

DDSCP multi-agency training Information for Delegates

Booking Information

Before booking on any of our courses, please speak to your line manager to ensure the course is relevant to your role and responsibilities. Our multi-agency training reflects local priorities, the breadth of agencies, roles and experiences. Please check the learning outcomes before booking on a course to make sure it is suitable for your role. To book on an event or complete an e-learning course, please visit the booking system. You will need to register for a [DDSCP training account](#) to access any training.

Delegates will receive an automated booking confirmation. If you do not receive an email, please check your junk folder. If no confirmation is received, please check your training account.

Your line manager will also receive a copy of your booking confirmation, as well as emails confirming cancellation or 'did not attend'. It is your responsibility to ensure these details are up to date and correct and that your line manager is aware of your booking.

Before training

Once booked on a course:

- You will be required to complete a pre-evaluation form.
- Reminder emails will be sent to delegates before the training with the link.
- Course materials will be available to download 10 days before the event.
- To support your learning, you may be asked to complete some pre-reading.
- If you need to cancel your place after the cancellation period, please email DDSCPTraining@derby.gov.uk.
- If you are unable to attend on the day, an alternative member of staff can take the place. Please email DDSCPTraining@derby.gov.uk to notify us. Please ensure the course is suitable for the role they hold.

MS Teams Top Tips

- Please check you can join by testing the MS Teams link. If you experience any difficulties, please speak to **your** IT department.
- If you experience any delays joining the training or have difficulties accessing the training throughout the day (this could be a sound issue or the power point freezing), please leave the training and rejoin to see if this solves the problem. Alternatively, you may need to close MS Teams and join via the web if you are using the app version.

- Some agencies may have firewalls in place that prevent delegates from being able to watch videos hosted by YouTube. Links will be provided in MS Chat for anyone who needs to watch the videos on a different platform, such as their mobile phone.

Please note that we will not be able to issue a training certificate if you miss a more than 15 minutes at the start or end of the course. We understand that sometimes emergencies do occur, and you may have to leave the training to deal with an incident. Please let the facilitator know and we will work with you to re-arrange a training date if required.

During training

All DDSCP training sessions are co-facilitated by the DDSCP and a facilitator from our multi-agency training pool, consisting of a range of expert practitioners from the statutory partners, education and the voluntary sector. Facilitators may be subject to change on the day.

All our training courses require you to take part in various interactive activities, to promote engagement, as well as working together to discuss scenarios or case studies so that you can embed your learning into practice and learn from each other. We will ask you to keep your cameras and mics on when taking part in breakout rooms.

It is important to look after your wellbeing and practice self-care. Child safeguarding training can be intensive and have an impact on your wellbeing. If you need to leave the training at any point, please let your facilitator know. For support after the session, stay online to talk to us or speak to a manager in your organisation. Comfort breaks will be provided.

If sharing a laptop with a colleague also booked on the course, please let the trainer know in MS Chat, so we can ensure all delegates are marked as attended on the booking system.

Post training

After completing the training, you will be able to:

- Complete a post-evaluation form, accessible via your training account.
- Download a copy of the slides and any training materials for your records.
- Download and print off your certificate, email to your manager or be able to upload the certificate to your own organisation's HR system.
- After 60 days, you will receive an email asking you to complete a second evaluation, which will allow the DDSCP to measure the impact of training on your practice, and improved outcomes for children and young people.

Top Tips for a positive training experience

1. Be on time. It's a good idea to log in a couple of minutes before the course is due to start and add your contact details into the chat function.
2. Be prepared:
 - Find a quiet place to access the training.
 - If working from home, make sure the environment is appropriate. Safeguarding training is not suitable for young children.
 - Complete any pre-reading that is required.
 - Print off slide handouts so you can make notes.
3. Mute your audio mic, to prevent audio feedback.
4. Use the Raise Hand function or the MS Chat Function if you would like to ask a question or make a comment.
5. Training is a shared experience, and we learn from each other. We encourage you to share your experiences and good practice but remember to practise confidentiality.

We deliver training to delegates who may be:

- New to safeguarding.
- Very experienced.
- Work across various agencies across the whole of Derby and Derbyshire.
- Range from volunteers to senior leads.

Places are limited and we generally have waiting lists for our courses. If you are not able to attend, please ensure you cancel your place through the booking system or via email DDSCPtraining@derby.gov.uk. Repeated non-attendance will be followed up by the DDSCP and escalated to heads of service.

We welcome feedback so please share your experiences. It's always great to receive a comment or a compliment but if there is something we can do to improve the experience, we need to know that too.

DDSCP Training Team