Dudley Safeguarding
People Partnership

Training Terms and Conditions from April 1st, 2022

Cost of Training:
DSPP training will continue to remain free of charge for all statutory agencies, voluntary organisations and registered childminders that work in Dudley. As the training remains free of charge, there is no provision for lunch during the courses.

PLEASE NOTE - if you are booking for an organisation that is outside the Dudley borough or private enterprises and profit-making organisations charges for courses apply:

- **£125 per full day course (Virtual or face to face training)**
- **£75 per half day course or less (Virtual or face to face training)**
- **£45 per eLearning course, undertaken**

The organisation/individual will be invoiced following attendance at the training session.

Non-payment of invoices will result in organisation/induvial access to the DSPP training platform being revoked.

Account Management on DSPP Learning Zone:
The primary method of communication regarding DSPP training and Learning Zone will be by email, Therefore, it is essential that each individual user ensures that all details on the DSPP Learning Zone are kept up to date. This includes name, email address, telephone number, manager's name and email address and role/organisation you are able to do this via self-service.

DSPP will **not** be held responsible for miscommunication as a result of a user's information not being up to date.

Lateness Policy & Leaving a course early:
All candidates are requested to arrive at least 10 minutes prior to the course commencing as the training will begin promptly at the time stated.

One Day courses:
In order to minimise disruption to the training, The DSPP Learning, and Improvement subgroup have agreed that candidates that are more than 30 minutes late to a one-day course without making contact with the venue or training team will **not be allowed admittance and will be charged the full fee (£125) for non-attendance.**

Half Day courses and briefing sessions:
In order to minimise disruption to the training, the DSPP Learning, and Improvement subgroup have agreed that candidates who are more than 15 minutes late for a half day course or shorter briefing session without making contact with the venue or training team will **not be allowed admittance and will be charged the full fee (£75) for non-attendance.**

Leaving a course or session early:
The DSPP Learning, and Improvement subgroup have agreed that candidates may not leave the workshop early (unless there are exceptional reasons given).

Should a candidate need to leave the course before the end of the session, they should e-mail; dsppb.learningzone@dudley.gov.uk prior to the course taking place.

We will require your line management's agreement for you to leave early.

If during the course or session, you need to leave early, you must gain permission from the course facilitator(s).

Please note, leaving early may incur non-attendance charges, and you may not be eligible to receive a certificate.

Unauthorised Training Attendance:

If you attend any DSPP training without being booked via the DSPP training platform(s), you, or your organisation will be charged the following:

- **£125 per full day course (Virtual or face to face training)**
- **£75 per half day course or less (Virtual or face to face training)**

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 the DSPP Learning Zone and cancelling your place on the course. Navigate to the course title you wish to cancel, select the date you wish to cancel, and press the 'cancel' button on the right hand side of the course listing. You may receive a cancellation email, as will your line manager.

- **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; dsppb.training@dudley.gov.uk or telephone 01384 815 196 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 DSPP training team before the session as the DSPP aim to ensure that training places are maximised and the DSPP may be able to offer the place to other candidates.

Late cancellation (that are less than 5 working days) will normally incur an administrative charge of £125 for a full day or £75 for a half day or less, which will be invoiced to your organisation.

The DSPP 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 DSPP Learning, Development Co-ordinator 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: at whatever point they are made – will **not** be subject to a cancellation charge if another colleague attends the training on the date originally booked.

If you need to provide a substitute to attend in your place, you must first email e-mail dsppb.learningzone@dudley.gov.uk or telephone 01384 815 196 for approval by the DSPP Multi-Agency Training Team.

If you have any questions concerning these terms and conditions, please either call 01384 816 883 or email mark.wilson@dudley.gov.uk.