

## **LSCP Training Terms and Conditions from November 1<sup>st</sup> 2020**

### **Cost of Training:**

The training will continue to remain free of charge for all statutory agencies, voluntary organisations and registered childminders.

For all private enterprises and profit making organisations there will be a fee for the training. e.g. **private** GPs, nurseries, education facilities and hospitals.

**The fee will be £80 for a full day training and £50 for a half day.**

Your organisation will be invoiced following attendance at the training session.

### **Communication:**

**The primary method of communication regarding LSCP training will be by email.**

Therefore, it is essential that each individual user ensures that all details on the Eventbrite booking are kept up to date. This includes name, job title, agency, email address, telephone number, manager's name and email address and role/organisation.

The LSCP will not be responsible for miscommunication as a result of a user's information not being up to date.

### **Lateness Policy & Leaving a workshop early:**

All candidates are requested to join the online training session 10 minutes prior to the course commencing as the training will begin promptly at the time stated. This will allow for any technical issues to be resolved.

**If there are difficulties accessing the online workshops (either Microsoft Teams or Zoom) please ring 0208 753 5317 or email [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk).** If problems cannot be resolved within 30 minutes of the start of the session, no fees or late cancellation fees will be incurred.

## **One Day workshops:**

In order to minimise disruption to the training, the LSCP Learning and Development Subgroup have agreed that candidates who are more than 30 minutes late to a 1-day course without making contact with the training team will not be allowed to join the workshop and will be charged the full fee (£100) for non-attendance.

## **Half day and shorter workshops:**

In order to minimise disruption to the training, the LSCP Learning and Development Subgroup have agreed that candidates who are more than 15 minutes late for a ½ day course or shorter workshop without making contact with the venue or training team will not be allowed admittance and will be charged the full fee (£60) for non-attendance.

## **Leaving a workshop early:**

The LSCP Learning and Development Subgroup have agreed that candidates may not leave the workshop early (unless there are exceptional reasons given). Should a candidate need to leave the workshop before the end of the session, they should e-mail; [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk) prior to the workshop. We will require your line management's agreement for you to leave early. However, leaving early may also incur non-attendance charges, and you may not be eligible to receive a certificate.

Wherever possible, please email; [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk) to notify us or re-book an alternative session.

If during the session, you need to leave early, you must gain permission from the course leaders. Please be aware that this may still lead to you / your team incurring non-attendance charges, and you may not be eligible to receive a certificate.

## **Cancellations:**

To cancel your place on a course, you must follow one of the processes outlined below. Removing the calendar invite from your diary without completing one of the steps below does not constitute a valid cancellation and **will** result in a charge being applied.

### **Cancellations with five or more working days notice:**

Cancellations can be completed online by logging in to Eventbrite and cancelling your place on the workshop.

### **Cancellations with less than 5 working days notice:**

Should there be any unforeseen circumstances that require you to cancel your training with less than 5 working days' notice, you must email; [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk) or telephone 0208 753 5317 as soon as possible, stating the reason you are unable to attend.

**Individual circumstances will be taken into account when making a decision about applying cancellation fees. However, if no contact is made through the above methods then the organisation will be subject to the full cancellation fee for that session.**

It is essential that contact is made with the LSCP training team before the session as the LSCP would always like to ensure that training places are maximised and the LSCP may be able to offer the place to other candidates.

**Late cancellation (within less than 5 working days) will normally incur an administrative charge of £100 for a full day or £60 for a half day or less, which will be invoiced to your organisation.**

The LSCP Learning and Development Subgroup state that cancellations can only be made for reasons relating to service users or illness. Line managers agree to staff attending the course and must therefore make appropriate arrangements for staffing cover in light of this.

A final decision will be made by the LSCP manager in relation to whether charges will be applied.

Any cancellation charges remaining unpaid by any organisation later than one month following the issuing of the invoice may mean that no further applications from that organisation will be accepted until payment is received.

**Staff / Applicant Substitutions:** If a substitution is made and a different colleague attends the training, no cancellation charges will be applied.

If you need to provide a substitute to attend in your place, you must first email e-mail [lscb@rbkc.gov.uk](mailto:lscb@rbkc.gov.uk) or telephone 0208 753 5317 for approval by the LSCP Multi-Agency Training Team.

If you have any questions concerning these terms and conditions, please contact;

Darren Williams [darren.williams@rbkc.gov.uk](mailto:darren.williams@rbkc.gov.uk) 0208 753 5317 or

Laura Beard [laura.beard@rbkc.gov.uk](mailto:laura.beard@rbkc.gov.uk) 07929 850 584

