

Safeguarding training directory

April to August 2023

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Service Level Agreement (SLA)

All safeguarding training listed in this directory is available to any school / college in the county.

Any price reduction indicated will be applied to each booking at the point of invoicing and this is based upon whether or not your school / college **has** purchased the Education Safeguarding Support Service Level Agreement (SLA).

If you have not yet purchased the SLA and would like to then please do this via [e-Store \(opens in new window\)](#)

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@worschildrenfirst.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@worschildrenfirst.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.

Recommendations

- Visit our [WCF Training website \(opens in new window\)](#) for useful facts and questions regarding our new booking site
- Always check with your CPD leader (the person who booked your training) that they've been forwarded the confirmation with any attachments to you.

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 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

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@worcschildren.org.uk

Core SLA Training

Introduction to the Role of the Designated Safeguarding Lead (DSL)

A specific 3-hour course for NEW Designated Safeguarding Leads (DSL) and Deputy DSL's to support them in their understand of the role and responsibilities.

Delegates on completion of this 3-hour course would be expected to progress onto the Full day Designated Safeguarding Lead (DSL) training course

Cost: Free to schools who have purchased the Education Safeguarding Support SLA

If schools have not purchased the Safeguarding Support SLA then the price is £40 + VAT.

Virtual delivery: will be via zoom or Microsoft teams and joining instructions will be issued with confirmations from CPD

- 23 June 2023, 9am to 12pm, course code: 10092 / 81018

Designated Safeguarding Lead (DSL) training

Aims and objectives:

- For Designated Safeguarding Leads (DSL), designed to refresh and update knowledge on the early help and child protection procedures.
- To understand DSL roles and responsibilities
- To understand how and when to make a referral to Family Front Door (FFD)
- To be confident when to share/not share and/or seek advice about information sharing
- To be confident in undertaking an Early Help Assessment

Cost: Free to schools who have purchased the Education Safeguarding Support SLA.

If schools have not purchased the Safeguarding Support SLA then the price is £85 + VAT.

Face to face delivery: lunch will be organised in line with the current government guidance at the time of your course, **please ensure any dietary needs are noted at the time of booking**

Virtual delivery: will be via Microsoft teams and joining instructions will be issued along with CPD confirmation

Summer term 2023

- 22 May 2023, 9am to 4pm, virtual delivery, course code: 10030 /80933
- 23 May 2023, 9am to 4pm, virtual delivery, course code: 10030 /80934
- 13 June 2023, 9am to 4pm, Redditch, course code: 10038 /80945
- 26 June 2023, 9am to 4pm, Wyre Forest, course code: 10038 /80946
- 27 June 2023, 9am to 4pm, virtual delivery, course code: 10030 /80935
- 17 July 2023, 9am to 4pm, virtual delivery, course code: 10030 /80936
- 18 July 2023, 9am to 4pm, virtual delivery, course code: 10030 /80937

Domestic abuse Training

Aims and objectives

- Increase awareness of the insidious nature of domestic abuse and the invisibility of coercion and control.
- Highlight the prevalence and statistics of domestic abuse
- Increase confidence to be professionally curious and to ask about domestic abuse in a way that makes it easier and safer for people to disclose.
- Increase understanding of victims' responses to domestic abuse including why they may stay in an abusive relationship
- Explore the links between pregnancy and domestic abuse and the impacts on children both pre-birth and at various stages of development
- Explore the additional impacts on people from marginalised groups including adults with support and care needs, older people and LGBT and minority communities
- Highlight the need for a multi-agency approach and roles of agencies in relation to risk identification and management
- Increase knowledge of how to refer to relevant services when appropriate, including referral to local and national specialist services for victims and perpetrators.

Cost: Free to schools who have purchased the Education Safeguarding Support SLA
If schools have not purchased the Safeguarding Support SLA then the price is £55 + VAT.

Virtual delivery: will be via Microsoft teams and joining instructions will be issued with your confirmation from CPD

- 20 April 2023, 9am to 12pm, course code: 10180 / 81142
- 10 May 2023, 3.30pm to 6.30pm, course code: 10180 / 81143
- 07 June 2023, 6.30pm to 9.30pm, course code: 10180 / 81144
- 06 July 2023, 3.30pm to 6.30pm, course code: 10180 / 81145

Peer mentoring

A three-hour course to understand what peer mentoring is, how to implement a Peer Mentoring programme in your school and to consider the impact of Peer Mentoring

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- for those who have purchased Safeguarding SLA
- £50+ VAT for those schools who have not purchased the Safeguarding SLA
- 03 July 2023, 9.30am to 12.30pm, virtual delivery, course code: 10108 /81043

Reducing Parental Conflict (Harmony at home)

Aims and objectives:

- What is Parental Conflict?
- The difference between parental conflict and domestic abuse
- Risks and factors
- Child's voice
- What is Harmony at Home?
- Digital Toolkit and resources

- Role of the Practitioner (DSL)
- Practitioner resources

Cost: Free to ALL schools regardless of purchasing the Education Safeguarding Support SLA and to all PVI Early Years Settings

Virtual delivery: will be via Microsoft teams and joining instructions will be issued along with CPD confirmation

- 25 April 2023, 9am to 12pm, course code: 10181 / 81146
- 24 May 2023, 3.30pm to 6.30pm, course code: 10181 / 81147
- 27 June 2023, 3.30pm to 6.30pm, course code: 10181 / 81148

Additional Safeguarding training available

Early years and childcare designated safeguarding lead (DSL) training

This training is specifically for the Designated Safeguarding Lead, Deputy DSL or those who are looking to become the DSL / Deputy DSL in early years and childcare settings across Worcestershire. The training has been devised to support DSL's who are new to the role, experienced and extremely experienced.

Content is updated regularly and includes a detailed look at signs and symptoms, legislation, guidance and responsibilities, record keeping, making referrals, multi-agency working, child protection meetings, serious case reviews, and exploring barriers to good practice.

The training meets the Worcestershire Safeguarding Children's Partnership requirements for Designated Safeguarding lead training, includes the role of the DSL and additional content relating to the EYFS and inspection

The DSL and deputy DSL are to refresh this training on a yearly basis from April 2021 onwards.

Virtual delivery via Zoom (trainers preferred platform) with joining instructions being issued via CPD as part of your confirmation, if you have not received them within 5 days of the training, please contact the training team on 01905 844 420

Cost: £45 plus VAT (£54 incl VAT)

Schools who have purchased the Safeguarding SLA for 2022 to 2023 will get this course free - the training team will check to see if an E-store purchase for the SLA has been made at the time of invoicing.

Mixed cohort dates - course code: 10056

- 04 and 11 May 2023, 7pm to 10pm, virtual delivery, session code: 81556
- 07 and 14 July 2023, 9.30 – 12.30pm, virtual delivery, session code: 81557
- 05 and 12 September 2023, 6.30pm to 9.30pm, virtual delivery, session code: 81558
- 06 and 07 December 2023, 7pm to 10pm, virtual delivery, session code: 81559
- 22 and 23 January 2024, 7pm to 10pm, virtual delivery, session code: 81560
- 12 and 19 March 2024, 7pm to 10pm, virtual delivery, session code: 81561

Setting specific dates – course code 10063

- 03 June 2023, 9.30 to 3.30pm, virtual delivery, session code: 81562
- 09 and 16 November 2023, 6.30pm to 9.30pm, virtual delivery, session code: 81563
- 02 and 09 February 2024, 9.30am to 12.30pm, virtual delivery, session code: 81564

Managing Allegations

This course is aimed at those head teachers, chairs of governing bodies and other senior managers with responsibility for dealing with allegations of abuse against teachers and other staff, including supply teachers and volunteers.

The course will cover all aspects of Part 4 of Keeping Children Safe in Education (September 2020), including your duties as an employer, initial considerations when an allegation is received, providing support and managing the situation.

It will provide information which will help you to better understand the Management of Allegations processes, the role of the Local Authority Designated Officer (LADO), and the role of the multi-agency network.

It will provide you details on the legislation, procedures and processes; ensure you know what to do if there is an allegation against a professional; and better understand your role as professionals working in regulated activity.

The course objectives include how to identify children and young people who are suffering or likely to suffer significant harm and then take action with the aim of making sure they are kept safe.

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- £55 + VAT for those who have the Safeguarding SLA
- £110 + VAT for those schools who have not purchased the Safeguarding SLA

Virtual delivery: this will be via zoom and joining instructions will be attached to your CPD confirmation

- 23 June 2023, 1pm to 4pm, course code: 10097 / 81023

Safeguarding Children in Education – Governors Roles & responsibilities

This course will:

- inform governors about recent legislative national and local developments in child protection
- clarify the roles and responsibilities of governors in relation to safeguarding and promoting the welfare of children and young people in their schools
- provide a basic awareness of child abuse and the effect it can have on children

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- £55 + VAT for those who have the Safeguarding SLA
- £110 + VAT for those schools who have not purchased the Safeguarding SLA

Virtual delivery: this will be via zoom and joining instructions will be attached to your CPD confirmation

- 09 May 2023, 6.30pm to 8.30pm, course code: 10123 / 81062

Please note this course MUST be booked via the clerk / person who books your governing board training.

Safer recruitment in educational settings

This course covers the following areas.

- Safer recruitment and the wider context of safeguarding
- Prevalence of abuse and profile of abusers
- How abusers operate within organisations
- Features of a safer recruitment process
- Planning a safer recruitment process
- Making the right decisions: interview and selection
- Setting acceptable standards of behaviour
- Maintaining an ongoing culture of vigilance

Aims:

- To identify the key features of staff recruitment that help deter or prevent the appointment of unsuitable people.
- To be able to produce policies and practices that minimise opportunities for abuse or ensure its prompt reporting.
- To begin to review their own organisation's places and practices to make them safe.

Audience: DSL / Deputy DSL's, Head or Deputy Teachers, any staff involved in recruitment process

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- For schools with the Safeguarding SLA - £85 + VAT
- For schools WHO HAVE NOT purchased the Safeguarding SLA - £170 + VAT

Face to face delivery: lunch will be provided and ordered in line with current government guidance

Virtual delivery: this will be via zoom and joining instructions will be attached to your CPD confirmation

- Please contact the team for dates for Sept 2023 to July 2024

School employed only Family Support Workers (FSW)

The course is aimed at:

- Experienced FSW
- New FSW
- Other roles example roles include TA/HoY/Pastoral role, who would like to be a FSW in their school/setting

Aims and objectives of the day

- To understand roles and responsibilities of the family support worker
- To understand legislation and safeguarding
- To understand what challenges families face
- To understand contextualised safeguarding
- To understand Early Help and levels of need
- How to add timescales and ending support.

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- For schools with the Safeguarding SLA - £85 + VAT
- For schools WHO HAVE NOT purchased the Safeguarding SLA - £170 + VAT

Face to face delivery: lunch will be provided and ordered in line with current government guidance

- 19 June 2023, 9.30am to 3.30pm, virtual delivery, course code: 10134 / 81076

Mental Health Safeguarding training available

Designated Senior Mental Health Lead (DSMHL)

- To enable Senior Leaders to understand the role of the Designated Senior Mental Health Lead Health (DSM-HL) and have a clearer understanding of the current context surrounding mental health and wellbeing of children, young people and adults working in UK schools.
- To enable Senior Leaders to effectively assess their school's current mental health and wellbeing provision and to develop a clear plan for improvement.
- To enable and empower senior leaders (DSL-MH) to prioritise and develop the mental health and wellbeing of their students and staff through the development of a practical, sustainable and cost-effective long-term mental health and wellbeing strategy.

Cost:

The DfE Mental Health Grant is now available for Schools to apply for and covers any course that starts up to and including 31 July 2023. This means that the full price of the course (£520+ VAT) MUST be charged by WCF, and the grant claimed by the school will cover this cost and more.

Please ensure you visit the DfE Website to follow the process to claim for the Mental Health Grant

The DfE Funding code for any of our DSM-HL courses up to 31 July 2023 is: SMHL018

The training company delivering this course on our behalf is: Brightcore Training & Consultancy

The DfE have confirmed that schools who have accessed the DfE Mental Health Grant since September 2021 can send additional delegates at a reduced rate of £390 + VAT. To take advantage of this offer when booking please ensure in the additional requirements field you quote DFEAdditionalplace. Prices will be reduced at the point of invoicing.

Virtual delivery: will be via Zoom and joining instructions will be issued along with CPD confirmation

Face to face: will be at a venue with lunch provided, please ensure any dietary needs are noted at the point of booking.

- 18 April, 16 May and 19 June 2023, 9am to 4pm, Worcester, course code: 10043 / 80952
- 09 May, 08 June and 07 July 2023, 9am to 4pm, Worcester, course code: 10044 / 80953

MHFA Mental Health Awareness Training

Aims and objectives:

- This introductory three-hour session raises awareness of young people's mental health. It aims to enhance knowledge around:
- Some of the common mental health issues affecting young people, including depression, anxiety, eating disorders and psychosis
- Skills to work more effectively with young people living with mental health issues
- Ways to support young people with a mental health issue and relate to their experiences

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- Price for schools with the Safeguarding SLA £55 + VAT
- Price for schools WITHOUT the Safeguarding SLA £110 + VAT
- 17 April 2023, 3.30pm to 6.30pm, virtual delivery, course code: 10099 / 81027

MHFA Mental Health First Aider Qualification

Aims and objectives:

The Youth MHFA two-day course qualifies you as a Youth Mental Health First Aider and this aims to provide you with

- An in depth understanding of young people's mental health and factors that affect wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- Confidence to reassure and support a young person in distress
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help a young person recover their health by guiding them to further support – whether that's through self-help sites, their place of learning, the NHS, or a mix – engaging with parents, carers and external agencies where appropriate
- The ability to support a young person with a long-term mental health issue or disability to thrive
- Tools to look after your own mental wellbeing

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- Price for schools who have purchased the Safeguarding SLA £145 + VAT
- Price for schools WHO HAVE NOT purchased the Safeguarding SLA £290 + VAT

Face to face delivery: lunch will be provided and ordered in line with current government guidance

Virtual delivery: will be via Zoom and joining instructions will be issued along with CPD confirmation. Please ensure you follow any specific requirements on the joining instructions – as this training is awarded by MHFA you will need to register to receive resources from them directly as well

- 11 and 12 May 2023, 9am to 4.30pm, Redditch, course code: 10102 / 81032
- 13 and 14 July 2023, 9am to 4.30pm, virtual delivery, course code: 10103 / 81033

MHFA Youth Mental Health Champion

Aims and objectives:

The one-day course qualifies you as a Youth MHFA Champion and the course aims to equip delegates with:

- An understanding of common mental health issues and how they can affect young people
- The ability to spot signs of mental ill health in young people and guide them to a place of support

Cost: This course is heavily subsidised to schools who have purchased the Education Safeguarding Support SLA

- Price for those who have the Safeguarding SLA £85 + VAT
- Price for those who have not purchased the Safeguarding SLA £170 + VAT

Face to face delivery: lunch will be provided and ordered in line with current government guidance

- 31 March 2023, 9am to 4.30pm, Worcester, course code: 10104 / 81034
- 20 June 2023, 9am to 4.30pm, Redditch, course code: 10104 / 81035

NEW training available

Understanding the Single Central Record requirements

A two-hour course delivered virtually that will look at what is a Single Central Record (SCR), why we need a SCR, who is responsible for the SCR and what are the statutory requirements from Ofsted.

Audience: Anyone reviewing or managing the Single Central Record (SCR) for example Business / Finance Manager, Safeguarding Governor, Head or Deputy Head, administrative staff.

Cost: £45 + VAT per delegate. This course is currently NOT subsidised by the Education Safeguarding SLA

- 23 May 2023, 4pm to 6pm, virtual delivery, course code: 10174 / 81129
- 18 July 2023, 4pm to 6pm, virtual delivery, course code: 101784 / 81130

Safeguarding Governors will need to have places booked via CPD by their Clerk, or whoever within the school has responsibility for booking governor training.

Virtual Safeguarding training

GET SAFE training

Safeguarding Children, young people and vulnerable adults is everybody's responsibility. This raising awareness of exploitation & vulnerability course aims to raise your awareness of: Vulnerability, adverse childhood experiences, organised crime groups/gangs; Modern day slavery, consent for sexual activity; Child Sexual Exploitation (CSE), criminal exploitation; Appropriate language and use of; National referral mechanism; GDPR/disclosure and Pathways/ diversionary/sharing of intelligence.

Cost: Free to all schools, DSL and DDSLs to attend

Due to demand this training is now being offered via our multi-agency team and as such bookings **MUST** be made directly using the link below:

To book Get Safe training – visit [External Agencies \(opens in new window\)](#)

Instructions for completing:

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

If you require support with booking, Get Safe please contact WCC Learning & Development team directly on 01905 844 544 or email LDAdmin@worcestershire.gov.uk

Early Help training

The following courses are available on the WCC Learning & Development site: [CourseSearchCitizen \(worcestershire.gov.uk\)](#), 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

Prevent training

DSL and deputy DSL's interested in undertaking prevent training will now be signposted to the Home Office version accessible via <https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

The virtual training is designed so that DSLs / Deputy DSL's will have a greater understanding of both the PREVENT strategy and recognizing the early identification of children and young children who are at risk of being radicalized. Prevent is part of the UK Counter-Terrorism Strategy 'CONTEST', aimed at preventing people being involved in or supporting terrorism.

Female Genital Mutilation (FGM)

Recognising and preventing FGM training is available for professionals with safeguarding responsibilities from the Home Office website. It gives an introduction to Female Genital Mutilation and the action you must take to protect girls who may be at risk.

To access FGM training visit <https://fgmelearning.vc-enable.co.uk/Register/>

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

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

Certificates will now be provided for all courses the exception of Mental Health, GEFT SAFE and Safer Recruitment courses as these will be issued via an alternative method.

Certificates are now issued via email once the course is marked as held (bearing in mind trainers have 10 days to return a register back to the team) and the certificate goes to the email address for that delegate for that course.

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
- 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.

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
- Schools, telephone: 01905 844 420, email: WorkforceSupport@worcschildrenfirst.org.uk
- Conferences, telephone: 01905 844 030, email: 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

For enquiries regarding payment please contact

- telephone: 01905 843400 or email: wccaccountsreceivable@worcestershire.gov.uk

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