

## **Flying Start Training Prospectus Guidance Document**

### **1. Purpose**

The aim of the Flying Start Training and Development Team (the Team) is to provide relevant and suitable training opportunities to meet the needs of the Flying Start childcare and wider childcare and play workforce. To ensure fairness to all practitioners and promote best practice throughout Flying Start, the below guidance should be followed.

### **2. Booking Process**

Practitioners should apply for a place on a course via the online system; currently called SDMS or via telephone. All applicants are required to read and agree to the Team's privacy notice before applying. The privacy notice explains how we collect and store your data. The Team will be unable to process any requests without this signed agreement.

Confirmation of places on training courses will be emailed to the email address which you provide to us via SDMS. It is your responsibility to ensure this email address is fully up to date. All correspondence should be managed via this email address.

Setting leaders will be expected to sign a consent form agreeing to pay any booking or cancellation fee on behalf of their staff before any bookings can be made.

Training courses will be arranged outside of setting operating hours where possible.

Practitioners should attend the course in its entirety unless otherwise previously agreed by the Team or by the course trainer. Practitioners should attend each session from start to finish. Where a course comprises more than one session, all sessions should be attended. Course trainers have discretion as to whether to award certificates to those delegates who do not complete the course in its entirety.

The minimum number of people that must attend a course to allow it to proceed is 4. This applies for courses delivered in Welsh and English.

### **4. Cancellation and non attendance**

Practitioners who are unable to attend must notify the Team at least 10 working days before the training. In the event that this cancellation period is not achieved, delegates will be expected to find a replacement delegate and notify the Team of this so that the attendance register can be updated as above. Practitioners may also contact the Team who may be able to put them on a waiting list. If a replacement cannot be found the delegate will incur an automatic penalty fee equivalent to the cost of the course. In the event that a course is listed as free, delegates will incur a £10 penalty fee to contribute to venue fees incurred. This fee will be imposed regardless of reason for cancellation or non attendance. In the event of a practitioner being unable to attend the training on the day, the Team should be notified. The contact details are 01443 744366/01443 744268 or [earlyyearstraining@rctcbc.gov.uk](mailto:earlyyearstraining@rctcbc.gov.uk). This should be followed up in writing by the setting supervisor within 5 working days. If the course is outside of office hours, the Team should be contacted on **07717432366**. An automatic fee will be imposed for non attendance.

On rare occasions trainers are unable to deliver the training and cancel at short notice. Delegates will be informed of this using the contact details you have provided and training will be rearranged as soon as practicable. Please ensure the contact details you have provided to us are up to date to ensure you receive this message.

## **5. Venues**

Venue suitability will be decided using a number of factors. These include:

- whether the building is an Early Years or Flying Start building
- whether the venue is open during the evenings and weekends
- hire cost
- suitability of equipment
- whether the venue is accessible on public transport
- availability of rooms
- whether there is a cafe on site
- whether the training room is suitable
- whether the venue has disabled access
- whether the number of tables is appropriate and whether these can be rearranged
- whether there are accessible toilets
- whether there are facilities nearby for delegates to purchase lunch.

Occasionally, venues change at short notice so you should check the email address which you provided to the Team to ensure notification of this is received.

## **6. Quality Assurance**

In order to review our service and plan for future events we are required to evaluate the courses we offer. Therefore feedback is extremely important to us. After every training event we will email practitioners a link to an online evaluation form. It is only after this has been completed will we be in a position to release the certificate / record of attendance. For externally accredited courses, delegates should allow up to 8 weeks for their certificate to arrive.

As part of our quality assurance process, members of the Early Years and Family Support Team will attend training courses selected at random to ensure that the delivery is in line with our high quality standards and requirements.

## **7. Certificates**

Externally accredited course certificates will be mailed to delegates using Royal Mail recorded delivery once you have completed the online evaluation form. In the event that these certificates are misplaced you will be responsible for paying the cost of the replacement. You will be notified of the cost prior to a replacement being ordered.

## **8. Code of Conduct for Delegates**

**Below are expectations of delegates on training events**

- Delegates should arrive at the course venue a minimum of 15 minutes before the course is scheduled to start.
- Delegates should remain professional at all times.
- Delegates should be respectful to other delegates and tutors at all times.

- Delegates should be willing to actively participate in the session.
- Mobile phones should be switched off during training courses. The only exception to this is in the event that there may be an emergency and the trainer has agreed for you to keep your mobile on beforehand.
- Practitioners must attend full sessions (unless prior agreement received). Failure to attend the whole session will result in the record of attendance being withheld until the full session is completed.
- Food and drink should not be consumed during the course, unless previously agreed by the course trainer.
- Accredited courses usually involve practitioners sitting an examination to evidence what they have learned. In the event that a practitioner fails an exam it will become the setting's responsibility to pay for the practitioner to re-sit the exam.
- As part of our commitment to ensure Welsh Language Standards are fully implemented, any requests in Welsh will not be treated less favourably than those requested in English. Requests should be made at the time of booking.
- Courses that receive less than 4 delegate requests will not proceed.
- Lunch and refreshments are not available on training courses and delegates are expected to make suitable arrangements that do not detrimentally impact the programme for the day
- In terms of practical courses, all practitioners must ensure that they wear appropriate clothes and shoes. Open toed shoes, sandals or flip flops can not be worn as they pose a health and safety risk. In the event that unsuitable clothing and shoes are worn then the trainer is within their right to ask a practitioner to leave the course. Delegates will be charged for their place on this course should they choose to wear clothing which is prohibited.
- Practitioners must ensure that they are fully fit to undertake the entire course including all practical elements. For any short term illnesses that may affect practitioners ability to perform all physical elements, we would encourage postponement until the practitioner is well. Any long term illnesses should be communicated to the Team who can then discuss this with the trainer.
- Please have respect for the training venue and its resources and equipment Please ensure you leave the venue in a clean, tidy and presentable manner.
- Please provide the trainer with the utmost respect during the course.
- Please ensure that you return from any breaks promptly and are ready to continue with the course programme immediately.
- Discussion and challenge is encouraged if it is supportive and respectful.
- Be prepared to feedback on and interact with the course
- Enjoy the course

