

Early Years Workforce Development

Terms and Conditions and Booking Information

The Caerphilly Early Years and Childcare Training Programme for Childcare Professionals is designed to meet both Regulatory requirements and the Care Inspectorate Wales's National Minimum Standards for regulated childcare for children up to the age of 12 years. We also provide many Continuing Professional Development (CPD) opportunities for practitioners. It is part funded by the Caerphilly Early Years and Childcare Service.

Detailed below are the conditions for booking and attending any of the courses in the training programme along with the booking information.

Eligibility Criteria

This multi-agency training is available to all professionals in the maintained and non-maintained childcare sector, currently working in the Caerphilly county borough and can include volunteers and non-registered providers in early years and childcare settings.

Responsibility of Users

The childcare manager or training co-ordinator must:

- Ensure training is only booked for themselves or their staff/colleagues
- Inform the Caerphilly Early Years Team when staff leave, and new staff start so that the data held on Dewis is accurate and up to date.
- Ensure that all courses are requested using the online [Training Request Form](#).
- Ensure the course content meets their training needs before requesting training.
- Ensure course attendees have read and adhere to the [learning agreement/code of conduct](#). Failure to do so may result in the individual not being able to attend future courses.
- Explain the training process to their staff.
- Notify their staff that their name and email address will be shared on the [Training Request Form](#) and seek their agreement for their details to be kept and used for this purpose.
- Ensure that staff monitor their emails regularly to ensure they do not miss any emails related to a booking.

- Ensure all courses with a fee are paid for within 5 days of the date of course.

Requesting Training

- Settings must be registered on Dewis before they can book training.
- All bookings must be made using the online [Training Request Form](#).
- Settings can book a maximum of 2 people per course. If requesting two places but only one place is available, priority will be given to the person named first on the form.
- If the places are available: Attendees and the setting manager/training co-ordinator will receive an email from FIS Training Wales confirming this.
- If the requested places are not available: the requested attendees will be added to the waiting list and the setting manager/training co-ordinator will receive an email confirming this.
- Attendees and the setting manager/training co-ordinator will receive a booking reminder email 8 days before the training date.

Payments

- If a booking has a fee, the setting manager or training co-ordinator will receive an email requesting payment.
- All payments must be made using a credit or debit card using the online [Course Payment Form](#). Cheques, cash, or bank transfers will not be possible.
- All courses that incur a fee must be paid for at least **five working days** before the course date. The booking will be recorded as 'Approved – pending payment' until payment has been received.
- Once you have made your payment, you will receive a receipt by email.
- Once payment has been received, your booking will be confirmed by email. **Only then will the course booking process be complete.**
- One payment reminder email will be sent 10 days before the course date.
- If payment is not received, the booking will be cancelled, and the place offered to someone on the reserve list.
- Non-attendance without notifying us 24 hours beforehand, will result in the full cost being incurred.

Cancelled Bookings

- To cancel a booking please notify the Early Years Hub within 24 hours of the date of the course so that the place can be offered to someone on the reserve list. Call 01443 863232 or complete our Change Booking Form.
- A cancellation email will be sent to the attendee, and a copy to the setting manager or training co-ordinator.

Changing a Booking

- It is important to notify us of any changes to a booking prior to the training so that the trainer has an accurate attendance list for the session. Anyone not on the attendance list may be refused access to the training.
- To change a booking to an alternative date or to change the attendee to another person at a setting, please contact the Early Years Hub within 24 hours of the date of the course. Call on 01443 863232 or complete our on-line Change Booking Form.
- The original booking will be cancelled, and a cancellation email will be sent to the attendee and the setting manager/training co-ordinator. The new details will then be added, and a booking confirmation email will be sent to the new attendee and the setting manager/training co-ordinator.
- If the course incurs a fee, this fee will be transferred to the alternative date or to the new attendee.

Cancelled Courses

- The Early Years and Childcare Team reserve the right to cancel a training course or substitute the named Facilitator.
- If a course is cancelled, notification of the cancellation will be sent to all attendees by email using the email address provided on the [Training Request Form](#).
- Notification will also be sent to the setting manager/training co-ordinator who is responsible for ensuring all staff at their setting are aware of the cancellation.
- In the event of a course being cancelled, all payments pertaining to that course will either be transferred to an alternative date or reimbursed.

Venue



- The CCBC Team reserve the right to change the venue of any of the training courses scheduled.
- In such an event, notification of the change will be sent via email using the email address supplied on the [Training Request Form](#).
- The CCBC Team will not be held responsible if mailboxes are not monitored. Attendees who fail to attend the correct venue will not be offered a refund or transfer if a reasonable attempt was been made to notify the attendee of the change.

Force Majeure

The CCBC Team shall not be liable for any failure or delay in the performance, in whole or part of any of our obligations arising from or attributable to acts, events, omissions or accidents beyond our reasonable control including, but not limited to strikes, lock-outs or other industrial disputes (whether involving our workforce or any other party), acts of God, wars, riots, civil commotions, malicious damage, compliance with any law or governmental order, rules, regulations or directions, accidents, breakdowns of plant or machinery, fires, floods, storms, pandemics, epidemics or other outbreak of disease or infection, or failure in the public supply of electricity, heating, lighting, air conditioning or telecommunications equipment.