



Safeguarding training directory

September 2024 to July 2025

Version 1 (correct 12.07.2024)



Contents

Safeguarding training directory	0
September 2024 to July 2025	0
Version 1 (correct 12.07.2024)	0
Service Level Agreement (SLA)	3
Training team availability	3
Course place availability	3
Universal Training available to all	4
WCF DSL network meetings	4
Core SLA Training	5
Introduction to the Role of the Designated Safeguarding Lead (DSL)	5
Designated Safeguarding Lead (DSL) training	6
Additional Safeguarding training available	8
Early years and childcare designated safeguarding lead (DSL) training	8
Managing Allegations	9
Safeguarding Children in Education – Governors Roles & responsibilities	10
Safer recruitment in educational settings	11
Understanding the Single Central Record requirements	12
In-house training / Whole school training	13
Mental Health Training	14
MHFA Mental Health Awareness Training	14
MHFA Youth Mental Health Champion	14
Mental Health First Aider Qualification	14
Contact details for Brightcore Training	14
DfE Mental Health Grant	15
Free virtual Safeguarding training	15
Domestic Abuse	15
Early Help training	16
Female Genital Mutilation (FGM)	16
GET SAFE training	16
Prevent training	17
Reducing Parental Conflict (Harmony at Home)	17
Booking information	17
How to book using CPD online:	17

Problems with CPD online.....	17
Confirmation	17
Joining instructions for virtual delivery courses	18
Waiting lists.....	18
Service delivery: COVID-19 statement.....	18
Certificates	19
Terms and conditions.....	19
Invoices	19
Cancellations.....	19
VAT	20
Payment methods.....	20
Queries.....	21

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.

Course place availability

Our trainers have confirmed the maximum number of delegates per course. This will be based upon previous course delivery, logistical management of breakout rooms / numbers for virtual delivery, and specific requirements from awarding body's i.e., MHFA England. Based on this the WCF training team cannot exceed maximum numbers based upon what has already been agreed. We therefore strongly recommend and encourage planning your training needs and booking promptly.

Universal Training available to all

WCF DSL network meetings

These meetings are a chance to hear local and national updates, to share good practice and meet other DSLs / Deputy DSLs within Worcestershire.

We advise attending your district date, and the districts have been split as follows:

- Worcester, Wyre Forest and Malvern
- Bromsgrove, Wychavon and Redditch

We appreciate that DSL / Deputy DSL's might not be able to attend their specified district date in which case please book the date you can attend.

Cost: Free

Worcester, Wyre Forest and Malvern

- 25 June 2024, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84041
- 12 November 2024, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84974
- 18 March 2025, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84976
- 17 June 2025, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84978

Bromsgrove, Wychavon and Redditch

- 02 July 2024, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84042
- 14 November 2024, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84975
- 20 March 2025, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84977
- 19 June 2025, 3pm to 4.30pm, virtual delivery, course code: SCH 10438 / 84979

Core SLA Training

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

A specific 6-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 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 £93 + VAT.

- 09 September 2024, 9am to 4pm, virtual delivery, course code 10092 / 85004
- 20 September 2024, 9am to 4pm, virtual delivery, course code: 10092 / 85005
- 08 October 2024, 9am to 4pm, virtual delivery, course code 10092 / 85006
- 07 November 2024, 9am to 4pm, virtual delivery, course code 10092 / 85007
- 06 December 2024, 9am to 4pm, virtual delivery, course code 10092 / 85008
- 15 January 2025, 9am to 4pm, virtual delivery, course code 10092 / 85009
- 07 March 2025, 9am to 4pm, virtual delivery, Worcester, course code: 10092 / 85010
- 08 May 2025, 9am to 4pm, Redditch, course code: 10092 / 850011
- 30 June 2025, 9am to 4pm, Wyre Forest, course code: 10092 / 850012

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 £93 + 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.

Autumn 2024

Date	Time		CPD course code	CPD session code
13 September 2024	9am to 4pm	Virtual Delivery	10481	85016
17 September 2024	9am to 4pm	Virtual Delivery	10481	85017
18 September 2024	9am to 4pm	Virtual Delivery	10481	85018
26 September 2024	9am to 4pm	Virtual Delivery	10481	85019
30 September 2024	9am to 4pm	Virtual Delivery	10481	85020
10 October 2024	9am to 4pm	Virtual Delivery	10481	85021
14 October 2024	9am to 4pm	Virtual Delivery	10481	85022
17 October 2024	9am to 4pm	Virtual Delivery	10481	85023
22 October 2024	9am to 4pm	Virtual Delivery	10481	85024
08 November 2024	9am to 4pm	Virtual Delivery	10481	85025
11 November 2024	9am to 4pm	Virtual Delivery	10481	85026
20 November 2024	9am to 4pm	Virtual Delivery	10481	85027
28 November 2024	9am to 4pm	Virtual Delivery	10481	85028
02 December 2024	9am to 4pm	Virtual Delivery	10481	85029
10 December 2024	9am to 4pm	Virtual Delivery	10481	85030
13 December 2024	9am to 4pm	Virtual Delivery	10481	85031

Spring 2025

Date	Time		CPD course code	CPD session code
17 January 2025	9am to 4pm	Virtual delivery	10481	85032
23 January 2025	9am to 4pm	Virtual delivery	10481	85033
28 January 2025	9am to 4pm	Worcester	10481	85034
03 February 2025	9am to 4pm	Redditch	10481	85035
13 February 2025	9am to 4pm	Virtual delivery	10481	850356
26 February 2025	9am to 4pm	Virtual delivery	10481	85037
06 March 2025	9am to 4pm	Wyre Forest	10481	85038
12 March 2025	9am to 4pm	Worcester	10481	85039
19 March 2025	9am to 4pm	Redditch	10481	85040
24 March 2025	9am to 4pm	Virtual delivery	10481	85041

Summer Term 2025

Date	Time		CPD course code	CPD session code
04 April 2025	9am to 4pm	Virtual Delivery	10481	85042
09 April 2025	9am to 4pm	Virtual Delivery	10481	85043
30 April 2025	9am to 4pm	Virtual Delivery	10481	85044
09 May 2025	9am to 4pm	Worcester	10481	85045
12 May 2025	9am to 4pm	Redditch	10481	85046
21 May 2025	9am to 4pm	Wyre Forest	10481	85047
05 June 2025	9am to 4pm	Virtual Delivery	10481	85048
09 June 2025	9am to 4pm	Virtual Delivery	10481	85049
18 June 2025	9am to 4pm	Worcester	10481	85050
27 June 2025	9am to 4pm	Redditch	10481	85051
04 July 2025	9am to 4pm	Wyre Forest	10481	85052
09 July 2025	9am to 4pm	Worcester	10481	85053
15 July 2025	9am to 4pm	Virtual Delivery	10481	85054

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.

Cost: £48 plus VAT

Schools who have purchased the Safeguarding SLA for 2023 to 2024 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.

- 14 and 21 November 2024, 6.30pm to 9.30pm, virtual delivery, course code: 10064 / 84683
- 09 and 10 December 2024, 7pm to 10pm, virtual delivery, course code: 10064 / 84684
- 21 and 22 January 2025, 7pm to 10pm, virtual delivery, course code: 10064 / 84685
- 07 and 14 February 2025, 09.30am to 12.30pm, virtual delivery, course code: 10064 / 84686

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

- £63 + VAT for those who have the Safeguarding SLA
- £125 + VAT for those schools who have not purchased the Safeguarding SLA

Date	Time	Delivery style	CPD course code	CPD session code
18 October 2024	9am to 12pm	virtual delivery	10097	84991
04 December 2024	1pm to 4pm	virtual delivery	10097	84992
10 February 2025	9am to 12pm	virtual delivery	10097	84993
01 May 2025	1pm to 4pm	virtual delivery	10097	84994
13 June 2025	9am to 12pm	virtual delivery	10097	84995
10 July 2025	1pm to 4pm	virtual delivery	10097	84996

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

- £63 + VAT for those who have the Safeguarding SLA
- £125 + VAT for those schools who have not purchased the Safeguarding SLA

Date	Time	Delivery style	CPD course code	CPD session code
16 October 2024	6.30pm to 8.30pm	virtual delivery	10123	84986
16 January 2025	6.30pm to 8.30pm	virtual delivery	10123	84987
07 April 2025	6.30pm to 8.30pm	virtual delivery	10123	84988
06 June 2025	10am to 12pm	virtual delivery	10123	84989
14 July 2025	6.30pm to 8.30pm	virtual delivery	10123	84900

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 and how abusers operate within organisations.
- Features of a safer recruitment process and planning a safer recruitment process
- Making the right decisions: interview and selection
- Setting acceptable standards of behaviour and maintaining an ongoing culture of vigilance

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

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

- For schools with the Safeguarding SLA - £93 + VAT
- For schools WHO HAVE NOT purchased the Safeguarding SLA - £185 + 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 detailed in your confirmation.

- 04 October 2024, 9am to 4pm, virtual delivery, course code: 10132 / 84998
- 13 November 2024, 9am to 4pm, virtual delivery, course code: 10132 / 84999
- 20 January 2025, 9am to 4pm, virtual delivery, course code: 10132 / 85000
- 21 March 2025, 9am to 4pm, Redditch, course code: 10132 / 85001
- 14 May 2025, 9am to 4pm, Worcester, course code: 10132 / 85002
- 02 July 2025, 9am to 4pm, Wyre Forest, course code: 10132 / 85003

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

- For schools with the Safeguarding SLA - £53 + VAT
- For schools WHO HAVE NOT purchased the Safeguarding SLA - £95+ VAT

Date	Time	Delivery style	CPD course code	CPD session code
25 September 2024	9.30am to 11.30am	Virtual delivery	10174	84980
16 October 2024	9.30am to 11.30am	Virtual delivery	10174	84981
11 December 2024	3pm to 5pm	Virtual delivery	10174	84982
12 February 2025	3pm to 5pm	Virtual delivery	10174	84983
02 April 2025	9.30am to 11.30am	Virtual delivery	10174	84984
04 June 2025	9.30am to 11.30am	Virtual delivery	10174	84985

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

In-house training / Whole school training

We offer opportunities throughout the year for training on issues relevant to schools and academies in the local area which can also be bespoke training to meet the individual requirements of schools and settings and whole school safeguarding training.

	Duration in hours	School or MAT / Trust	Max spaces	Price with SLA	Price without SLA	Charge regardless of SLA purchase
Whole School Safeguarding Training	3	Per School	Unlimited	n/a	n/a	£325 + VAT
School Safeguarding Designated Safeguarding Lead Training	6	MAT / Trust / Larger schools	30	FREE	£633 + VAT	n/a
What to do if a child discloses to staff	2	Per School	Max 45	£363 + VAT	£725 + VAT	n/a
Understanding the Single Central Record	2 to 3	MAT / Trust	Max 30	£363 + VAT	£725 + VAT	n/a

To book any in-house training, please contact the training team by calling 01905 844 420 or emailing workforcesupport@worcesterschildrenfirst.org.uk. If there is anything specific, you would like that is not listed please contact the team to discuss.

Mental Health Training

From September 2024 onwards the following courses can be accessed directly by contacting Brightcore Training and Consultancy

MHFA Mental Health Awareness Training

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.

MHFA Youth Mental Health Champion

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.

Mental Health First Aider Qualification

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.

Contact details for Brightcore Training

- Telephone: 01746 763288
- Email: connect@brightcoreconsultancy.com
- Website: <https://www.brightcoreconsultancy.com/>

DfE Mental Health Grant

The DfE are offering a Mental Health Grant of £1,200 for eligible state-funded schools and colleges in England to train a senior mental health lead. The training is not compulsory but is part of the government's commitment to offer this training to all eligible schools and colleges by 2025.

Training will support the senior mental health leads to develop and implement a whole school or college approach to mental health and wellbeing. The grant covers the two day Designated Senior Mental Health Lead (DSM-HL) that must have started up to and including 31 March 2025

The full price of the course MUST be charged by the training company, and the grant claimed by the school will cover this cost and more.

Visit the DfE Website to follow the process to claim for the Mental Health Grant

<https://www.gov.uk/guidance/senior-mental-health-lead-training>

The DfE Funding code for any of our DSM-HL courses up to 31 March 2025 is: SMHL018

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

Free virtual Safeguarding training

Domestic Abuse

Domestic Abuse training is being offered currently FREE, virtual delivery, via Sarah Wigley Associates. The training seeks to raise awareness and increase understanding of the dynamics of abuse, including coercive control. Support professionals to better identify, signpost and support victims as well as considering safe ways of responding to perpetrators. The training is made up of three modules and participants will be encouraged to complete the modules **in order** as the training is layered.

Module 1: Understanding and Responding to Domestic Abuse. This session will provide a map of the legislative framework of domestic abuse. Through the session case examples and reflections on real experiences to enable delegates to explore how professionals can better recognise domestic abuse, support, and signpost to local services.

Module 2: Working with Domestic Abuse within the context of Multi Agency. This session will further develop understanding of coercive control including aspects that perpetrators use to maintain or regain control e.g. parental alienation and gaslighting. Case examples and reflections on real experiences will be used throughout the session.

Module 3: Understanding and Working with Perpetrators of Domestic Abuse. The session will include case study examples and exercises to help delegates understand perpetrator perspectives and develop their understanding of risk factors where there is domestic abuse. Delegates will learn about the risks of collusion and understanding the function of denial, blame, minimisation, and justification. Specific input will be given on how best to engage with those who perpetrate domestic abuse.

We recommend that you contact Sarah Wigley Associates directly, by emailing bookings@sarahwigleyassociates.co.uk to be notified of dates for the forthcoming term

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.

The following Early Help courses 1: Completing an Early Help Assessment (EHA), 2: Holding a Team Around the Family (TAF), 3: How to creatively gather the child's voice, 4: What is Early Help, are being offered on a rolling programme of dates so please check the site regularly.

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

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/>

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

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

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.

Reducing Parental Conflict (Harmony at Home)

Harmony at Home is Worcestershire's approach to the Reducing Parental Conflict (RPC) initiative in partnership with the Department for Work and Pensions (DWP) and organisations from our multi-agency Reference group

Book via: WCC Learning & Development site: [CourseSearchCitizen \(worcestershire.gov.uk\)](https://www.worcestershire.gov.uk/coursesearch), free for schools to access.

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

Booking information

How to book using CPD online:

1. Visit <https://capublic.worcestershire.gov.uk/LearnCPD/CoursesSearch.aspx>
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. 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.

Joining instructions for virtual delivery courses

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.

Please ensure junk / spam folders are automatically checked and that the sender CAP-DoNotReply@worcestershires.gov.uk is searched for, prior to contact the team.

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

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.

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

Certificates

Certificates will now be provided for all courses the exception of Mental Health 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.

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.

Automated telephone payments

Call 0300 456 2206. You will need your invoice number and debit or credit card details to hand. Your privacy and security are our prime concern and our payments system encrypts your personal information. Calls will be charged at the local call rate. If you have a calling plan which includes free local calls, then 0300 calls are also free and if you have a mobile contract, they are also included as part of any free minutes.

Internet payment facility

Pay your invoice online at any time using your debit or credit card. We accept Delta, JCB, Maestro, MasterCard, Solo, Switch, Visa Electron & Visa.

To make a payment online go to www.worcestershire.gov.uk and click on 'Pay'. Go to the [secure online payments site](#) link and "select debtor invoices". When making online payments you can add

multiple invoice numbers by selecting "add to list". Your privacy and security online are our prime concern and our payments system encrypts your personal information.

[Information on Are Online Payments Safe? \(opens in new window\)](#)

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@worschildrenfirst.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