Academy and Free – Schools max: 2 places per school

Cost: Independent Schools and other settings: £35 + VAT per delegate

- 17 June and 08 July 2024, 4pm to 5pm, virtually delivery, course code: SCH 10426 / 85165  
\*\*\* additional date to meet demand \*\*\*\*

## Early Help training

The following courses are available on the WCC Learning & Development site: [CourseSearchCitizen \(worcestershire.gov.uk\)](https://www.worcestershire.gov.uk/coursesearchcitizen), free for schools to access.

They are being offered on a rolling programme of dates so please check the site regularly to find out more and to book one of the below courses

- Completing an Early Help Assessment (EHA)
- Holding a Team Around the Family (TAF)
- How to creatively gather the child's voice
- What is Early Help?

Instructions for completing:

Do you have an account – No thanks / Course price – as the course is free click in public circle / Select organisation from dropdown box – Public / Put in your address / Then click book course

**If you require support with booking, please contact WCC Learning & Development team directly on 01905 844 544 or email [LDAdmin@worcestershire.gov.uk](mailto:LDAdmin@worcestershire.gov.uk)**

## Early Years training

We have a range of early years training suitable for those working in nurseries or pre-schools either privately / voluntary / independently ran or school ran. This training is delivered by our early years improvement advisers, inclusion team and nursery education funding team. This training can be found in the [Early Years training directory \(opens in new window\)](#)

Our early years training for those working in Reception and / or school ran nurseries is currently being organised and will be available in this document.

## Educational Psychology training

### ADHD

An introduction to ADHD and strategies that might be beneficial to children and young people with ADHD.

Cost: £28 + VAT

- 19 June 2024, 3.30pm to 5pm, virtual delivery, course code 10360 / 84690

### An Introduction to the Zones of Regulation curriculum and framework

The aims of this training are

- To understand what self-regulation is and why it is important.
- To gain an understanding of the Zones of Regulation framework and curriculum
- To explore how the Zones of Regulation can be applied within the classroom and whole school environment

Cost £28 + VAT

- 25 February 2025, 2pm to 3.30pm, virtual delivery, course code 10288 / 84694

### ELSA: ELSA: Emotional Literacy Support Assistants

The ELSA programme has been widely adopted as an evidence-based early intervention for children and young people in over 100 local authorities in the UK. ELSAs attend training days and group supervision sessions led by EP's. They will be trained to plan and deliver individualised programmes of support for children to develop their emotional literacy, including; Awareness of own and other people's emotions, Management of stress, grief, anger and conflict, Development of social interaction skills and Promotion of a realistic self-concept and self-esteem.

The initial training is a mix of psychological theory and application of theory to support children and young people. The training involves discussion, activities and sharing of helpful resources.. The initial training covers the following areas of emotional literacy:

- Day 1 – An Introduction to ELSA and emotional literacy:
- Day 2 – Security and affiliation (sense of belonging)
- Day 3 – Self-esteem, motivation and developing feelings of competency and self-efficacy.
- Day 4 – Loss and bereavement
- Day 5 – Managing emotions and social/friendship skills.
- Day 6 – Active listening, therapeutic stories and measuring outcomes.

Cost: £630 + VAT per person - this includes two supervision sessions (which are planned at the end of the course). Lunch is provided please ensure any dietary needs are included at the point of booking.

- Dates: 18 September, 02 October, 16 October, 06 November, 20 November, and 04 December 2024
- Each session runs 09:30am to 3:30pm and takes place in Worcester.
- CPD Course code: SCH 10351 / 84554

## ELSA Supervision

Since most ELSAs are likely to have had no specific psychological training beyond those insights provided through initial ELSA training, it is essential for them to receive regular on-going support that develops their knowledge and understanding in these areas. Without this they may be left floundering as they seek to support children with a complex range of needs.

There is also a risk of them being asked to deal with issues beyond their level of competence which in reality require much more specialist professional input. Therefore, to practice as an ELSA they must receive regular supervision which is provided by an Educational Psychologist.

ELSAs are eligible to join supervision sessions if they have attended either September to December 2022 cohort or September to December 2023 cohort.

- September 2022 to December 2023: your supervision session options are South or North of the county.
- September 2023 to December 2023: your supervision session options are Primary or Secondary.

Cost: £240 + VAT

### Primary: trained Sept to Dec 2023

- 22 May, 10 July, 09 October, 27 November, 29 January 2025, 12 March 2025
- Time: 1.30pm to 3.30pm
- Venue: 22 May 2024 – Droitwich, the remaining will be sorted amongst delegates attending
- Course code: SCH 10367 / 84831

### Secondary: trained Sept to Dec 2023

- 22 May, 10 July, 09 October, 27 November, 29 January 2025, 12 March 2025
- Time: 1.30pm to 3.30pm
- Venue: 22 May 2024 – Worcester, the remaining will be sorted amongst delegates attending
- Course code: SCH 10367 / 84832

## Managing change and transitions

This course aims to:

- Describe some of the reasons transitions and change can be difficult for CYP.
- Explore how we can support CYP with change and transitions in school and the theory that underpins this.
- Apply learning to think about what your setting already does to support transitions for CYP and what you might do moving forward

Cost: £20 + VAT

- 21 May 2024, 3.30pm to 4.30pm, virtual delivery, course code 10466 / 84689



## On Wednesdays we wear pink

The psychology of friendship. Mean girls, BFF, frenemies, bromances and everything in between.

- To use psychological theory to support our understanding of friendship in young adolescents (aiming at Year Groups 5 to 8 ).
- To provide some strategies and suggestions for form tutors/pastoral staff/year heads/teaching assistants around supporting students experiencing challenges with friendship

Cost: £20 + VAT

- 03 October 2024, 1pm to 2pm, virtual delivery, course code 10357 / 84691
- 03 October 2024, 3.30pm to 4.30pm, virtual delivery, course code 10357 / 84692

## Person centred approaches and planning.

A two-part twilight session to explore how person-centred approaches can be used in schools to help meet the needs of every learner. Sessions will be practical and offer a range of ideas that can be put into practice in all settings.

Cost: £40 + VAT per delegate

- 05 February and 05 March 2025, 3.30pm to 4.30pm, virtual delivery, course code: 10467 / 84695

## Using Solution-Focused approaches with children and young people

This workshop will focus on training staff to implement an intervention based upon the Solution-focused brief therapy (SFBT) approach. SFBT is a short-term, goal-focused evidence-based therapeutic approach, which incorporates positive psychology principles and practices. It helps support a young person to meet their goals by constructing solutions rather than focusing on problems.

This intervention can be used to support young people with a variety of skills such as building more positive relationships, developing confidence, and managing emotions. It is a flexible approach that can be used with a range of goals, is motivating and can be creative by incorporating art, sand trays or physical activity if wanted.

Through this training, you will learn how to deliver this intervention, be given a toolkit to support you to implement this intervention and discuss how you can use the approach across interactions with young people throughout the day.

Cost: £28+ VAT

- 15 November 2024, 2pm to 3.30pm, virtual delivery, course code: 10358 / 84693

## Governors training

We offer a range of training to suit chairs, clerks and governors in their roles. The [governor services training directory is available on our website \(opens in new window\)](#). Delegates will need to ask their clerk to make the booking on their behalf via [CPD \(opens in new window\)](#). If you wish to discuss the governor services SLA, then please contact the team on 01905 846 400 or email [governorservices@worcschildrenfirst.org.uk](mailto:governorservices@worcschildrenfirst.org.uk)

## Safeguarding training

We offer a range of Safeguarding training suitable for the Designated Safeguarding Lead and their deputies, as well as supporting those who have a focus on supporting Mental Health, Peer Mentoring, Recruitment and Family Support work in Schools.

This training is offered via the Safeguarding SLA - details of the training can be found in the [specific safeguarding training directory on our website \(opens in new window\)](#), and if you are interested in purchasing the Safeguarding SLA then please do so via [EStore \(opens in new window\)](#) or contact Mark / Clare to find out more and confirm price on 01905 844 300.

## School Attendance Training

### Education Engagement training

#### Court Process & Writing Effective Witness Statements: Guidance for schools:

This free training session will inform school staff regarding court processes and equip them with sufficient knowledge and resources to complete witness statements effectively for prosecution of cases under s444(1)/ (1)A of the Education Act 1996 for unauthorised absences.

School Attendance Leads, Head teachers, School Attendance Officers, or any other school based associated staff with a key role in addressing pupil attendance, absence and welfare would be most welcome. (max 2 candidates per school) . Candidates are advised to have a good working knowledge of or, completed the Using Legal Action to Address Pupil absence: Guidance for schools training, for a better understanding of this session.

Cost: Free

- 05 June 2024, 12pm to 2pm, Worcester, course code: SCH 10284 / 85192

## Managing School Attendance – Supporting Senior Leaders and Attendance Leads

This course is designed to support attendance leaders to embed the requirements of the DfE 'Working together to Improve School Attendance' practices and drive the requirement of attendance becoming everyone's business as part of school culture.

**The course will be delivered as two virtual sessions, via teams and will:**

- Consider DfE guidance expectations and the requirements upon attendance managers.
- Explore how Ofsted consider attendance.
- Explore how data can be strategically used to assist attendance management.
- Explore self-assessment and measuring Impact.
- Provide good practice examples.
- Consider DfE guidance expectations within the Worcestershire context.

**Audience:** School based Attendance Leads/Senior leaders with attendance responsibility

**Cost:** £60 + VAT per delegate

- 11 and 18 June 2024, 10am to 11.30am, virtual delivery, course code: SCH 10434 / 84007

## New to Attendance/Attendance Refresher - for School Attendance Officers/staff

This course is designed to support attendance officers new to the role, or experienced officers seeking a refresher to ensure good practice and compliance with the updated DfE 'Working Together to Improve School Attendance' expectations.

**The course will be delivered as 2 virtual sessions, via teams and will:**

- Outline current guidance, responsibilities, and legislation relative to school attendance.
- Enable delegates to understand the role and responsibilities of an attendance officer.
- Explore the importance of accurate pupil register coding and record keeping.
- Support officers to be able to identify and action attendance patterns of concern.
- Explore good practice models of addressing persistent and severe absence.
- Enable delegates to explore the important links between attendance and safeguarding.

This course, booked in conjunction with 'Attendance Themes and Effective Casework' would enhance new Attendance Officers CPD opportunities during their first 12 months.

**Audience:** School attendance officers/school-based attendance staff

**Cost:** £60 + VAT per delegate

- 13 and 20 June 2024, 10am to 11.30am, virtual delivery, course code: SCH 10435 / 84010

## Using Legal Action to Address Pupil absence: Guidance for schools:

This free training session, delivered by Worcestershire Children First, is intended for Worcestershire school-based staff who may need to instigate a request for legal proceedings as part of their school attendance escalation process.

The training will explore when a request for legal proceedings maybe appropriate and the requirements upon schools in making such requests. The session will focus on unauthorised pupil absence (including unauthorised leave in term time) and will provide delegates with the latest information and appropriate resources to demonstrate what is required in order for the Local Authority to consider the issuing of a penalty notice or undertake a prosecution. There will also be a brief introduction to the 'Working together to improve school attendance guidance Feb2024' and its implications for schools when it becomes statutory in Aug 2024.

School Attendance Leads, Head teachers, School Attendance Officers, or any other school based associated staff with a key role in addressing pupil attendance, absence and welfare would be most welcome. (max 2 candidates per school)

Cost: Free

- 05 June 2024, 9.15am to 11.15am, Worcester, course code: SCH 10283 / 85191

## School's training

### Effective deployment of Teaching Assistants

This is a practical, 2-part course designed for Teaching Assistants to enhance their inclusive practices within the classroom and beyond.

Aims:

- Understanding the role of the TA using an evidence informed approach
- Exploring ways of working effectively in and beyond the classroom to maximise support for all pupils - Exploring ways to promote independence in children's learning.
- Providing opportunities for self-reflection and auditing skill set
- Promoting collaboration and sharing practice, what works well?

Cost: £100 + VAT per delegate

- 24 June and 08 July 2024, 9am to, Worcester, course code: 10406 / 83747 **(please note this is the revised date for the original course dates in May 2024)**

## Towards EYFSP – progress and assessment in reception

Moderation of EYFS profile assessments should be a collaborative process with colleagues. This session supports the quality assurance of teacher assessment judgements and provides a valuable opportunity for professional development. “It is important for teachers to build a shared understanding of the EG’s and the EYFS statutory framework.”

These sessions for teachers will enable Head teachers to meet their duty for ensuring their teachers attend training courses and moderation meetings within schools and with other schools and to use quality assurance processes to ensure that the data accurately reflects the attainment of the current cohort of children.

The prime purpose of the EYFSP information at the end of the year is to inform the Year 1 teachers of the children’s strengths and areas of development so that they can meet their needs and carry on their learning. The sessions will therefore provide an opportunity to discuss and **gain a shared view of the consistency and accuracy of judgements** being made.

Cost: £45 + VAT per delegate

Trainer: Gill Deakin / Jane Howard

- 05 June 2024, 9am to 11.30am, Worcester, course code: SCH 10207 / 84182
- 05 June 2024, 1pm to 3.30pm, Worcester, course code: SCH 10207 / 84183
- 06 June 2024, 9am to 11.30am, Wyre Forest, course code: SCH 10207 / 84184
- 05 June 2024, 1pm to 3.30pm, Wyre Forest, course code: SCH 10207 / 84185

## Key Stage 1 Writing Surgery: Supporting your teacher assessment of writing at the end of KS1 \*NEW\*

This session will give you the opportunity to bring the work of 3 pupils for our team of moderators to look at. They will be able to guide you as to whether you are presenting enough evidence, the right sort of evidence and what more might be needed. Whilst this is not formal moderation, the team will be able to consider judgements and offer support and guidance.

Cost: £42 + VAT per delegate

- 18 June 2024, 4pm to 5.30pm, Wyre Forest, course code: SCH 10488 / 85180
- 26 June 2024, 4pm to 5.30pm, Worcester, course code: SCH 10488 / 85181

## Key Stage 2 Writing Surgery: Supporting your teacher assessment of writing at the end of KS2 \*NEW\*

This session will give you the opportunity to bring the work of 3 pupils for our team of moderators to look at. They will be able to guide you as to whether you are presenting enough evidence, the right sort of evidence and what more might be needed. Whilst this is not formal moderation, the team will be able to consider judgements and offer support and guidance.

Cost: £42 + VAT per delegate

- 20 May 2024, 4pm to 5.30pm, Worcester, course code: SCH 10484 / 85146
- 23 May 2024, 4pm to 5.30pm, Wyre Forest, course code: SCH 10484 / 85147

## Ofsted's Subject Reports - Calling all subject leaders...what next for my subject?

This academic year, drawing upon their findings during recent visits across a range of settings and schools across the country, Ofsted has published several subject reports which evaluate the common strengths and weaknesses of the quality of education across a number of different subjects. In these reports, Ofsted offers recommendations for schools and subject leaders to consider to further improve their curriculum.

We offer these workshops to provide an opportunity for subject leaders to engage in a professional conversation and reflection upon the key messages shared within each subject report and to consider any implications for their subject area and leadership. Each report focuses upon what makes for high quality education in each subject area, builds upon messages shared in the Ofsted subject reviews (2021 - 23) and are written to support subject leaders to reflect upon what makes for effective provision in their subject.

### Telling the Story - English Education Subject Report (March 2024)

- 05 July 2024, 2pm to 3.30pm, virtual delivery
- Cost: £35 + VAT per person
- course code: SCH 10475 / 84924

### Getting Our Bearings - Geography Subject Report (Sept 2023)

- 08 July 2024, 2pm to 3.30pm, virtual delivery
- Cost: £35 + VAT per person
- course code: SCH 10476 / 84925

### Rich Encounters with the Past - History Subject Report (July 2023)

- 10 July 2024, 2pm to 3.30pm, virtual delivery
- Cost: £35 + VAT per person
- course code: SCH 10477 / 84926

## What makes for effective assessment in history?

This workshop will revisit the principles of effective assessment for learning and how we can use AFL to support and evaluate pupils' learning in history.

This session will support colleagues in developing a greater understanding of the 'what, when, why' of assessment and how it can be used to support pupils' learning and inform future provision.

We will identify and review a range of practical tools/strategies teachers can use to promote pupils' self-evaluation, support teacher assessment and the identification of pupils' next steps in learning.

Audience: Subject Leaders, ECTs, RQTs and Teaching Assistants (KS1 - KS3)

Cost: £42 + VAT

- 10 June 2024, 2pm to 4pm, virtual delivery, course code: SCH 10473 / 84922

## What makes for effective assessment in geography?

This workshop will revisit the principles of effective assessment for learning and how we can use AFL to support and evaluate pupils' learning in geography.

This session will support colleagues in developing a greater understanding of the 'what, when, why' of assessment and how it can be used to support pupils' learning and inform future provision.

We will identify and review a range of practical tools/strategies teachers can use to promote pupils' self-evaluation, support teacher assessment and the identification of pupils' next steps in learning.

Audience: Subject Leaders, ECTs, RQTs and Teaching Assistants (KS1 - KS3)

Cost: £42 + VAT

- 13 June 2024, 2pm to 4pm, virtual delivery, course code: SCH 10474/ 84923

## Schools Finance Training

**The following Schools Finance Training courses are ONLY open to Local Authority Schools.**

### CP Budget Monitoring

It is essential that all schools carry out Budget Monitoring on a monthly basis. This course will ensure you have the necessary skills to complete the budget monitoring through Collaborative Planning

Target Audience: Head teachers/Business Managers/Finance Staff

Cost: £146 + VAT

- 11 June 2024, 9.30am to 12.30pm, Worcester, course code: 10138 / 83491

### Getting the Most from E5

This course is aimed at school finance staff who have been using E5 for a while although new users are welcome. The aim of the course is for you to be able to find your way around E5 more efficiently and to get you to the right destination by the quickest route. We cover the main areas of E5 including – General Ledger Reporting, Order Management, Accounts Payable, Accounts Receivable & Sales Invoice Reports and Housekeeping. There are so many hints and tips that we would like to share, including how to save your favourite reports, code switch to see names of Nominals and quick access to reports and transactions.

Target Audience: Business Manager/Finance Staff

Cost: £146 + VAT

- 13 June 2024, 09.30 to 12.30pm, Worcester, course code: 10144 / 83488

## Imprest Accounts

To provide a complete overview of the Imprest Account process and how this integrates with the E5 system. Schools will receive practical instruction and be guided on both theoretical aspects, whilst also being able to see the process displayed on E5 itself. The course will explain the purpose of the Imprest Account, administration, and security, making purchases and obtaining receipts, accounting for VAT, reconciliation, and completing claims.

Target Audience: Business Manager/Finance Staff

Cost: £102 + VAT

- 21 June 2024, 10am to 12pm, virtual delivery, course code: 10146 / 83497

## School Fund

To provide an overview of the administration and audit requirements to run your school fund. This will cover a definition of school funds, responsibility and control, general management of school funds, appropriate expenditure, VAT procedures, accounting & auditing requirements, insurance and school fund packages.

Target Audience: Business Manager/Finance Staff

Cost: £102 + VAT

- 18 June 2024, 10am to 12pm, virtual delivery, course code: 10156 / 83499

## Virtual School training offer

Worcestershire Virtual School is dedicated to ensuring that all education settings within Worcestershire are Trauma Informed and Attachment Aware Settings (TIAAS). TIAAS improves academic outcomes, attendance, and wellbeing. The [Virtual School offer can be found on our website \(opens in new window\)](#). Delegates will need to ask the CPD Leader of the school to make the booking on their behalf via [CPD \(opens in new window\)](#). If your school is interested in further information about TIAAS please contact Worcestershire Virtual School: [virtualschool@worcschildrenfirst.org.uk](mailto:virtualschool@worcschildrenfirst.org.uk)



## Booking information

### How to book using CPD online:

1. Visit [WCF: CPD](#)
2. Enter your email and password
3. Select the course via searching for a key word or under all course types the category
4. Find the course and press select on the date you wish to book
5. Press Book on Course
6. Check the details of the person booking the course aka the CPD leader are correct
7. Confirm if the place is for the CPD leader or another member of staff and press next
8. If it's for the CPD leader, then you skip to step 10.
9. If it's for another member of staff complete all the fields
10. Press submit
11. Confirmation is IMMEDIATELY issued to the delegate email provided

### Problems with CPD online

Technical problems, account queries, password re-sets, staff not attached to your establishment, staff that have left, duplicate staff, and any questions regarding booking training then contact training team, telephone 01905 844 420 or email [WorkforceSupport@worcschildrenfirst.org.uk](mailto:WorkforceSupport@worcschildrenfirst.org.uk)

### Confirmation

All course confirmations occur at the time of the booking on CPD online therefore no further joining instructions will be sent out. It is the responsibility of those booking training to ensure that all cancellations and transfers follow our terms and conditions.

Please ensure that any handouts attached to the confirmation email are brought along to the training.

### Waiting lists

We operate waiting lists for all our courses. As places become available, they will be allocated based upon the date and time of your original booking. You will be contacted by telephone/email to offer you the available place.

### Respect for others

When attending any training all delegates are politely requested to give their full attention to the trainer and follow their instructions regarding the use of mobile phones. Inappropriate conduct at training events will be reported to setting managers and/or registered providers

### Certificates

Once a course is marked as held (bearing in mind a trainer has 10 days to return a register), certificates are immediately issued via email to the delegate email provided for this course. With the exclusion of specific Mental Health / Safeguarding courses where they are issued via either the awarding body or ourselves once received.

## Replacement certificates

To obtain a certificate for a course that took place before August 2022 then please do the following:

- Email [workforcesupport@worcschildrenfirst.org.uk](mailto:workforcesupport@worcschildrenfirst.org.uk)
- Confirm the course title and course date
- Confirm the name(s) of the delegate(s) you are requiring certificates for (please note registers will be checked)

Any request received will be actioned with 10 days of receipt. The only exception is if you are due Ofsted and you have been informed you are expecting an inspection within that week – please ensure this is shared with the team at the point of enquiry.

## Service delivery: COVID-19 statement

Our priority is to continue to deliver high quality educational support to schools and settings, whilst maintaining focus on the health, safety and wellbeing of our employees and colleagues. We are working in partnership with the local authority, monitoring the spread of COVID-19 and variants, and government guidelines in order to react to the dynamically changing situation and adapt our measures accordingly.

### Venues being hired:

- Our venues have been carefully considered with your safety in mind.
- We are only using venues that can comply with appropriate government guidance, social distancing requirements and safely operate with suitable measures in place, to ensure the health and wellbeing of our staff and delegates.
- A copy of the venues risk assessment to ensure the health and wellbeing of our staff and delegates has been requested by the training team.

### Delegates:

- Attending events in-person are encouraged to feel safe and as such if this means wearing a mask / glove, bringing your own hand sanitizer, cup and equipment please do so.
- Hand sanitizer and/or hand washing facilities will be available.

### Managing risk:

If any of the statements below apply to you, then we ask that you do not attend your training course (if being held at a venue) and contact the training team 01905 844 420 or email

[WorkforceSupport@worcschildrenfirst.org.uk](mailto:WorkforceSupport@worcschildrenfirst.org.uk) where we will organise a transfer to another course:

- You are experiencing symptoms of the virus
- You are required to care for or isolate with someone in your family who has virus symptoms
- You are required to care for someone in your family because their usual care provision has been disrupted due to the virus, i.e. school or facility closure

## Terms and conditions

All bookings must be made using Worcestershire Children First CPD online.

All confirmation emails must be forwarded to the delegate accordingly.

If needed a booking can be transferred to an alternative date with advance notice, to do this contact the relevant team below.

- Early Years, telephone: 01905 844 420, email: [WorkforceSupport@worcschildrenfirst.org.uk](mailto:WorkforceSupport@worcschildrenfirst.org.uk)
- Schools, telephone: 01905 844 420, email: [WorkforceSupport@worcschildrenfirst.org.uk](mailto:WorkforceSupport@worcschildrenfirst.org.uk)
- Conferences, telephone: 01905 844 030, email: [Conferences@worcschildrenfirst.org.uk](mailto:Conferences@worcschildrenfirst.org.uk)

## Invoices

Invoices are requested after the training course or conference has taken place. This does not affect your terms and conditions or cancellation rights.

Invoices are issued in one of two ways:

1. via the Children's Services Portal (CSP)
2. via email to the main email address given, therefore it is essential that these emails are not sent to junk or spam folders.

Further information regarding invoices, disputes and payment are detailed below.

## Cancellations

All cancellations must be made on CPD online. If you wish to supply additional information in support of your cancellation, then please email the relevant team.

Cancellation charge and reason:

- **No cancellation charge applied** = When the cancellation is made with 15 working days \*\* or more notice
- **No cancellation charge applied** = Under extreme circumstances i.e., Ofsted, bereavement, hospitalisation, and we ask that you inform us immediately
- **No cancellation charge applied** = Due to COVID-19 and variants, which has meant staff have had to be re-deployed to ensure the school / setting can open and run.
- **Full course fee applied** = When the cancellation is made within 0 – 14 working days of the start date of the course (event) and there is no take up from waiting list
- **Full course fee applied** = On return of the register where delegates did not attend and no notice for this was received

\*\* Working days are defined as Monday to Friday

## VAT

Worcestershire Children First is a VAT registered entity. Therefore, VAT at the prevailing rate will be added to all invoices. This is in line with HMRC rules and is consistent with services you may currently be purchasing from other external parties. In most cases the input VAT can be claimed back. Please seek independent financial advice should you be unsure about your VAT status.

### VAT Code Explanation

- Code: S = Standard Rated Output VAT
- Code: L = Lower Rated Output VAT
- Code: LE = Exempt from Output VAT
- Code: O = Outside the scope of Output VAT

- Code: Z = Zero Rated Output VAT

## Payment methods

Please quote your invoice reference on all payments.

Please submit payment promptly in accordance with our payment methods.

### Bacs or bank transfer

- Sort Code: 20-98-87
- Account Number: 33962148
- Account Name: WCF

This is the most reliable, simple and secure way to make a payment. Please reference the invoice number from your Remittance Advice. If you are paying more than one invoice, quote your customer number as your reference.

## Queries

Please have your account number and invoice reference ready.

We are open Monday to Friday 8:30am - 5:00pm

Any enquiries regarding the invoiced service contact

- training, telephone: 01905 844420, email: [WorkforceSupport@worcschildrenfirst.org.uk](mailto:WorkforceSupport@worcschildrenfirst.org.uk)

For enquiries regarding payment please contact

- telephone: 01905 843400 or email: [wccaccountsreceivable@worcestershire.gov.uk](mailto:wccaccountsreceivable@worcestershire.gov.uk)

To contact by letter: Worcestershire Children First, County Hall, Spetchley Road, Worcester WR5 2NP