



Early Years Training Programme

Booking Terms and Conditions for courses and briefing

The following information constitutes the terms and conditions you agree to comply with on your booking form.

Bookings

- All bookings must be made online. Please use the following link:
<https://bookwhen.com/eycoursebooking>
- When you have booked your place/s you will receive an automated booking reference for your chosen course
- Confirmation of a place on your chosen course(s) or briefing will be generated once full payment has been received (unless the course or briefing has been marketed as 'free')
- Once you book your training course, we will require payment within **three working days** by credit/debit card (applicable to chargeable courses)

Payment

- It is important that we receive payment for your course within three working days of the course booking (applies to chargeable courses)
- If we do not receive payment within three working days of your booking/s, we reserve the right to cancel your place/s
- Payments can be made on-line or via telephone only.

For payments on-line

<https://www.coventry.gov.uk/onlinepayments>

- Select "Other Payments"
- Select - Schools, Libraries and Learning
- Select Early Years and Childcare course fees
- Input name of course or course code
- Candidate name
- Course date
- Customer name/address/postcode
- Amount – submit the course amount or if paying for several courses the total amount
- Then press "continue" to process to the payment stage

How to make a telephone payment

Once you have completed the booking form, please call the training team by telephone on 024 76 97 5451– calls can be made **Monday to Thursday 8.30am – 5.00pm or Friday 8.30am – 4.30pm (excluding bank holidays)**

How to amend your booking

If you wish to change the name of the person attending a course, please e-mail: eytraining@coventry.gov.uk
Confirmation of changes will be confirmed by e-mail.

Course/Briefing reminders

Automated course reminders from the Book When booking system will be sent to the email address submitted at the time of booking. All course reminders are sent out three days before the training/event date. This reminder does not contain the virtual joining link (see below)

Virtual (online) Training/Briefing joining links.

For all courses and briefings that are offered virtually – the online joining link/s will be sent via email to the email address submitted following receipt of payment.

It is the responsibility of the course/briefing candidate (or person booked on their behalf) to check they have received their virtual joining link **before** the date/time of the training or briefing (please ensure you check junk/spam email boxes). Please contact us on the details below if you have not received your joining link. However, it is important to note that we may be unable to assist you if you leave this until 10/15 mins before the actual session.

Virtual Connectivity

Please be mindful that if members of your household are streaming or using an X box or similar devices, this may affect your connectivity to your virtual session.

Cancellation information

We reserve the right to cancel or postpone any course due to unforeseen operational difficulties, inclement weather conditions, venue issues, insufficient delegate numbers or issues affecting the trainer such as sickness. We will inform you as soon as possible using the contact details provided on the booking form.

An alternative date will be offered where possible; otherwise, a refund will be issued back to the original cardholder.

Cancellation charges

Cancellation fees will be charged to all persons or agencies in the event of a delegate not attending or not identifying a substitute delegate to attend on the course date booked.

With reference to bookings made for Paediatric First Aid courses, the nomination of a substitute delegate may be subject to an additional license charge. Providers including Schools, will be subject to payment of half the course fee if the cancelled delegate has accessed their online module.

Cancellation notice periods.

- Where a delegate notifies us of their intention to cancel their place on a course and no substitute delegate is nominated, we will issue a 50% refund if we have received this notification more than 7 days before the course date.
- Where a delegate notifies us of their intention to cancel their place on a course and no substitute delegate is nominated, no refund will be made if we have received this notification less than 7 days before the course date.

Failure to attend a free session/briefing.

No charge will be made for a free session/ briefing **except** where a delegate **fails to attend without providing prior notice** to Coventry Early Years Training team. Where a delegate is unable to attend or send a delegate representative, they should inform the Early Years Training team no later than **one day prior** to the start of the session. Where this is not the case, a charge of **£10 per delegate** will be issued.

Please note: It is your responsibility to confirm any cancellation, as soon as possible, by emailing us at eytraining@coventry.gov.uk

Amendments to Course bookings

The Early Years Service endeavour to provide a varied and high-quality training programme to support providers, practitioners, and schools to meet statutory requirements and provide high quality provision. Requests to amend delegate course bookings at short notice, potentially impacts on the long-term financial viability of our training offer.

Where a delegate is booked to attend a course but makes a request to change to an alternative date,

for example, in relation to DSL or Paediatric First Aid, the following policy will apply:

- Where a delegate/provider requests that the place is carried forward to an alternative date, **more** than 7 days before the original course start date, we will endeavour to move the course booking to the next available date. However, delegates should note that this will be subject to availability.
- Where a delegate/provider requests that the place is carried forward to an alternative date, **less** than 7 days before the original course start date, our cancellation policy will apply, and full payment will be due. However, if the provider nominates a substitute delegate member to attend in place of the original delegate, no charge will be made.

Please note that for bookings made for Paediatric First Aid courses, the nomination of a substitute delegate may be subject to an additional license charge. Providers including Schools, will be subject to payment of half the course fee if the cancelled delegate has accessed their online module.

Attendance

Course participants will be asked to sign in at the start of each session/day of the course, providing delegate name.

- For venue-based courses this will be completed via a paper register
- For virtual courses this will be completed via the 'chat box' function.
- Please enter your full name and the name of your setting or school.
- If you are a childminder, please indicate that you are a childminder next to your name in the chat box.

If you are unable to access the chat function, you must inform the trainer verbally. Any delegate who does not formally sign in will not receive their certificate.

Paediatric First Aid practical sessions require delegates to sign **in and out** to enable us to confirm attendance for certification purposes.

For virtual online courses or briefings - candidates must be able to view the trainer's presentation slides on the device they are accessing the session and to assist with discussions and activities during the session we ask cameras are switched on and your microphone needs to be working.

Conduct

There is an expectation that delegates will fully and professionally engage with trainers during any courses or briefings.

Attendees must follow Coventry City Council Communications Protocol

<https://www.coventry.gov.uk/cpcommsprotocol>

Certificate of Attendance and Post Course Materials

- Participants are expected to attend the full duration of the course or briefing.
- Certificates and post course materials (where applicable) will only be issued after full attendance has been verified and clearance of payments.
- Certificates and post course materials (where applicable) will be sent via email to the email address submitted on the course booking form.
- In line with Coventry City Council's aim of a paperless organisation, all certificates will now go out via e-mail to the e-mail address submitted on your course booking form.

Replacement certificates

Where a delegate loses or damages their course certificate a replacement can be issued. A charge of £20.00 will be made for this service. For a replacement certificate please contact eytraining@coventry.gov.uk, stating delegates full name, course title and date of course.

Data Protection/ General Data Protection Regulation (GDPR)

Under Data Protection and GDPR we are required to tell you about the information we hold on you.

Coventry City Council will use your personal information to provide services in relation to your request to access training and development opportunities commissioned by us, with both internal and external training providers. We will share your information, with training providers to ensure you are able to access the session/s you have requested.

In addition, we may also share your information with other internal Council departments to process financial transactions in relation to training bookings. More details about how we use information about you can be found in our full Privacy Notice: <https://www.coventry.gov.uk/eyprivacynotice>

How to contact the Early Years Training Team

Coventry Early Years Training
eytraining@coventry.gov.uk

Tel: 024 7697 5451

Office hours: 024 7697 5451 Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.30

Booking Terms and Conditions last reviewed: April 2024