



School Engagement Team training offer

February to June 2024

Edition 3 (correct 15.03.2024)

Contents

School Engagement Team training offer	0
February to June 2024	0
Edition 3 (correct 15.03.2024)	0
Managing School Attendance – Supporting Senior Leaders and Attendance Leads.....	2
New to Attendance/Attendance Refresher - for School Attendance Officers/staff.....	2
Effective Governance to Support School Attendance	3
Using legal action to address pupil absence: Guidance for schools	3
Booking information	4
How to book using CPD online:.....	4
Confirmation	4
Problems with CPD online.....	4
Waiting lists.....	4
Respect for others.....	4
Certificates	5
Replacement certificates	5
Training team availability.....	5
Availability.....	5
Reminders	5
Recommendations	6
Terms and conditions.....	6
Invoices	6
Cancellations.....	6
VAT	7
Payment methods.....	7
Queries.....	7

Managing School Attendance – Supporting Senior Leaders and Attendance Leads

This course is designed to support attendance leaders to embed the requirements of the DfE 'Working together to Improve School Attendance' practices and drive the requirement of attendance becoming everyone's business as part of school culture.

The course will be delivered as two virtual sessions, via teams and will:

- Consider DfE guidance expectations and the requirements upon attendance managers.
- Explore how Ofsted consider attendance.
- Explore how data can be strategically used to assist attendance management.
- Explore self-assessment and measuring Impact.
- Provide good practice examples.
- Consider DfE guidance expectations within the Worcestershire context.

Audience: School based Attendance Leads/Senior leaders with attendance responsibility

Cost: £60 + VAT per delegate

- 11 and 18 June 2024, 10am to 11.30am, virtual delivery, course code: SCH 10434 / 84007

New to Attendance/Attendance Refresher - for School Attendance Officers/staff

This course is designed to support attendance officers new to the role, or experienced officers seeking a refresher to ensure good practice and compliance with the updated DfE 'Working Together to Improve School Attendance' expectations.

The course will be delivered as 2 virtual sessions, via teams and will:

- Outline current guidance, responsibilities, and legislation relative to school attendance.
- Enable delegates to understand the role and responsibilities of an attendance officer.
- Explore the importance of accurate pupil register coding and record keeping.
- Support officers to be able to identify and action attendance patterns of concern.
- Explore good practice models of addressing persistent and severe absence.
- Enable delegates to explore the important links between attendance and safeguarding.

This course, booked in conjunction with 'Attendance Themes and Effective Casework' would enhance new Attendance Officers CPD opportunities during their first 12 months.

Audience: School attendance officers/school-based attendance staff

Cost: £60 + VAT per delegate

- 13 and 20 June 2024, 10am to 11.30am, virtual delivery, course code: SCH 10435 / 84010

Effective Governance to Support School Attendance

We are pleased to offer a new attendance training course for governors this term. This training course explores the role of governors in ensuring schools are meeting their statutory duties relative to attendance. As schools are required to deliver the expectations within DfE “Working Together to Improve School Attendance” guidance, this course will enable governors to provide support and challenge to drive improvement. The course aims to assist governors to:

- Champion and support the promotion of attendance through policy and ethos.
- Ensure attendance expectations and statutory duties are met.
- Review data, challenge trends and support leaders to focus on strategies towards improvement.
- Ensure staff receive adequate training and access to good practice guidance.

Cost: £80 + VAT per delegate with Governor Services SLA
£160 + VAT per delegate without a Governor Services SLA

- 04 July 2024, 4pm to 6pm, virtual delivery, course code: 10429 / 84819

Using legal action to address pupil absence: Guidance for schools

This free training session, delivered by Worcestershire Children First, is intended for Worcestershire school-based staff who may need to instigate a request for legal proceedings as part of their school attendance escalation process.

The training will explore when a request for legal proceedings maybe appropriate and the requirements upon schools in making such requests. The session will focus on unauthorised pupil absence (including unauthorised leave in term time) and will provide delegates with the latest information and appropriate resources to demonstrate what is required in order for the Local Authority to consider the issuing of a penalty notice or undertake a prosecution.

The training will inform school staff regarding court processes and equip them with sufficient knowledge and resources to complete witness statements effectively for prosecution of cases under s444(1) / (1) A of the Education Act 1996

There will also be a brief introduction to the ‘Working together to improve school attendance guidance Feb 2024’ and its implications for schools when it becomes statutory in Aug 2024.

School Attendance Leads, Head teachers, School Attendance Officers, or any other school based associated staff with a key role in addressing pupil attendance, absence and welfare would be most welcome. Max 2 delegates per school

Cost: Free

- 24 April 2024, 09.30am to 11.30am, Worcester, course code: 10283 / 84828
- 24 April 2024, 1pm to 3pm, Worcester, course code: 10283 / 84875

Booking information

How to book using CPD online:

1. Visit [WCF: CPD](#)
2. Enter your email and password.
3. Select the course via searching for a key word or under all course types the category.
4. Find the course and press select on the date you wish to book.
5. Press Book on Course
6. Check the details of the person booking the course aka the CPD leader are correct.
7. Confirm if the place is for the CPD leader or another member of staff and press next.
8. If it's for the CPD leader, then you skip to step 10.
9. If it's for another member of staff complete all the fields
10. Press submit.
11. Confirmation is IMMEDIATELY issued to the delegate email provided.

Confirmation

All course confirmations occur at the time of the booking on CPD online therefore no further joining instructions will be sent out. It is the responsibility of those booking training to ensure that all cancellations and transfers follow our terms and conditions.

Please ensure that any handouts attached to the confirmation email are brought along to the training.

If for any reason you need your joining instructions to be re-sent please contact the training team a **minimum of 5 days** before your course is due to take place. The training team can be contacted on 01905 844 420 or email workforcesupport@worcschildren.org.uk

Problems with CPD online

Technical problems, account queries, password re-sets, staff not attached to your establishment, staff that have left, duplicate staff, and any questions regarding booking training then contact training team, telephone 01905 844 420 or email WorkforceSupport@worcschildrenfirst.org.uk

Waiting lists

We operate waiting lists for all our courses. As places become available, they will be allocated based upon the date and time of your original booking. You will be contacted by telephone/email to offer you the available place.

Respect for others

When attending any training all delegates are politely requested to give their full attention to the trainer and follow their instructions regarding the use of mobile phones. Inappropriate conduct at training events will be reported to setting managers and/or registered providers

Certificates

Once a course is marked as held (bearing in mind a trainer has 10 days to return a register), certificates are immediately issued via email to the delegate email provided for this course. With the exclusion of specific Mental Health / Safeguarding courses where they are issued via either the awarding body or ourselves once received.

Replacement certificates

To obtain a certificate for a course that took place before August 2022 then please do the following:

- Email workforcesupport@worcechildrenfirst.org.uk
- Confirm the course title and course date.
- Confirm the name(s) of the delegate(s) you are requiring certificates for (please note registers will be checked)

Any request received will be actioned with 10 days of receipt. The only exception is if you are due Ofsted and you have been informed you are expecting an inspection within that week – please ensure this is shared with the team at the point of enquiry.

Training team availability

Availability

- The training team will be available to speak to directly on Monday / Tuesday / Wednesday and Thursday 8.30am to 4pm by calling 01905 844 420. Any voicemails received outside of these days will be responded to accordingly based on date / time.
- If we are not available, we highly recommend emailing workforcesupport@worcechildrenfirst.org.uk. All emails will be responded to based on date / time of enquiry and will be dealt when the team is available.

Reminders

- Please ensure spam / junk boxes are checked for confirmations if they are not present in your inbox.
- On receipt of your confirmation from CPD please check that joining instructions have been received. If they are not present, please contact the training team immediately by emailing workforcesupport@worcechildrenfirst.org.uk and they will be re-sent. If for any reason this is not possible, please notify the team within 5 working days of the course to have them re-sent. The training team cannot guarantee availability on the day of the course joining instructions are required for.
- For training courses that are virtual delivery and have extremely high delegates numbers booked to attend (for example the EY managers Forums / DSL forums and over 80 places booked) a reminder email with joining instructions will be sent from CPD approx. a week before.

Recommendations

- The CPD user guide / FAQ support provides support on the booking process / cancellations / accessing certificates / evaluations and is available from [Education Services training site \(opens in new window\)](#)
- Always check with your CPD leader (the person who booked your training) that they've been forwarded the confirmation with any attachments to you.

Terms and conditions

All bookings must be made using Worcestershire Children First CPD online.

All confirmation emails must be forwarded to the delegate accordingly.

If needed a booking can be transferred to an alternative date with advance notice, to do this contact the relevant team below.

- Early Years, telephone: 01905 844 420, email: WorkforceSupport@worcschildrenfirst.org.uk
- Schools, telephone: 01905 844 420, email: WorkforceSupport@worcschildrenfirst.org.uk
- Conferences, telephone: 01905 844 030, email: Conferences@worcschildrenfirst.org.uk

Invoices

Invoices are requested after the training course or conference has taken place. This does not affect your terms and conditions or cancellation rights.

Invoices are issued in one of two ways:

1. via the Children's Services Portal (CSP)
2. via email to the main email address given, therefore it is essential that these emails are not sent to junk or spam folders.

Further information regarding invoices, disputes and payment are detailed below.

Cancellations

All cancellations must be made on CPD online. If you wish to supply additional information in support of your cancellation, then please email the relevant team.

Cancellation charge and reason:

- **No cancellation charge applied** = When the cancellation is made with 15 working days ** or more notice
- **No cancellation charge applied** = Under extreme circumstances i.e., Ofsted, bereavement, hospitalisation, and we ask that you inform us immediately
- **No cancellation charge applied** = Due to COVID-19 and variants, which has meant staff have had to be re-deployed to ensure the school / setting can open and run.
- **Full course fee applied** = When the cancellation is made within 0 – 14 working days of the start date of the course (event) and there is no take up from waiting list

- **Full course fee applied** = On return of the register where delegates did not attend and no notice for this was received

** Working days are defined as Monday to Friday

VAT

Worcestershire Children First is a VAT registered entity. Therefore, VAT at the prevailing rate will be added to all invoices. This is in line with HMRC rules and is consistent with services you may currently be purchasing from other external parties. In most cases the input VAT can be claimed back. Please seek independent financial advice should you be unsure about your VAT status.

VAT Code Explanation

- Code: S = Standard Rated Output VAT
- Code: L = Lower Rated Output VAT
- Code: LE = Exempt from Output VAT
- Code: O = Outside the scope of Output VAT
- Code: Z = Zero Rated Output VAT

Payment methods

Please quote your invoice reference on all payments.

Please submit payment promptly in accordance with our payment methods.

Bacs or bank transfer

- Sort Code: 20-98-87
- Account Number: 33962148
- Account Name: WCF

This is the most reliable, simple and secure way to make a payment. Please reference the invoice number from your Remittance Advice. If you are paying more than one invoice, quote your customer number as your reference.

Queries

Please have your account number and invoice reference ready.

We are open Monday to Friday 8:30am - 5:00pm

Any enquiries regarding the invoiced service contact

- training, telephone: 01905 844420, email: WorkforceSupport@worcschildrenfirst.org.uk

For enquiries regarding payment please contact

- telephone: 01905 843400 or email: wccaccountsreceivable@worcestershire.gov.uk

To contact by letter: Worcestershire Children First, County Hall, Spetchley Road, Worcester WR5 2NP