



Vale Childcare and Early Years Team

Training Terms and Conditions

These terms and conditions are applicable to all delegates attending training courses arranged by the team unless express exemption has been agreed.

By booking on the courses run by the team you are agreeing to the terms and conditions.

All courses will be booked on a first come first served basis.

Should there be insufficient numbers to run a course, it may be cancelled at short notice (but no later than 7 days before a course is due to take place). Any payments made will be honoured for a future course.

Terms and Conditions agreed:

1. Regardless of whether there is an initial charge or not there will be a charge of £25 for non-attendance or late cancellation (less than 7 days' notice).
2. In the case of online courses, the same terms will apply if not completed within the stated timescales.
3. Places will be limited to TWO attendees per setting, unless otherwise agreed.
4. Confirmation will be confirmed by email at the time of booking.
5. A reminder will come out the week of the course. It is the settings responsibility to ensure attendance of the booked practitioner.
6. Confidentiality is to be maintained both in terms of what is said on the course and information relating to your own setting.
7. Setting details are to be kept up to date on the Dewis website which helps parents looking for childcare as well as helping us to have a clear picture of childcare available in the Vale. It is also our chosen training booking portal.
If you need help with this, please phone the Family Information Service Team 01446 704704.
8. Initial Evaluation forms for both the training provider and Vale Childcare and Years Team will be completed at the end of each course.
9. A post training evaluation form is required to be completed at least 6 months after the course which includes an analysis of future training needs.
10. Your details will be kept for the purposes of the above in line with General Data Protection Regulations (GDPR)

Agreed expectations and conduct:

- Please arrive 5 minutes before the start of the course and stay for the duration of the course (for the reasons stated below) *.
- Mobile phones are required to be turned to silent or off.
- Be prepared regarding items such as pens, paper or any other equipment required for the session.
- We expect attendees to be polite, courteous, respectful, and honest at all times. and any disruptive or inappropriate conduct may result in being asked to leave. If you notice any inappropriate conduct from your fellow students, please make this known to the trainer.
- Attendees will actively participate, contribute to, and demonstrate interest in the course content.
- Any formal complaints in relation to the trainer delivering any training courses or the training programme can be made to the Strategic Childcare & Early Years Manager Debbie Maule: dmaule@valeofglamorgan.gov.uk (Complaints should be factual, precise, and constructive in nature) within 10 days of occurrence.
- For on-line training, it should be ensured that IT equipment is compatible with the online platform several days before they commence any virtual training to limit technical issues on the day of delivery.
- Cameras should be kept on during online delivery of training to show active engagement.
- It should be ensured that any pre-course material provided has been read prior to the start of the course.

*It is not acceptable to request permission from the course facilitator to leave early on the day of training.

The times stated on your confirmation letter are the minimum participation times required by the awarding bodies to award certificates and on that basis, trainers have the authority to refuse entry to delegates arriving more than 10 minutes late.

For the same reasons trainers have the authority to refuse certification for delegates leaving more than 15 minutes before the scheduled end time.

Unless stated, food and refreshments will not be provided at training courses therefore delegates are advised to bring these along.