



Northamptonshire Safeguarding Children Partnership

NSCP Training Terms & Conditions

1. Cancellations and Non-Attendance

Northamptonshire Safeguarding Children Partnership (NSCP) would like to provide a training programme which is accessible, meaningful, and relevant to the workforce in both North and West Northamptonshire. Unfortunately, we do experience a significant problem with non-attendance and late cancellations. The impact of this is significant in being able to provide the range of topic based safeguarding courses professionals require.

All learners are encouraged to ensure they have conversations with their manager and that they have agreed before any learner books onto NSCP training.

2. Cancellations

As demand for NSCP courses is high and some professionals may be unsuccessful in finding a place on the course they require, early cancellation is important in order that the place can be offered to another participant.

Delegates are able to cancel their own place up to **3** working days before the course date by logging into NSCP training system here – [Log In - Enable \(vc-enable.co.uk\)](https://vc-enable.co.uk)

Delegates are unable to cancel their own place with less than **3** working days (72 hours) to go. If we are given less than **3** working days' (72 hours) notice of cancellation, a charge of **£50** as detailed below will be made to your organisation. If due to extenuating circumstances, you need to cancel a place less than **3** working days (72 hours) before the course you should email nscp@northnorthants.gov.uk

3. Charging / Non-Attendance

All learners have the option to receive an email confirmation and calendar appointment when booking onto the course and it is your responsibility to ensure the course is in your work diary.

Before the course event day, you will receive an automated email from the learner management system 2 weeks prior to the course reminding you of your booking. You will also receive a further email from the Partnership Business Office 5 days prior to the course date with full joining instructions for your course.

However, if you do not attend a course that you have booked on to, we will email you and your manager to understand the reason for your non-attendance.

Non-Attendance will be charged at the flat rate of **£50** this is inclusive of all courses delivered face to face or virtually via Microsoft Teams and does not differ dependent on course length.

Agencies will be invoiced on a quarterly basis for staff members who have not attended NSCP training, this invoice will include all details of learners who have failed to attend courses including name, course, date and date of booking. It is important to note that the partnership will use any monies received from charging for non-attendance at training to re-invest into the partnerships training programme.

4. Unforeseen events/exceptional circumstances

We understand that unforeseen events / exceptional circumstances can lead to cancellation or non-attendance, in which case, the NSCP may consider to waive the non-attendance fee. The NSCP Business Manager will use their discretion in deciding whether a waiver will be issued. Explanations should be emailed to the Business Manager at nscp@northnorthants.gov.uk

In such circumstances endeavours will be made to re-book a place on another occurrence.

5. NSCP Training Cancellation

Due to unforeseen circumstances such as trainer illness or adverse weather conditions, on rare occasions, the NSCP Business Manager may be required to cancel training with limited notice. If this occurs future course dates will be offered with priority booking.

Courses may be cancelled if low numbers are scheduled for attendance, in this instance ample notice will be given to delegates.

6. Data Policy

The information you provide when booking onto courses with NSCP will be retained for 2 years. With your consent at registration, you will receive communication and marketing information relating directly to the NSCP training system.

7. Evaluation Policy

An essential part of quality assuring the training provided by the NSCP is to evaluate the impact on practice. Mechanisms are in place to support the collection of information from delegates booking on courses:

- On completion of the course and prior to being able to access certificates and / or course material delegates will be required to complete a post course evaluation.
- Delegates are also giving consent for future evaluation at 3 and possibly 6 months.

Managers may also be contacted to evaluate the impact of training on practice at 3 & 6 months post course attendance.

8. Guides / Help

To help and guide learners through the training booking system, the NSCP have produced a number of guides that will take learners through the various parts of the training booking system. These can all be accessed below:

[Registering for an account](#)

[Booking a face to face / virtual training event](#)

Resetting your password

Cancelling a place on a face to face / virtual training event