

All agencies work together to keep children and young people safe



## Training Charges and Cancellation Policy

Everyone working or volunteering with children and families within Derby and Derbyshire can access DDSCP events and training courses. Guidance about how to do this is outlined below.

For those working with children and families outside of Derby and Derbyshire please contact your local safeguarding children partnership who will be able to provide details of their training offer.

### Training Charges

All schools (including independent and faith schools), early years settings and any other educational organisations, private adult and children services and any other independent providers will be required to pay. See below for charges.

### Exemptions

The statutory partners and other associated agencies (see list below) who contribute to partnership funding are exempt.

- Derby City Council
- Derbyshire County Council
- Derbyshire Constabulary
- Derby and Derbyshire Integrated Care Board
- Chesterfield Royal Hospital
- University Hospitals of Derby and Burton
- Derbyshire Healthcare Foundation Trust (DHCFT)
- Derbyshire Community Health Services (DCHS)
- CAFCASS
- The Probation Service
- Voluntary, faith settings (not including faith schools), charitable and community interest companies.

### Training Pool Members / Sub-Group Members (Vice and Vice Chairs)

Members of the DDSCP Training Pool who contribute to the facilitation of DDSCP multi-agency training will be exempt from charging in lieu of their contribution in kind. Training will also be free for vice and vice chairs of DDSCP sub-groups.

Please note: if an event or course is listed as **FREE** in the title, then it will be provided free of charge to all agencies working across Derby and Derbyshire. The cancellation policy will still apply to free courses.

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Please contact the Training Team ([DDSCPTtraining@derby.gov.uk](mailto:DDSCPTtraining@derby.gov.uk)) for any clarification on charging.

If you are required to pay for training, you will need to purchase your place at the time of your booking. You can pay with the following:



Course	Cost	Measure
All E-Learning courses	£10	Per person
Briefings or workshops	£25	Per person
Half day course (3-4 hours)	£25	Per person
Full day course	£50	Per person
Conferences	Individual pricing	Per person

## Conditions of Booking

- Managers' permission must be obtained to attend an DDSCP course.
- Delegates must create their own training account, keep this up to date and use this to book and manage their training courses.
- Delegates are required to complete the whole course to receive a certificate.
- Delegates **must** complete the pre and post evaluation forms to receive their certificate
- Delegates **should** complete the Stage 2 Post Evaluation form to allow impact to be measured
- Invoices for non-attendance/re-charge will be automatically applied.

## E-Learning

- It is expected that any course is completed within three months of enrolling on the e-learning module. After this point the course will be cancelled and you will be required to pay again, if you pay for charging, to download the course.
- If you do not successfully complete the course within the 3 attempts provided. Please contact the Training Team via [DDSCPTtraining@derby.gov.uk](mailto:DDSCPTtraining@derby.gov.uk) who will be able to assist with a one further attempt.

## Virtual Multi-Agency Training

- You will need a strong internet connection
- All training is delivered via Microsoft Teams; therefore, you must have suitable IT equipment to accommodate this platform. Your equipment must also be running on the most up-to-date software. If you are unsure, please speak to your organisations IT department.
- Headsets are recommended but if you do not have a headset, please make sure that you are in a quiet room and undisturbed.
- You will receive an automated email confirming the booking together with a link. An automated email will also be sent to the Line Manager registered on your account. It is your responsibility to make sure your Line Manager details are up to date and correct and your Line Manager is made aware.
- The training link for the course is also available directly from your booking account. An automated email reminder will be sent to the registered email address, 5 and 10 working days before the event. Please check your junk folder or with your IT department if you do not receive them. Please keep your email address up to date at all times.
- Please join the training at least 10 minutes before the start time just in case you have any technical issues.
- Delegates attending more than 15 minutes after the start of the event may not be eligible to receive a certificate and may be asked to rebook on the course.
- Please treat this as if you are out of the office/workplace by avoiding email or other work-related distractions. We will expect full participation and prefer you to have your cameras on to ensure engagement in the course.
- Any self-directed learning and pre-learning materials will be available from Day 10 before the event. These materials will be available to download and print.
- A copy of any slides, training handouts and your certificate will be available to download from your account after you have completed an evaluation.

## Face to Face Multi-Agency Events or Training

- Please attend the course at least 15 minutes before the start time.
- Delegates attending more than 15 minutes after the start of the event may not be eligible to receive a certificate and may be asked to rebook on the course.
- Treat the training as if you are out of the office by avoiding work-related distractions.
- Participate fully in the event or course.
- The trainer will circulate a register on the day please make sure that you mark yourself as attended on the register.

## Cancellation Charges

DDSCP retains the right to operate cancellation fees due to non-attendance and late cancellations. Charges are made to all fee-paying delegates for late cancellations and non-attendance, as outlined below. Please note that the cancellation policy still applies for free courses and everyone who receives free training.

## E-Learning Cancellations

Once you have downloaded an e-learning course there will be no refunds, whether you have completed the course or not.

## Virtual and Face to Face Multi-agency Event and Training Cancellations

Demand for DDSCP training is high and some applications may be unsuccessful, early cancellation is important to ensure places can be offered to other participants.

### No charge will be applied if:

The delegate or their Line Manager arranges for someone for whom the training is appropriate to attend in their place, please inform [ddscptraining@derby.gov.uk](mailto:ddscptraining@derby.gov.uk) of this change. Do not cancel your place on the system as you may be charged twice.

### A cancellation charge will be applied to everyone if:

- Notification of non-attendance is not received within **four weeks** of the date of the course.
- Voluntary, faith settings (not including faith schools), charitable and community interest companies will be charged for cancellation if the DDSCP are not notified within four weeks of the date of course.
- No representative attends in the place of the delegate.
- If you are more than 15 minutes late a cancellation charge will apply, and you will not be permitted to stay for the duration of the course.
- Delegates who leave early, with more than 15 minutes of the course remaining, will be deemed to have not completed the training and therefore, will not receive a certificate of attendance and will be charged.
- If you paid for the course, this will not be refunded.

### Rate of cancellation charges

Course	Cost	Measure
All E-Learning courses	£10	Per person
Briefings or workshops	£25	Per person
Half day course (3-4 hours)	£25	Per person
Full day course	£50	Per person
Conferences	Individual pricing	Per person

## DDSCP Training Cancellation

Due to unforeseen circumstances such as trainer illness or adverse technical issues, the DDSCP may be required to cancel training with limited notice. If this occurs, we will arrange another date for you to attend.

The DDSCP do not reimburse other costs incurred by delegates, for example those incurred in releasing staff to attend courses.

## Account Management

The primary method of communication regarding training is via email, therefore it is essential that each individual user ensures that all details are up to date on the booking system ([DDSCP booking system](#)). This includes name, role, organisation, email address, telephone number, line manager's name and email address. The DDSCP will not be held responsible for miscommunication due to a user's information not being up to date.

## Reporting

The Learning and Organisational Development sub-group will receive quarterly and annual training data for bookings, non-attendance and cancellations.

## Appeals Process

DDSCP are committed to reducing the level of non-attendance and late cancellations. It is accepted there will be exceptional circumstances when delegates are justifiably unable to attend at short notice. The delegate's line manager is expected to appeal in writing to the DDSCP Partnership Manager ([ddscptraining@derby.gov.uk](mailto:ddscptraining@derby.gov.uk)) within five working days of receipt of notification of non-attendance. Appeals will be considered on a case-by-case basis.

## Privacy Notice

We are fully committed to complying with the Data Protection Act 2018 legislation, including the General Data Protection Regulation (GDPR), which regulates how we process personal information. You can read more about how we collect and use personal data, along with information about your rights and give contact details for help and advice. Visit our [Privacy Notice](#) for more information.

If you have any questions concerning these terms and conditions, please contact the Derby and Derbyshire Safeguarding Children Partnership via [DDSCPtraining@derby.gov.uk](mailto:DDSCPtraining@derby.gov.uk)