**Staffordshire Safeguarding Children Board**

**Training Charges and Cancellation Policy**

Everyone that works with children and families within Staffordshire can access Staffordshire Safeguarding Children Board (SSCB) training courses with guidance from this policy.

For those working with children and families outside of Staffordshire please contact your local safeguarding children partnership.

**Course Charges**

Everyone will be charged the following to attend a course except for the three statutory safeguarding partners (Staffordshire Police, Staffordshire County Council & Clinical Commissioning Groups), voluntary, faith, charitable and community interest companies.

Please note that if the course says FREE in the title, then this course is free to everyone. However, the cancellation policy still applies to free courses.

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

e    Charge for all agencies\*\* Chargeable

Level 1 E-Learning £30 Per person

Briefing £30 Per person

Level 1 Core slides £100 Per school

Level 2 Webinar £50 Per person

Level 3 Webinar £50 Per person

Level 4 Webinar £50 Per person

**Conditions of Booking**

* Managers’ permission must be obtained to attend an SSCB course.
* Delegates must book and manage their own account.
* Delegates are required to complete the whole course to receive a certificate.
* Invoices for non-attendance/re-charge will be automatically applied.

E-Learning

* It is expected that the course is completed within 3 months of enrolling on the e-learning module and learners must take responsibility for their own learning.

Webinar

* 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, or seek advice from the SSCB training team.
* Headsets are recommended but if you do not have a headset, please make sure that you are in a quiet room.
* You will receive your link to join the training a week before the course date, if you do not receive this, please contact sscb.training@staffordshire.gov.uk.
* Please join the training at least 10 minutes before the start time just in case you have any technical issues.
* Delegates must not attend any later than 10 minutes and must take responsibility for their own learning.
* 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. We would always prefer you to have your cameras on to ensure full engagement in the course.
* Delegates must participate in the course for the trainer to be able to complete a register of attendance. Failure to do so may result in a non-attendance charge being made.

**Cancellation Charges**

SSCB retains the right to operate cancellation fees due to non-attendance and late cancellations. Charges are made to everyone for late cancellations and non-attendance, as outlined in this policy.

Please note that the cancellation policy still applies for free courses and everyone who receives free training.

**E-Learning**

Once you have enrolled on the e-learning course there will be no refunds.

**Level 1 Core Slides**

Once you have enrolled for the core slides there will be no refunds.

**Virtual training**

Demand for SSCB 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 [sscb.training@staffordshire.gov.uk](mailto:sscb.training@staffordshire.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. The charge will apply even if the delegate re-books onto a later date.
* The three statutory safeguarding partners (Staffordshire Police, Staffordshire County Council & Clinical Commissioning Groups), voluntary, faith, charitable and community interest companies will be charged for cancellation if SSCB are not notified within four weeks of the date of course. The charge will apply even if the delegate re-books onto a later date within that four-week period and will be issued monthly to the delegate and their line manager.
* No representative attends in the place of the delegate.
* If you are more than 10 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 10 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**

Level 1 e-learning £30 Per person

Briefing £30 Per person

Level 1 Core slides £100 Per year/Per school

Level 2 Webinar £50 Per person

Level 3 Webinar £50 Per person

Level 4 Webinar £50 Per person

**SSCB Training Cancellation**

Due to unforeseen circumstances such as trainer illness or adverse technical issues, the SSCB may be required to cancel training with limited notice. If this occurs, we will arrange another date for you to attend. SSCB do not reimburse other costs incurred by delegates such as those incurred in releasing staff to attend courses.

**Appeals Process**

SSCB 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 SSCB Manager within five 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](https://www.staffsscb.org.uk/wp-content/uploads/2020/08/Privacy-Notice.pdf) for more information.