



Early Years and Childcare Training Terms and Conditions

1. Conditions applicable:

These conditions apply to all Children’s Workforce Learning course bookings as detailed in the Learning and Development Programme. When submitting the training booking form you are agreeing to the terms and conditions stated. Failure to comply with these terms and conditions may result in access to training being refused. The objective of these terms and conditions is to ensure maximum attendance of all courses and to outline the agreement made when signing the booking form to protect both parties.

2. Membership:

The membership fee is an annual subscription running from August to July at a cost of £20 per individual wanting to attend training.

This allows practitioners to access face to face training within the learning and development programme and also access our e-learning system which has a group of 14 plus additional online courses at no extra cost.

Settings must ensure that individual staff members have signed up to the membership prior to booking on a training course.

To join the membership you must submit an application form and make payment via debit/credit card or invoice (choice can be made on application form)

Once payment is received you will receive one login for the Trafford Early Years booking system and individual logins for the e-learning system.

<p>Trafford Early Years course booking system</p>	<ul style="list-style-type: none"> • One login per setting – this will go to the generic email we have on the system for you (usually the Manager) The Manager can then book face to face courses for all staff signed up to the membership scheme • One login per childminder sent to email address we have on the system. Childminders can use this same login to book courses for any assistants you employ
<p>Me-Learning online course system</p>	<ul style="list-style-type: none"> • Settings will receive individual logins for every staff member signed up to the membership – the login details will be sent to the generic email we have on the system for the setting • Childminders will receive a login via email. If you sign up any assistants, they will also receive an e-learning login but it will be sent to you.

3. Bookings:

Bookings for face to face courses can only be made via the Trafford Early Years training system.

Unless stated in the course description, bookings **cannot** be made by email or over the telephone.

Once you have booked place on a course, you must ensure you check out your shopping basket, failure to do so could result in you being withdrawn from the course.

All courses, with the exception of Safeguarding Introduction, require payment. The course fee is clearly indicated on the course structure. You will receive an invoice through the post for all course fees.

Cancellations that are made outside of the agreed timescale will not be eligible for a refund or transfer to an alternative course.

4. Confirmation/Alerts:

The Trafford Early Years training system has an “alerts” facility so you can decide what training notifications you receive. You will no longer receive a booking confirmation automatically unless you set this up yourself.

If you are a setting that has booked a number of delegates onto the same course then you may not receive a booking reminder email for every individual delegate. This generally happens when settings have used a generic/duplicate email address for their staff. As reminders are sent out by the system, duplicate email addresses are rejected as “spam”.

You can login to the system at any time to check your bookings so please ensure you check all training course bookings to avoid non-attendance charges.

If a course is fully booked up, you will have the option to add yourself to the waiting list and will be contacted by a member of the team if a place becomes available.

If a delegate attends without booking through the system, a charge of £35.00 will be incurred and they will automatically be enrolled onto the membership scheme.

5. Cancellations:

Cancellations are accepted providing they are received no later than **five working days** prior to the course date. For example, if your course is on a Thursday evening, you must cancel before Thursday evening of the previous week.

Cancellations can be made by:-

- Telephone (Monday to Friday 8.30am – 4.30pm) on 0161 912 3249
- Email - childrensworkforce@trafford.gov.uk
- Through the Trafford Early Years training system (login required)

Each cancellation will be acknowledged with a cancellation reference and no further charges will be incurred. Cancellations made without giving five working day's notice will incur a **£35.00 charge**. For practitioners employed by a setting, the charge will be made to the setting and not

the individual. For childminders, the charge will be made to the individual. Please be aware that **we do not operate a waiver system.**

If in exceptional circumstances Children's Workforce Learning Team is required to cancel a course we will *aspire* to contact each delegate/setting at least five days prior to the event. When doing so we will use the contact details provided on the training system therefore it is vital these details are inputted accurately when you are entering staff details.

For courses cancelled by Children's Workforce Learning there will be no further cost incurred by delegates. Any other costs incurred by the delegate should be reported and discussed with Children's Workforce Learning Team and will be considered on an individual basis and the decision made at the discretion of the Team.

6. Non-attendance:

Delegates who do not attend the event will be charged a **£35.00** non-attendance fee. If the practitioner is employed by a setting, this charge will be made to the setting rather than the individual. For childminders, the individual will be charged.

7. Availability:

We aim to provide settings and childminders with a variety of opportunities to access courses and meet the needs of PVI providers. The allocation of places is done on a first come first served basis.

8. GDPR:

For further information about how we handle your personal details please visit www.trafford.gov.uk/earlyeducationprivacynotice. If you require this information in any other format please contact Children's Workforce Learning Team on 0161 912 3249