



# School Engagement Team training offer

March to June 2025

Edition D (correct 19.03.2025)

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## School Engagement training offer

### Effective Governance to Support School Attendance \*NEW\*

This training course explores the role of governors in ensuring schools are meeting their statutory duties relative to attendance. As all schools are required to deliver new statutory expectations to meet DfE 'Working Together to Improve School Attendance' requirements, this course will enable governors to provide support and challenge to drive improvement.

The course aims to assist governors to:

- Explore the governance core functions and their relevance to attendance
- Review how DfE attendance expectations and statutory duties are met
- Champion and support the promotion of attendance through policy and ethos
- Review data, challenge trends and support leaders to focus on strategies towards improvement
- Ensure staff receive adequate training and access to good practice guidance

Cost: £60 + VAT per delegate

- 01 May 2025, 6pm to 8pm, virtual delivery, course code: 10429 / 91363

### Using legal action to address pupil absence: Guidance for schools

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

The training will explore when a request for legal proceedings maybe appropriate and the requirements upon schools in making such requests. The session will focus on unauthorised pupil absence (including unauthorised leave in term time) and will provide delegates with the latest information and appropriate resources to demonstrate what is required in order for the Local Authority to consider the issuing of a penalty notice or undertake a prosecution.

Audience: School Attendance Leads, Head teachers, School Attendance Officers, or any other school based associated staff with a key role in addressing pupil attendance, absence and welfare would be most welcome.

Cost: £38 + VAT per delegate

**Discount:** Book a delegate to attend both Using Legal & Witness Statements on the same day (does not need to be the same delegate per session but must be the same school) then pay only £51 +VAT for both sessions in total, a saving of £15 (full price for both sessions prior to discount is £66 + VAT)

- 02 April 2025, 9.30am to 12pm, Worcester, course code: 10283 / 90445
- 25 June 2025, 9.30am to 12pm, Worcester, course code: 10283 / 90446

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

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

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

Candidates are advised to have a good working knowledge of or, completed the Using Legal Action to Address Pupil absence: Guidance for schools training, for a better understanding of this session.

Cost: £38 + VAT per delegate

**Discount:** Book a delegate to attend both Using Legal & Witness Statements on the same day (does not need to be the same delegate per session but must be the same school) then pay only £51 +VAT for both sessions in total, a saving of £15 (full price for both sessions prior to discount is £66 + VAT)

- 02 April 2025, 1pm to 3pm, Worcester, course code: 10283 / 90441
- 25 June 2025, 1pm to 3pm, Worcester, course code: 10283 / 90442

## Booking information

### How to book using CPD online:

1. Visit [WCC 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.

## 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.

If for any reason you need your joining instructions to be re-sent please contact the training team a **minimum of 5 days** before your course is due to take place. The training & conference team can be contacted on 01905 844 420 or email

[workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)

## 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 & conference team, telephone 01905 844 420 or email

[Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.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.

## 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.

## Training team availability

### Availability

- The training & conference team will be available to speak to directly on 01905 844 420 / 8440 030 between 8.30am to 4pm. Any voicemails received will be responded to accordingly based on date / time.
- If we are not available, we highly recommend emailing [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk). All emails will be responded to based on date / time of enquiry.

### 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 & conference team immediately by emailing [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.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 & conference 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

- The CPD user guide / FAQ support provides support on the booking process / cancellations / accessing certificates / evaluations and is available from [Education Services training site \(opens in new window\)](#)
- Always check with your CPD leader (the person who booked your training) that they've been forwarded the confirmation with any attachments to you.

## Terms and conditions

- All bookings must be made using [CPD online](#)
- All confirmation emails are issued directly to the delegate and CPD leader. We recommend CPD Leaders forward copies to delegates accordingly.
- If necessary, a booking can be transferred to an alternative date with advance notice
- Name changes (substitutions) can be made at any point after booking

To make changes to a booking contact training & conference team:

- Email: [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Telephone: 01905 844420
- Telephone: 01905 844030

## Invoices

Invoices are normally requested after the training course or conference has taken place. Please note that training / conferences during the month of March we do invoice upfront due to end of financial year. This does not affect your terms and conditions or cancellation rights.

Invoices are issued in one of two ways:

- via the Children's Services Portal (CSP)
- 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 14 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 – 13 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

## VAT

Worcestershire County Council 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: 53583147  
Account Name: WCC County Fund Account

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 4562206](tel:03004562206). 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 and Visa.

To make a payment online go to [Worcestershire County Council](#) 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.

Website: [Are online payments safe](#)

## Queries

Please have your account number and Invoice reference ready.

We are open Monday to Friday 8:30am to 4:00pm

Any enquiries regarding the invoiced service contact:

Training & conference team:

- Email: [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Telephone: 01905 844420
- Telephone: 01905 844030

For enquiries regarding payment please contact:

- Email: [wccaccountsreceivable@worcestershire.gov.uk](mailto:wccaccountsreceivable@worcestershire.gov.uk)  
Phone: [01905 843400](tel:01905843400)

To contact by letter: Worcestershire County Council, Wildwood, Wildwood Way, Worcester, WR5 2PT