



# Schools and academies training directory

June 2024 to July 2025

Edition 23 (correct 19.06.2024)

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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@worschildrenfirst.org.uk](mailto: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](mailto: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.
- 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@worschildren.org.uk](mailto:workforcesupport@worschildren.org.uk)

## Autism / CCN Training

### An introduction to Emotional Regulation for Autistic Learners

A 90-minute opportunity which covers:

- What are some key strategies to aid with emotional regulation?
- Why do children (and adults) become dysregulated?
- Understanding the root causes and triggers behind distressed and challenging behaviours
- Modelled examples of strategies
- Supporting self-regulation strategies and approaches

Cost: £27.50 + VAT per delegate

- 20 January 2025, 4pm to 5.30pm, virtual delivery, course code: SCH 10075 / 90213

### Autism in the Early Years

An overview of how autism presents in Early Years Settings and a raft of strategies to support young children with a diagnosis.

A 90-minute session which covers:

- What is autism?
- What you might see in Settings.
- Top tips for teaching and supporting autistic pupils.

Each delegate will: Develop and/or enhance their awareness and understanding of autism.

Cost: Free

- 09 October 2024, 4pm to 5.30pm, virtual delivery, course code: 10003 / 90159
- 11 December 2024, 6.30pm to 8pm, virtual delivery, course code: 10003 / 90160
- 05 February 2025, 4pm to 5.30pm, virtual delivery, course code: 10003 / 90161
- 02 April 2025, 6.30pm to 8pm, virtual delivery, course code: 10003 / 90162
- 14 May 2025, 4pm to 5.30pm, virtual delivery, course code: 10003 / 90163
- 02 July 2025, 6.30pm to 8pm, virtual delivery, course code: 10003 / 90164

### Autism and Puberty

An overview of the issues facing autistic students as they enter puberty and what to consider when designing/delivering sex education lessons in school. A 60-minute opportunity for High Schools, which covers:

- Public/Private
- Hygiene
- Gender identity
- Protective behaviours

Cost: £20 + VAT per delegate

- 10 March 2025, 4pm to 5pm, virtual delivery, course code: 10001 / 90195

## Autism with Demand Avoidance caused by Anxiety

A 60-minute opportunity which covers:

- How demand avoidance may present in your setting
- What are some key strategies to aid with demand avoidance
- Modelled examples of strategies

Cost: £20 + Vat per delegate

- 25 November 2024, 4pm to 5pm, virtual delivery, course code: 10005 / 90196
- 21 May 2025, 4pm to 5pm, virtual delivery, course code: 10005 / 90197

## 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

- 14 October 2024, 4pm to 5.30pm, virtual delivery, course code 10078 / 90193
- 07 May 2025, 4pm to 5.30pm, virtual delivery, course code 10078 / 90193

## How to make scripts to help in social situations

A 60-minute opportunity which covers:

- Overview of autism and its impact on a young person's social skills
- A look at strategies to support social understanding.
- How to use scripts to prepare for a new situation
- When to use a script
- How to write a script
- How to make scripts effective

Cost: £20 + Vat per delegate

- 21 October 2024, 4pm to 5pm, virtual delivery, course code: 10083 / 90206

## 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
- 02 December 2024, 4pm to 5.30pm, virtual delivery, course code: SCH 10424 / 90171
- 14 May 2025, 4pm to 5.30pm, virtual delivery, course code: SCH 10424 / 90171

## 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

- 09 October 2024, 4pm to 5.30pm, virtual delivery, course code: 10116 / 90169
- 02 June 2025, 4pm to 5.30pm, virtual delivery, course code: 10116 / 90170

## Secondary 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

- 03 March 2025, 4pm to 5.30pm, virtual delivery, course code: 10159 / 90185

## Transition in the Early Years

An overview of the issues impacting autistic children as they transition to Reception

This 60-minute delivery covers:

- Key issues for transition.
- The importance of transition planning.
- Strategies to support the 5 elements of a good transition plan.
- Resources such as the Transition Plan Template and the EY Transition Pack. Each delegate will develop the confidence to implement a robust transition.

Cost: Free

- 05 December 2024, 4pm to 5pm, virtual delivery, course code: 10168 / 90165
- 13 February 2025, 6pm to 7pm, virtual delivery, course code: 10168 / 90166
- 10 April 2025, 4pm to 5pm, virtual delivery, course code: 10168 / 90167
- 05 June 2025, 6pm to 7pm, virtual delivery, course code: 10168 / 90168

## Using visual tools to reflect on social situations

A 60-minute opportunity which covers:

- Overview of autism and its impact on a young person's social skills
- What tools are available to reflect visually on social situations?

- When to use these tools
- How to make these tools effective

Cost: £20 + Vat per delegate

- 10 March 2025, 4pm to 5pm, virtual delivery, course code: SCH 10175 / 90207

## 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

- 04 and 18 November 2024, 4pm to 5pm, virtually delivery, course code: SCH 10426 / 90175
- 11 and 25 June 2025, 4pm to 5pm, virtually delivery, course code: SCH 10426 / 90176

## 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.

## Early Years Webcasts

The early years team are developing a range of webcasts that be accessed for your whole setting (only one license needs to be purchased)

What will happen / how do I get the webcast information?

- Book your place (only the manager needs to book a place) as you would do normally
- Once your place is booked you will receive a confirmation email which will clarify how to access the webcast - this is via a google drive. All links and steps are in the confirmation email. Access the webcast as many times as you require by your team - there is no limit.
- The training team on a weekly basis will process invoices for the webcast
- If you encounter issues accessing the webcast via the google drive link provided, please contact the training team by emailing [workforcesupport@worcschildrenfirst.org.uk](mailto:workforcesupport@worcschildrenfirst.org.uk)
- Once you / your team have watched the webcast if you have questions then please contact the early years team directly by emailing [eycc@worcestershire.gov.uk](mailto:eycc@worcestershire.gov.uk)

## Building an Effective Early Years Curriculum

When we think of the term Curriculum, we can sometimes feel daunted, however it needn't be this way. Having the freedom to develop and deliver your own personalised early years curriculum can be so very empowering. By recognising and celebrating our uniqueness we can be proud of what we stand for and how we deliver the EYFS effectively.

This 90-minute webcast is designed to watch with your teams as we break down the elements of what forms a good curriculum. A curriculum which meets the needs of your children, families, staff and wider community. For early years settings due inspection this can be a great reflective tool to ensure you can articulate your settings curriculum during inspection.

We suggest this webcast is watched over a period of sessions to make full use of the reflection activities which thread through the presentation.

This webcast is aimed at early years settings caring for children aged 0-4 years old and is suitable for schools who provide early years provision prior to reception class.

Cost: £30 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost specifically for Childminders: £22.50 + VAT

Course code on CPD: EY 10458

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Digital Technology in the Early Years

As an Early years leader, I always lacked confidence in how to include digital technology into my curriculum. With the removal of ICT from the EYFS I felt I had been let off the hook! However, following a professional discussion with my Deputy manager, I came to realise my strong views around technology could be deemed detrimental to the child experience. This elephant in the room needed to be addressed head on!

Join me on my journey of discovery where I let go of my preconceptions and explore the reality of a digital childhood.

During our 90 minutes together we will consider research, policy, and statistics about the digital world and what this means for children, families, and educators.

I can't promise you all the answers, but a deep dive into this complex subject so we are better able to embrace digital technology as a tool to support learning and an opportunity to teach children to keep themselves safe.

**As the NSPCC state: 'Off-line and on-line life, is just life.**

Cost: £30 + VAT per webcast purchase - this is for your whole staff team regardless of numbers.  
SPECIAL OFFER - this webcast has been reduced to £15 + VAT effective from 05.04.2024 until December 2024 after this date the webcast will no longer be available to purchase.

## Planning an effective learning walk

The learning walk can sometimes cause unwanted stress and anxiety for early years leaders as they prepare for inspection. However, if this is well planned for it can be a wonderful opportunity to communicate the uniqueness of your early years setting and illustrate the difference you make to children and families in your care.

This 55-minute webcast walks you through how to tell the unique story of your setting in a meaningful and effective way. Accompanied by the 'Learning walk: Telling your story tool' you will have the tools required to plan and deliver your bespoke learning walk effectively and confidently.

Please note it is recommended that this webcast is watched in conjunction with 'Building an Effective Early Years Curriculum' to achieve maximum impact on inspection day.

This webcast is suitable for early years group settings and nursery provision in schools.

Cost: £25 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost – childminders: £17.50 + VAT

Course code on CPD: EY 10464

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Preparing for your Early years Ofsted Inspection

When preparing for your early years Ofsted inspection it can sometimes feel overwhelming as you navigate all the advice and guidance available. This 65-minute webcast has been designed to pull all this information into one place allowing you to reflect, plan and take actions to ensure you get the inspection outcome you deserve.

Whether this is your first experience of inspection, or you have experienced inspections before, this webcast will refresh your understanding of what to expect and give you and your team the confidence to showcase what you do every day for children and families.

This webcast is suitable for early years group settings.

Cost: £20 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Course code on CPD: EY 10480

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Educational Psychology training

### 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: 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

### 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's training

### English Subject Leaders Network Meeting

This three-hour session will provide English Subject Leaders with an opportunity to hear all the latest updates in terms of national drivers, EEF research and Ofsted outcomes.

Taking part of the session to focus on unpicking the complexities of balancing dictation, transcription, and composition.

Finally, finishing with a reflection on the outcomes from moderation and the common strengths and areas for development for writing in KS2..

Cost: £70 + VAT per delegate

- 11 July 2024, 1pm to 4pm, Worcester, course code: SCH 10499 / 90208

### 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

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

## 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

## Schools Finance Training

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

The September 2024 to July 2025 offer is currently being planned and will be added in shortly.

## 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