



## Early Years training offer

April to July 2025

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## Training team availability

### Availability

The training & conference team will be available to speak to directly on 01905 844 420 / 844 030 between the hours of 8.30am to 4.30pm. Any voicemails received will be responded to accordingly based on date / time.

If we are not available, we highly recommend emailing [workforcesupport@worcestershires.gov.uk](mailto:workforcesupport@worcestershires.gov.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@worcestershires.gov.uk](mailto:workforcesupport@worcestershires.gov.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 & conference team cannot guarantee availability on the day of the course joining **instructions are required for**.

### Recommendations

Visit our [WCF Training website \(opens in new window\)](#) for useful facts and questions regarding our new booking site

Always check with your CPD leader (the person who booked your training) that they've been forwarded the confirmation with any attachments to you if you have not received it directly.

## Virtual course joining instructions

We would like to remind delegates if you are due to attend a virtual training course, and you have not received your joining instructions please contact the training & conference team a **minimum of 5 days** before your course is due to take place. The training team cannot guarantee that they will be available the 24 hours before your course to be able to reissue joining instructions and/ or provide support. The training & conference team can be contacted on 01905 844 420 / 844 030 or email [workforcesupport@worcestershires.gov.uk](mailto:workforcesupport@worcestershires.gov.uk)

## Course duration

All courses are advertised for a specific duration, which is based upon training content and group activities/discussions. Timings may vary based on the level of participation and interactions from delegates.

The training team actively encourages delegates to engage with your trainers and the course content, and to take the opportunity to benefit from their expertise. However, if interactions and questions from delegates are limited the length of the course may vary.

## Becoming a Childminder

Becoming a childminder is a fantastic career choice for anyone wanting to enter the Early years workforce and work directly with children and families. This webcast explores the process of becoming a childminder from the very start of the journey right through to registration and beyond. Join Zoe Corfield virtually to explore the process to help you make informed choices and fulfil our career ambitions.

Cost: Free

Duration: 70 minutes

Link to access webcast: [So you want to be a Childminder - YouTube](#)

## Webcasts: Early Years

The early years team are developing a range of webcasts that be accessed for your whole setting (only one license needs to be purchased)

What will happen / how do I get the webcast information?

- Book your place (only the manager needs to book a place) as you would do normally
- Once your place is booked you will receive a confirmation email which will clarify how to access the webcast - this is via a google drive. All links and steps are in the confirmation email. Access the webcast as many times as you require by your team - there is no limit.
- The training team on a weekly basis will process invoices for the webcast
- If you encounter issues accessing the webcast via the google drive link provided, please contact the training team by emailing [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Once you / your team have watched the webcast if you have questions then please contact the early years team directly by emailing [eycc@worcestershire.gov.uk](mailto:eycc@worcestershire.gov.uk)

## Building an Effective Early Years Curriculum

When we think of the term Curriculum, we can sometimes feel daunted, however it needn't be this way. Having the freedom to develop and deliver your own personalised early years curriculum can be so very empowering. By recognising and celebrating our uniqueness we can be proud of what we stand for and how we deliver the EYFS effectively.

This 90-minute webcast is designed to watch with your teams as we break down the elements of what forms a good curriculum. A curriculum which meets the needs of your children, families, staff and wider community. For early years settings due inspection this can be a great reflective tool to ensure you can articulate your settings curriculum during inspection.

We suggest this webcast is watched over a period of sessions to make full use of the reflection activities which thread through the presentation.

This webcast is aimed at early years settings caring for children aged 0-4 years old and is suitable for schools who provide early years provision prior to reception class.

Cost: £30 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost specifically for Childminders: £22.50 + VAT

Course code on CPD: EY 10458

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Planning an effective learning walk

The learning walk can sometimes cause unwanted stress and anxiety for early years leaders as they prepare for inspection. However, if this is well planned for it can be a wonderful opportunity to communicate the uniqueness of your early years setting and illustrate the difference you make to children and families in your care.

This 55-minute webcast walks you through how to tell the unique story of your setting in a meaningful and effective way. Accompanied by the 'Learning walk: Telling your story tool' you will have the tools required to plan and deliver your bespoke learning walk effectively and confidently.

Please note it is recommended that this webcast is watched in conjunction with 'Building an Effective Early Years Curriculum' to achieve maximum impact on inspection day.

This webcast is suitable for early years group settings and nursery provision in schools.

Cost: £25 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost – childminders: £17.50 + VAT

Course code on CPD: EY 10464

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Preparing for your Early years Ofsted Inspection

When preparing for your early years Ofsted inspection it can sometimes feel overwhelming as you navigate all the advice and guidance available. This 65-minute webcast has been designed to pull all this information into one place allowing you to reflect, plan and take actions to ensure you get the inspection outcome you deserve.

Whether this is your first experience of inspection, or you have experienced inspections before, this webcast will refresh your understanding of what to expect and give you and your team the confidence to showcase what you do every day for children and families.

This webcast is suitable for early years group settings.

Cost: £20 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Course code on CPD: EY 10480

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Relating Safeguarding themes to the Early Years

This webcast has been produced in response to recent Ofsted inspection themes where educators have been unable to articulate effectively how some safeguarding themes relate to early years.

This 55-minute webcast considers safeguarding themes; PREVENT, FGM, County Lines and Domestic Abuse through the early year's lens, focusing on what we can do as early years educators to safeguard children and families.

This is essential training for the whole team, building confidence in being able to articulate how you safeguard children on a daily basis.

Cost: £20 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost for Childminders: £12.50 + VAT

Course code on CPD: EY 10289

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## Supporting Behaviour through Positive Communication

Having worked in early years for many years, how to best support behaviour is a common theme which can sometimes cause frustration and feelings of hopefulness within a setting. The requirement to 'manage children's behaviour can be argued as not conducive to raising confident, emotionally resilient children, ready for the wider world. It denotes an image of containing behaviours, of fighting fire rather than looking for the cause, of squashing emotions and feelings as they are uncomfortable to deal with. It is therefore time to reframe our thinking, to move away from an authoritative stance and embrace behaviour as an opportunity to teach and empower children to learn through experience.

This 70-minute webcast is an ideal addition to any team meeting to instigate reflection and thought about how best to promote positive behaviour through our communication. It is designed for you to pause as you wish so you are able to engage in professional discussion, exploring current thinking around this emotive subject.

Cost: £25 + VAT per webcast purchase - this is for your whole staff team regardless of numbers

Cost for Childminders - £17.50 plus VAT

Course code on CPD: EY 10385

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.



## Understanding the EYFS Framework for Prospective Childminders / Registered Childminders and Childminding Assistants.

A range of 7 Episodes, webcast series, that has been designed to give childminders/prospective childminders/childminding assistants an understanding of the requirements they must meet as a registered childcare provider for children aged birth to five.

By fulfilling these requirements childminders/prospective childminders/childminding assistants are better able to create a high quality, welcoming, and safe setting where children can enjoy learning and grow in confidence.

Cost: Each episode is Free

- *Episode 1: Rationale and underpinning themes (CPD code 10527)*
  - We begin to understand the rationale and principles that underpin the Early Years Foundation Stage (EYFS) statutory requirements and our responsibilities within this. Taking a deep dive into how children learn we consider the characteristics of effective teaching and learning and how we can embrace these as part of a day-to-day provision.
- *Episode 2: Educational Programmes (CPD code 10530)*
  - We consider what childminders must do, working in partnership with parents and/or carers to promote the learning and development of all children in their care.
  - We will explore the 7 areas of learning and development as set out in the educational programmes within the EYFS and think about how this may look in our settings to ensure the early years' experience contributes positively to early brain development.
- *Episode 3: Building your curriculum (CPD code 10531)*
  - Builds on previous episodes and considers how we can build an effective curriculum that meets the needs of the children, families and local community. Within this we will consider what we really want for children in our care, influenced by our own values and beliefs around early childhood. We will then breakdown the elements of a what a good curriculum looks like.
  - In addition, we will consider the role of play in early years learning and how we can ensure a balanced approach of free play, guided play and adult led activities to support the holistic development of all children.
- *Episode 4: The wonder of teaching (CPD code: 10532)*
  - Building on from episode 1 we will now focus on our role as teacher by unpicking Ofsted's definition of teaching. To teach effectively we need to join children in play, so we will consider what a good play partner might look like and how we can put these skills into practice within our settings to truly embrace the wonder of teaching.

- *Episode 5: Observation, assessment and planning (CPD code: 10533)*
  - We consider part 2 of the Early Years Foundation Stage Statutory Guidance which is focused on the requirements around assessment. We will unpick what we must do and how these fit into the observation, assessment, planning cycle. We will explore how to capture meaningful learning in action, ways in which to document this and how we then plan next steps, so this process is meaningful and has a purpose.
  
- *Episode 6: Safeguarding and Welfare requirements (CPD code: 10534)*
  - All early year's providers have a duty under section 40 of the Childcare Act 2006 to comply with the welfare requirements of the early years foundation stage (EYFS).
  - We are going to unpick our duties regarding the safeguarding and welfare requirements which sit in section 3 of the Early Years Foundation Stage Statutory Guidance.
  
- *Episode 7: Leading effective childminding practice (CPD code: 10535)*
  - Considers the importance of reflective practice and how we can use this as part of quality improvement for our childminding practice. Drawing on content already explored in this webcast series we will bring our learnings together to ensure our provision remains effective and in compliance with the Early Years Foundation Stage Statutory Guidance.
  - This webcast offers opportunities for reflection and action planning based around the Seven Features of Effective Practice as developed by Development Matters. This supports us in leading our setting confidently and ensuring we have an accurate oversight of our whole provision whilst demonstrating our commitment to quality improvement.

## EYFS Teaching & Learning webcast series

The EYFS teaching & learning webcast series is designed to gain an understanding of the requirements we must meet as registered childcare providers for children aged birth to five, made up of four episodes:

- **Episode 1: The Principles of the EYFS** we begin to understand the rationale and principles that underpin the Early Years Foundation Stage (EYFS) statutory requirements and spend some time to reflect on how we can then use this to shape our early years practice
- **Episode 2: The Characteristics of Effective Learning** we take a deep dive into how children learn. Exploring the characteristics of effective learning we consider how we can embrace these as part of our day-to-day provision.
- **Episode 3: The Characteristics of Effective teaching** we will now focus on our role as teacher. Unpicking Ofsted's definition of teaching I am hoping you will come to recognise the positive impact you have on children within the early years.
- **Episode 4: The Observation, assessment, planning cycle** we will consider what we must do and how these fits into the observation, assessment, planning cycle. We will explore how to capture meaningful learning in action, ways in which to document this and how we then plan next steps, so this process is meaningful and has purpose.

Audience: Nurseries / Pre-Schools and those working with 0-4's in schools, those new to the sector or for more established practitioners it has been designed to prompt reflection and discussion within your teams

Cost: £45 + VAT for your whole team regardless of numbers

CPD course code: 10579

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

## What is the SCERTS approach for EYFS / Reception

SCERTS: **S**ocial Communication Emotional Regulation **T**ransactional and Support

SCERTS is an evidence-based framework for assessing children who need support with their social communication and emotional regulation skills, including autistic children. Transactional support is the support given to children to reach their goals and achieve their potential.

The SCERTS approach is not a prescriptive curriculum, and it works alongside practice in settings and home. Designed to be collaborative and to value the contributions made by settings and families to a child's development, setting goals to reflect what the child can do with the right support. A strengths-based approach, so it starts with what a child can do instead of what they can't do.

Why are we using this approach in Worcestershire?

- SCERTS values the support given to children by their communication partners in settings and at home and gives ideas for how best to support their development through Transactional Support.
- SCERTS can be used with a wide range of approaches settings are already familiar with.
- SCERTS does not require expensive equipment or resources to be purchased.
- SCERTS is a neurodiversity affirming approach, and it intends to support children to develop their skills while celebrating children's unique strengths and interests.

SCERTS can be used in lots of different types of setting

Stage 1: Is specific for EYFS / Reception

Cost: Free

Course code on CPD: 10462 – please only request Stage 1 for your lead SENCo / manager within your setting or school, it is their responsibility to share with the team.

Once you have requested the webcast you will receive an email from CPD with all the links required for Stage 1.

## Webcasts: Early Years Inclusion

### What will happen / how do i get the webcast information?

- Ask your CPD leader to book your place as they would normally do for any course on CPD.
- Once your place is booked you will receive a confirmation email which will clarify how to access the webcast - this is via a google drive.
- All links and steps are in the confirmation email. Access the webcast as many times as you wish - **there is no limit**.
- The training team on a weekly basis will process invoices for the webcast.
- If you encounter issues accessing the webcast via the google drive link provided, please contact the training team by emailing [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Once you have watched the webcast if you have questions then please contact the early years inclusion team directly by emailing [eyinclusion@worcestershire.gov.uk](mailto:eyinclusion@worcestershire.gov.uk)

### Webcast: How to write an Individual Support Plan

A 60-minute introductory webcast to support practitioners with writing individual support plans (ISP) for children with SEND within Early Years settings. This webcast will enable you to interpret, create and review a support plan (ISP). Both the EYFS and the SEND Code of Practice outline the settings legal requirements for offering 'additional and/or different' in order to make adequate progress for our children in the early years.

Cost: Free

Course code on CPD: EY 10084

Once you have purchased the webcast you will receive an email with clarification on how to access the webcast.

### Additional Early Years Inclusion webcasts

The following webcasts from the Early Years Inclusion team are free to access:

- [Workshop on applying for challenge funding](#)
- [Tip for promoting positive behaviour](#)
- [Workshop on how to use the EYFS Early Support](#)
- [Visual in the Early Years](#)
- [Accessing small group or circle time activities](#)
- [Intensive and shared interactions for children in early years settings](#)
- [The Graduated Response in Early Years Provision video](#)
- [SEND Information Advice Service Webinar](#)
- [Hearing Impairment presentation webinar for Early Years Settings](#)
- [Vision Impairments presentation for Early Years settings](#)
- [Physical Disability Outreach Webinar for Early Years Settings](#)

## Early Help Early Years Webcasts

The four webcasts to support early years settings and childminders in their delivery of Early help to families.

**Webcast 1 Supporting families through Early Help:** this considers what early help in the early years looks like and our role in delivering this.

**Webcast 2 Creating your Supporting families offer:** this gives lots of practical support and information about support services we can signpost our families to.

**Webcast 3 and 4 Using Early Help assessment effectively:** Part 1: explains how we can determine when to use an Early help assessment and how these fits into the wider Early help strategy delivered by Worcestershire children first. Part 2: explores how we can take a strengths-based approach to work and our engagement with families. It explores the power of language when creating an assessment and gives us ideas on how we can capture the child voice.

Available from our website: [Early Help in the Early Years | Worcestershire County Council](#)

## Early Help training

The following courses are available on the WCC Learning & Development site:

[CourseSearchCitizen \(worcestershire.gov.uk\)](#), free for early years settings to access.

They are being offered on a rolling programme of dates so please check the site regularly to find out more and to book one of the below courses

- Completing an Early Help Assessment (EHA)
- Holding a Team Around the Family (TAF)
- How to creatively gather the child's voice
- What is Early Help?

Instructions for completing:

- Do you have an account – No thanks
- Course price – as the course is free click in public circle
- Select organisation from dropdown box – Public
- Put in your address
- Then click book course

If you require support with booking, please contact WCC Learning & Development team directly on 01905 844 544 or email [LDAdmin@worcestershire.gov.uk](mailto:LDAdmin@worcestershire.gov.uk). Please note the training team cannot provide support with queries regarding these courses.

## Early Years Forums, clusters, and update meetings

### Early Years DSL Forums

The Early Year's DSL Network Meetings have been developed to support you!

Providing an opportunity to share good practice and to keep DSL's up to date with national and local statutory requirements. This is a fantastic opportunity to meet other DSL's and Deputy DSL's from across the County.

Audience: Early Years Childminders / Nurseries / Pre-Schools and Out of school Club providers across the county

Cost: Free

- 03 June 2025, 6.15pm to 7.30pm, virtual delivery, course code: EY10400 / 90157
- 06 June 2025, 9.30am to 10.45am, virtual delivery, course code: EY10400 / 90158

### Early Years Update Meetings

An opportunity to hear the latest Early Years news on policy, Ofsted and best practice within the sector.

Please note that the Childminder update meeting will also include SEND

Cost: Free to attend

#### Childminders

- 11 June 2025, 7pm to 8.30pm, virtual delivery, course code: EY 10273 / 91300

#### Group Settings (Nurseries / Pre-Schools / Out of School / School ran Nurseries)

- 12 June 2025, 6.30pm to 8pm, virtual delivery, course code: EY 10272 / 91298
- 13 June 2025, 10am to 11.30am, virtual delivery, course code: EY 10272 / 91299

### Out of School Provision Update Meetings

An opportunity to hear the latest news on policy, Ofsted and practice relating to Out of School provision for reception children upwards.

Cost: Free to attend

- 10 June 2025, 7pm to 8.30pm, Evesham, course code: EY 10274 / 91362

### NEF Briefing

An opportunity to hear the latest updates in relation to Nursery Education Funding (NEF)

Cost: Free

- 05 June 2025, 6.30pm to 8pm, virtual delivery, course code: 10375 / 91545
- 06 June 2025, 10am to 11.30am, virtual delivery, course code: 10375 / 91546

## SENCo forum / clusters

All SENCo forum / clusters will be taking place using Microsoft Team on the date / time shown below. Please ensure you book a place as we only issue a link to those who have formally booked a place via CPD as part of the CPD confirmation.

- 10 June 2025, 6pm to 7.30pm, course code: 10160 / 90071
- 07 October 2025, 4pm to 5.30pm, virtual delivery, course code: 10160 / 91542
- 03 February 2026, 4pm to 5.30pm, virtual delivery, course code: 10160 / 91543
- 28 April 2026, 6pm to 7.30pm, virtual delivery, course code: 10160 / 91544

## Worcestershire Early Years Community Hub Meeting

Worcestershire Early Years Community Hub is a networking and peer support session for early years leaders, childminders, practitioners, and EY teacher's working with children within the Early Years Foundation Stage (EYFS). It's a collaboration between University Worcester colleagues enhancing practice for UW students, WCC early years team and **YOU** our setting providers.

Meetings are held termly, and we ensure providers drive the agenda, covering topics that you want to talk about. We aim to create a collaborative, supportive and inclusive space for our early years community to come together to network. We draw on the wealth of expertise across our community allowing colleagues to share knowledge and effective practice which will benefit us all.

So, if you are missing social contact and fed up with virtual meetings, this is the space for you! If you have an interest in learning from other settings and becoming part of a network to share knowledge and effective practice with a range of early years educators, then we would love you to join our tribe!

Cost: Free

- 26 June 2025, 6.30pm to 8.30pm, Worcester, CPD course code: 10529

## Early Years course details and dates

### Annual Reviews of EHCP's \* NEW\*

This course enables you to understand the required process, beware of the evidence required to complete the Annual Review of the EHCP (Education Health Care Plan) and be confident in completing the review form.

Audience: Childminders and all SENCO's working in all Early Years Settings including School Ran / Governor Led Provision

Cost: Free

- 13 May 2025, 5pm to 6pm, virtual delivery, course code: EY 10496 / 90068



## Autism in the Early Years

An overview of how autism presents in Early Years Settings and a raft of strategies to support young children with a diagnosis.

A 90-minute session which covers:

- What is autism?
- What you might see in Settings.
- Top tips for teaching and supporting autistic pupils.

Each delegate will: Develop and/or enhance their awareness and understanding of autism.

Cost: Free

- 14 May 2025, 4pm to 5.30pm, virtual delivery, course code: 10003 / 90163
- 02 July 2025, 6.30pm to 8pm, virtual delivery, course code: 10003 / 9014

## Early Years and Childcare Designated Safeguarding Lead (DSL): Introduction to the role

This Introduction to the role of the Early Years & Childcare Designated Safeguarding Lead is specifically for DSL and Deputy DSL's who are new to the role or have taken on this responsibility within the last 12 months and may / may not have completed the six-hour DSL course.

During the three-hour session delegates will gain:

- An overview of the legislation and statutory guidance relating specifically to the role of the DSL, and to safeguarding and child protection more broadly.
- Information on different forms of abuse that may be encountered, and their possible signs and causes.
- An understanding of information sharing, consent and record keeping.
- An introduction to the processes and procedures used within safeguarding and child protection, including the Worcestershire Levels of Need document.

Cost: FREE – if you do not attend / cancel in line with terms & conditions you will be charged £20 + VAT

- 15 May 2025, 6.30pm to 9.30pm, virtual delivery, course code: 10179 / 91248
- 08 July 2025, 7pm to 10pm, virtual delivery, course code: 10179 / 91249
- 24 September 2025, 6.30pm to 9.30pm, virtual delivery, course code: 10179 / 91250
- 03 December 2025, 7pm to 10pm, virtual delivery, course code: 10179 / 91251
- 09 February 2026, 7pm to 10pm, virtual delivery, course code: 10179 / 91252

## Early Years and Childcare Designated Safeguarding Lead (DSL) training

This training is specifically for the Designated Safeguarding Lead, Deputy DSL or those who are becoming the DSL / Deputy DSL in Early Years Settings / Childminders and School Ran Nurseries across Worcestershire.

The training has been devised to support DSL's who are new to the role, experienced and extremely experienced. Content is updated regularly and includes a detailed look at signs and symptoms, legislation, guidance and responsibilities, record keeping, making referrals, multi-agency working, child protection meetings, serious case reviews, and exploring barriers to good practice.

The training meets the Worcestershire Safeguarding Children's Partnership requirements for Designated Safeguarding lead training, includes the role of the DSL and additional content relating to the EYFS and inspection

The DSL and deputy DSL are to refresh this training every 2 years - please ensure you book with sufficient time to avoid disappointment.

We have listed an audience by each course planned. This supports feedback received and ensures that activities / scenario's during the training relate to the audience. The content is the same regardless of which course you attend.

- Childminders Only
- Settings - Nurseries / Pre-Schools / Out of School and School Ran
- Mixed - open to either Childminders or Settings

Cost: £50 plus VAT per delegate

- **Childminders:** 14 and 21 May 2025, 7pm to 10pm, virtual delivery, course code: 10052 / 91254
- **Settings:** 13 and 20 June 2025, 9.30am to 12.30pm, virtual delivery, course code: 10052 / 91255
- **Mixed:** 09 and 16 July 2025, 6.30pm to 9.30pm, virtual delivery, course code: 10052 / 91256
- **Childminders:** 08 and 15 September 2025, 7pm to 10pm, virtual delivery, course code: 10052 / 91257
- **Mixed:** 10 and 17 October 2025, 09.30am to 12.30pm, virtual delivery, course code: 10052 / 91258
- **Settings:** 13 and 20 November 2025, 6.30pm to 9.30pm, virtual delivery, course code: 10052 / 91259
- **Mixed:** 04 and 11 December 2025, 7pm to 10pm, virtual delivery, course code: 10052 / 91260
- **Mixed:** 09 and 16 January 2026, 9.30am to 12.30pm, virtual delivery, course code: 10052 / 91261
- **Childminders:** 27 January and 03 February 2026, 7pm to 10pm, virtual delivery, course code: 10052 / 91262

- **Settings:** 25 February and 04 March 2026, 7pm to 10pm, virtual delivery, course code: 10052 / 91263
- **Mixed:** 16 and 23 March 2026, 6.30pm to 9.30pm, virtual delivery, course code: 10052 / 91264

## Early Years Autism Workshops: Inhouse

The Autism team within Worcestershire Children First are pleased to offer a range of 60-minute workshops that can be delivered directly to your setting (or two settings together) at a date / time to suit you

There are four workshops available that look at the diversity associated with autism with the intention that settings will gain practical advice around key strategies along with an opportunity to create resources to support the children in their setting.

**1: Social Interaction and Communication** which looks at how to reduce the social demand in a social environment, structuring play activities, turn taking and sharing, and creating simple social stories.

**2: Sensory** which looks at an overview of the 5 senses + proprioception, vestibular and interoception, how to use pre-school based sensory audits, and making reasonable adjustments.

**3: Learning and Special Interests** which looks at why autistic children learn differently, using special interests positively and designing a curriculum for autistic children.

**4: Routine and Change** which looks at why routine is important, setting up keystone routines, visual timetables, and Now/Next Boards.

The costs for the workshops are:

- One 60-minute workshop at a cost of £100 + VAT
- Two 60-minute workshops (delivery time 2 hrs 15 minutes) at a cost of £180 + VAT
- Three 60-minute workshops (delivery time 3 hours 30 minutes) at a cost of £260 + VAT

There is no limit on maximum places per workshop however it should not exceed your total staff employed / volunteers at your setting (or total combined if two settings join together for the training).

To enquire about booking a workshop please contact either:

- [autism@worcestershire.gov.uk](mailto:autism@worcestershire.gov.uk) marking the subject FAO Kimberly Turnbull
- Training team – [Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.uk)

## Low level concerns in the Early Years \*NEW\*

Keeping Children Safe in Education (KCSIE) 2023 places a requirement on schools and colleges to have policies and processes in place to deal with any concerns or allegations regarding adults working or volunteering with children, which do not meet the harm threshold, referred to as 'low-level' concerns.

Although this requirement is specifically applicable to schools and colleges in England, KCSIE clearly states, as a matter of best practice, it could be applied to any organisation working with children.

This 40-minute webcast explores our safeguarding responsibilities and the importance of building a positive culture around safeguarding, considering how adopting low-level concerns into our safeguarding practice can strengthen this. Addressing the confusion that sometimes arises between the definition of concerns, complaints and allegations and how to deal with these effectively. We will also consider past serious case reviews and investigations with a focus on Vanessa George and Jimmy Saville to help us understand the importance of addressing 'niggles or concerns'.

By the end of the 40 minutes, you will have the knowledge, confidence and passion to adopt low level concerns into your current practices to help build an effective safeguarding culture to be proud.

Cost: Free

How to access the webcast: via the WCF youtube page - [Low Level Concerns in the Early Years \(youtube.com\)](#)

## Play Matters: The 8 Principles of Playwork

During the course delegates will explore what Wrap Around Care is and understand the value of play, unpick and dissect the 8 Principles of Playwork, and how to implement them into their setting to ensure play matters.

During the course delegates will be able to:

- List the 8 Principles of Playwork.
- Describe & explain why the 8 Principles of Playwork are important in Play
- Participate in activities that empower your own understanding of why play matters
- Identify & explain how the Playwork Principles will be used in your setting.

**Audience:** Specifically for practitioners working with primary school age children in wraparound provision. Open to both schools / settings who offer wrap around provision (before / after school or holiday clubs)

**Cost:** The training is fully funded via the National Wraparound Programme, part of the DfE.

**Specific non-attendance charge:** When delegates do not attend, do not cancel in line with terms & conditions, and / or contact the training team on the day to explain their non-attendance then a charge of £30 + VAT per delegate will be applied

### Cohort 6:

- 11, 18, 25 June and 02, 09 July
- All sessions 7pm to 9pm
- CPD code: 10583 / session code: 91601

### Cohort 7:

- 11, 18, 25 June and 02, 09 July
- All sessions 12.45pm to 2.45pm
- CPD code: 10583 / session code: 91602

## Safeguarding in early years and childcare for practitioners

This training is aimed at all those working in early years and childcare settings, including practitioners, committee members, auxiliary staff, administrators, and anyone else who would like an introduction to safeguarding and child protection. Content includes understanding what abuse is, signs and symptoms, legislation, and guidance, and what to do if you are concerned. The training meets the Worcestershire Safeguarding Children's Partnership requirements

Delegates are expected to refresh training at this level at least every 3 years, and content is updated periodically to reflect new legislation, guidance, and practices.

Virtual delivery via Zoom (trainers preferred platform) with joining instructions being issued via CPD as part of your confirmation, if you have not received them within 5 days of the training, please contact the training team on 01905 844 420

Cost from April 2025 is £28 + VAT

- 18 June 2025, 6.30pm to 9pm, virtual delivery, course code: 10232 / 91266
- 18 July 2025, 9.30am to 12pm, virtual delivery, course code: 10232 / 91267
- 10 September 2025, 6.30pm to 9pm, virtual delivery, course code: 10232 / 91268
- 23 October 2025, 7pm to 9.30pm, virtual delivery, course code: 10232 / 91269
- 01 December 2025, 6.30pm to 9pm, virtual delivery, course code: 10232 / 91270
- 20 January 2026, 7pm to 9.30pm, virtual delivery, course code: 10232 / 91271
- 13 February 2026, 9.30am to 12pm, virtual delivery, course code: 10232 / 91272
- 25 March 2026, 6.30pm to 9pm, virtual delivery, course code: 10232 / 91273

## Transition in the Early Years

An overview of the issues impacting autistic children as they transition to Reception

This 60-minute delivery covers:

- Key issues for transition.
- The importance of transition planning.
- Strategies to support the 5 elements of a good transition plan.
- Resources such as the Transition Plan Template and the EY Transition Pack. Each delegate
- will develop the confidence to implement a robust transition.

Cost: Free

- 05 June 2025, 6pm to 7pm, virtual delivery, course code: 10168 / 90168

## Emotional Literacy in Early Years modules

- Each Module is £35 + VAT (per person)
- Early Years Providers can use their Early Years Inclusion Funding to pay for training to enable staff to better support specific children with SEND.
- Audience: All modules are suitable for Early Years practitioners working within the EYFS in PVI nurseries, pre-schools, Childminders or School ran/ governor-led nurseries across Worcestershire.
- If an Early Years setting / school wishes to have a member of staff train to become an Early Years ELSA then they must attend and complete ALL modules listed below.

## Understanding emotional literacy and developing active listening skills in an Early Years setting

During this training session, attendees will learn what emotional literacy is, why it's important and how they can support children to develop their understanding and expression of emotions. We will then explore active listening, learning about how we can actively listen to children and practicing using these skills with each other.

Cost: £35 + VAT

- 30 April 2025, 9.15am to 12.15pm, Virtual Delivery, course code: EY10543 / 90930

## **Developing self-esteem with early years children**

Within this session, attendees will develop an understanding of what is meant by self-esteem, the importance of self-esteem and will be introduced to the foundational blocks needed for self-esteem to develop. Alongside this, attendees will be introduced to the term's competence and self-efficacy and will learn about their importance and the role they have in child development. The session will allow for opportunities for attendees to think about and reflect on practical ways to develop the self-esteem of the children they work with.

Cost: £35 + VAT

- 21 May 2025, 9.15am to 12.15pm, Virtual Delivery, course code: EY 10544 / 90931

## **How to write Social Stories and therapeutic stories for early years practitioners**

During this session, attendees will learn what Social Stories and therapeutic stories are. By the end of the session, they will understand the structure of both techniques, know what situations they are useful in and have practiced writing a Social Story and a therapeutic story.

Cost: £35 + VAT

- 04 June 2025, 9.15am to 12.15pm, Virtual Delivery, course code: EY 10545 / 90933

## **Developing strategies to support early years children with managing emotions**

Within this session attendees will develop an understanding of how thoughts, emotions, behaviours and psychological responses are linked. Attendees will be given opportunities throughout the session to think about how this relates to their own practice, alongside opportunities to explore practical tools and resources.

Cost: £35 + VAT per delegate

- 16 July 2025, 9.15 to 12.15pm, Virtual Delivery, course code: EY10546 / 90934

## **Supporting attachment and security within an early years setting.**

Through this training session, attendees will learn about the importance of attachment and will develop an understanding of some key theories underpinning this. We will then explore how staff can support children with their attachment through developing relationships and promoting feelings of security.

Cost: £35 + VAT

- 17 September 2025, 9.15am to 12.15pm, Virtual Delivery, course code: EY 10547 / 90935



## **Supporting early years children with social and friendship skills**

Throughout this session, attendees will learn about interpersonal communication, the skills needed for communication, and social communication skills. Attendees will be given opportunities to reflect on the skills of the children they work with, how to support children to learn these skills and time to plan opportunities to promote developing social and friendship skills.

Cost: £35 + VAT

- 01 October 2025, 9.15am to 12.15pm, Virtual Delivery, course code: EY 10548 / 90936

## **Introduction to ELSA - Becoming an emotional literacy support assistant within an early years setting**

In this session, staff will learn about the role and requirements of an Emotional Literacy Support Assistant. Building upon the knowledge gained in the previous sessions, we will also explore how to set targets and monitor progress when conducting interventions. This session is for staff members who have attended all training sessions and wish to be accredited as an ELSA. The ELSA role requires a commitment to half-termly group supervision with the Educational Psychology Service which is chargeable.

Cost: FREE

- 15 October 2025, 9.15am to 12.15pm, Virtual delivery, course code: EY 10549 / 90937

## Safeguarding training available to settings and schools

### Domestic Abuse

Domestic Abuse training is being offered currently FREE, virtual delivery, via Sarah Wigley Associates. The training seeks to raise awareness and increase understanding of the dynamics of abuse, including coercive control. Support professionals to better identify, signpost and support victims as well as considering safe ways of responding to perpetrators. The training is made up of three modules and participants will be encouraged to complete the modules **in order** as the training is layered.

**Module 1: Understanding and Responding to Domestic Abuse.** Support professionals to increase their understanding of the dynamics of abuse for individuals, which also include adults with care and support needs and children and families.

**Module 2: Working with Domestic Abuse within the context of Multi Agency.** Support professionals to work with individuals, including adults with care and support needs, and children and families, using strength-based approaches and DASH in assessing risk and safety planning.

**Module 3: Understanding and Working with Perpetrators of Domestic Abuse.** Will include case study examples and exercises to help delegates understand perpetrator perspectives and develop their understanding of risk factors where there is domestic abuse.

We recommend that you contact Sarah Wigley Associates directly, by emailing **[bookings@sarahwigleyassociates.co.uk](mailto:bookings@sarahwigleyassociates.co.uk)** to be notified of dates for the forthcoming term

### Female Genital Mutilation (FGM)

Recognising and preventing FGM training is available for professionals with safeguarding responsibilities from the Home Office website. It gives an introduction to Female Genital Mutilation and the action you must take to protect girls who may be at risk.

To access FGM training visit <https://fgmelearning.vc-enable.co.uk/Register/>

### Prevent training

DSL and deputy DSL's interested in undertaking prevent training will now be signposted to the Home Office version accessible via

<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

The virtual training is designed so that DSLs / Deputy DSL's will have a greater understanding of both the PREVENT strategy and recognizing the early identification of children and young children who are at risk of being radicalized. Prevent is part of the UK Counter-Terrorism Strategy 'CONTEST', aimed at preventing people being involved in or supporting terrorism.

## GET SAFE training

Safeguarding Children, young people and vulnerable adults is everybody's responsibility. This raising awareness of exploitation & vulnerability course aims to raise your awareness of: Vulnerability, adverse childhood experiences, organised crime groups/gangs; Modern day slavery, consent for sexual activity; Child Sexual Exploitation (CSE), criminal exploitation; Appropriate language and use of; National referral mechanism; GDPR/disclosure and Pathways/ diversionary/sharing of intelligence.

**Cost:** Free to all schools, DSL and DDSLs to attend

Due to demand this training is now being offered via our multi-agency team and as such bookings **MUST** be made directly using the link below:

To book Get Safe training – visit [External Agencies \(opens in new window\)](#)

Instructions for completing:

- Do you have an account – No thanks
- Course price - click in public circle
- Select organisation from dropdown box – Public
- Put in your address
- Then click book course

If you require support with booking, Get Safe please contact WCC Learning & Development team directly on 01905 844 544 or email [LAdmin@worcestershire.gov.uk](mailto:LAdmin@worcestershire.gov.uk)

Harmony at Home is Worcestershire's approach to the Reducing Parental Conflict (RPC) initiative in partnership with the Department for Work and Pensions (DWP) and organisations from our multi-agency Reference group

Book via: **WCC Learning & Development site:** [CourseSearchCitizen \(worcestershire.gov.uk\)](#), **free for schools / settings to access.**

Instructions for completing:

- Do you have an account – No thanks
- Course price – as the course is free click in public circle
- Select organisation from dropdown box – Public
- Put in your address
- Then click book course

If you require support with booking, please contact WCC Learning & Development team directly on 01905 844 544 or email [LAdmin@worcestershire.gov.uk](mailto:LAdmin@worcestershire.gov.uk)

## Managing Allegations

This course is aimed at those head teachers, chairs of governing bodies and other senior managers with responsibility for dealing with allegations of abuse against teachers and other staff, including supply teachers and volunteers.

The course will cover all aspects of Part 4 of Keeping Children Safe in Education (September 2020), including your duties as an employer, initial considerations when an allegation is received, providing support and managing the situation.

It will provide information which will help you to better understand the Management of Allegations processes, the role of the Local Authority Designated Officer (LADO), and the role of the multi-agency network.

It will provide you details on the legislation, procedures and processes; ensure you know what to do if there is an allegation against a professional; and better understand your role as professionals working in regulated activity.

The course objectives include how to identify children and young people who are suffering or likely to suffer significant harm and then take action with the aim of making sure they are kept safe.

- Cost: Early Years settings: £33 + VAT
- Cost: For schools / academies that have the Safeguarding SLA £63 + VAT
- Cost: For schools / academies who have not purchased the Safeguarding SLA £125 + VAT for

Date	Time	Delivery style	CPD course code	CPD session code
01 May 2025	1pm to 4pm	virtual delivery	10097	84994
13 June 2025	9am to 12pm	virtual delivery	10097	84995
10 July 2025	1pm to 4pm	virtual delivery	10097	84996

## Safer recruitment in educational settings

This course covers the following areas.

- Safer recruitment and the wider context of safeguarding
- Prevalence of abuse and profile of abusers
- How abusers operate within organisations
- Features of a safer recruitment process
- Planning a safer recruitment process
- Making the right decisions: interview and selection
- Setting acceptable standards of behaviour
- Maintaining an ongoing culture of vigilance

### Aims:

- To identify the key features of staff recruitment that help deter or prevent the appointment of unsuitable people.
- To be able to produce policies and practices that minimise opportunities for abuse or ensure its prompt reporting.
- To begin to review their own organisation's places and practices to make them safe.

Audience: DSL / Deputy DSL's, Head or Deputy Teachers, any staff involved in recruitment process in schools or settings

- Cost: Early Years Settings £60 + VAT
- Cost: For schools / academies that have the Safeguarding SLA £93 + VAT
- Cost: For schools / academies who have not purchased the Safeguarding SLA £185 + VAT for

**Face to face delivery:** lunch will be provided and ordered in line with current government guidance. **Virtual delivery:** this will be via zoom and joining instructions will be detailed in your confirmation.

- 14 May 2025, 9am to 4pm, Worcester, course code: 10132 / 85002
- 02 July 2025, 9am to 4pm, Wyre Forest, course code: 10132 / 85003

## In-house training

We offer a range of courses which can be delivered as In-house training on a date and time to suit you / your staff and committee, on your premises for up to a maximum of 20 delegates.

### Benefits of undertaking training this way:

#### Employees

- All staff are trained on a subject at once
- Staff can share ideas together in order to develop and enhance practice.
- Staff develop new skills and understanding on subjects
- Staff are interested and motivated
- Staff have a sense of identity within your business
- Staff productivity can increase
- Needs of the children are being met by the whole workforce

#### Employer

- Cost effective and provides value for money
- Spare places can be offered to local / cluster settings to keep costs down
- Where local / cluster settings attend then this can enhance collaborative working with the aim for Outstanding
- Boosts your company image that you invest in staff and can be used as an incentive when recruiting
- Increased ability to respond to growth and demands of the business
- Ability to stay ahead of the market
- Support staff growth and development

We offer a range of in-house training, if there is a specific course in our training directory that you would like delivered as in-house on a date / time to suit you then contact:

- **Inclusion courses:** 01905 843099 | [EYInclusion@Worcestershire.gov.uk](mailto:EYInclusion@Worcestershire.gov.uk)
- **Learning & development / committee or inspection training courses:** Early Years Improvement Advisers on 01905 844 048 | [eycc@worcestershire.gov.uk](mailto:eycc@worcestershire.gov.uk)
- **Safeguarding training:** Training & Conference Team on 01905 844 420 | [Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.uk)
- Alternatively, the training team can be contacted to support any in-house enquiry by emailing [Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.uk)

Our pricing is £300 + VAT (£360 including VAT) for up to 3 hours delivery

When accessing other training (not provided by Worcestershire County Council) providers are recommended to undertake their own research regarding the quality and validity of the material.

## Using external trainers

Since the transfer of services from Babcock Prime to Worcestershire Children First in 2020 and then COVID-19 pandemic, the Early Years Team and Training team have noticed a steady decline in enquiries regarding specific courses delivered by external training companies on our behalf. Examples of this include Food Hygiene, Health and Safety, Drug Administration, Paediatric First.

The training team can provide details of previous companies used for courses; however, we do not endorse any particular training provider, and the information held will not be an extensive or exhaustive list. We would always advise that research is undertaken to ensure the training provider selected meets your needs and **it is the responsibility** of the owner / manager / childminder / registered person to ensure any training sourced meets the Statutory Framework of the EYFS.

Specifically, for **Paediatric First Aid**, there are key points to consider:

- Will it meet the requirements set out in Annex A
- It must be a FULL 12-hour course excluding breaks.
- If a delegate on the training course misses a session how will the training company, ensure these are covered?
- If the training includes an e-learning / workbook or self-study element, how will the training company ensure that this is achieved and passed before the practical element?

To support the sector if we are asked to advertise courses, we will do so via the Early Years bulletin, however, please be aware of the following. We do not recommend or endorse anyone training provider, we are simply sharing their offer of training to the sector. It is your responsibility as the owner / manager / childminder/ registered person to undertake your own due diligence to ensure that you are getting the correct training that meets the requirements of the Statutory framework and any other government legislation.

## Safeguarding e-learning

Safeguarding e-learning training is available via many e-learning providers / platforms, and this is a direct arrangement between the two parties which includes invoicing and support. It is your responsibility to ensure that the training meets the requirements of the EYFS and the Worcestershire Safeguarding Children Partnership training strategy

- [Worcestershire Safeguarding Children's Partnership \(opens in new window\)](#)
- [WSCP resources and publications \(opens in a new window\)](#)

## Booking information

### How to book using CPD online:

1. Visit [WCC 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 & conference team can be contacted on 01905 844 420 or email [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.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 & conference team, telephone 01905 844 420 or email [Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.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.

## Service delivery: COVID-19 statement

Our priority is to continue to deliver high quality educational support to schools and settings, whilst maintaining focus on the health, safety and wellbeing of our employees and colleagues. We are working in partnership with the local authority, monitoring the spread of COVID-19 and variants, and government guidelines in order to react to the dynamically changing situation and adapt our measures accordingly.

### Venues being hired:

- Our venues have been carefully considered with your safety in mind.
- We are only using venues that can comply with appropriate government guidance, social distancing requirements and safely operate with suitable measures in place, to ensure the health and wellbeing of our staff and delegates.
- A copy of the venues risk assessment to ensure the health and wellbeing of our staff and delegates has been requested by the training team.

### Delegates:

- Attending events in-person are encouraged to feel safe and as such if this means wearing a mask / glove, bringing your own hand sanitizer, cup and equipment please do so.
- Hand sanitizer and/or hand washing facilities will be available.

### Managing risk:

If any of the statements below apply to you, then we ask that you do not attend your training course (if being held at a venue) and contact the training & conference team 01905 844 420 or email [Workforcesupport@worcestershire.gov.uk](mailto:Workforcesupport@worcestershire.gov.uk) where we will organise a transfer to another course:

- You are experiencing symptoms of the virus
- You are required to care for or isolate with someone in your family who has virus symptoms
- You are required to care for someone in your family because their usual care provision has been disrupted due to the virus, i.e. school or facility closure

## Terms and conditions

- All bookings must be made using [CPD online](#)
- All confirmation emails are issued directly to the delegate and CPD leader. We recommend CPD Leaders forward copies to delegates accordingly.
- If necessary, a booking can be transferred to an alternative date with advance notice
- Name changes (substitutions) can be made at any point after booking

To make changes to a booking contact training & conference team:

- Email: [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Telephone: 01905 844420
- Telephone: 01905 844030

## Invoices

Invoices are normally requested after the training course or conference has taken place. Please note that training / conferences during the month of March we do invoice upfront due to end of financial year. This does not affect your terms and conditions or cancellation rights.

Invoices are issued in one of two ways:

- via the Children's Services Portal (CSP)
- 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 14 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 – 13 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

## VAT

Worcestershire County Council 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: 53583147  
Account Name: WCC County Fund Account

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.

### Automated telephone payments

Call [0300 4562206](tel:03004562206). You will need your invoice number and debit or credit card details to hand. Your privacy and security are our prime concern, and our payments system encrypts your personal information. Calls will be charged at the local call rate. If you have a calling plan which includes free local calls, then 0300 calls are also free and if you have a mobile contract, they are also included as part of any free minutes.

### Internet payment facility

Pay your invoice online at any time using your debit or credit card. We accept Delta, JCB, Maestro, MasterCard, Solo, Switch, Visa Electron and Visa.

To make a payment online go to [Worcestershire County Council](#) and click on 'Pay'. Go to the [secure online payments site](#) link and Select Debtor Invoices. When making online payments you can add multiple invoice numbers by selecting " add to list". Your privacy and security online are our prime concern, and our payments system encrypts your personal information.

Website: [Are online payments safe](#)

## Queries

Please have your account number and Invoice reference ready.

We are open Monday to Friday 8:30am to 4:00pm

Any enquiries regarding the invoiced service contact:

Training & conference team:

- Email: [workforcesupport@worcestershire.gov.uk](mailto:workforcesupport@worcestershire.gov.uk)
- Telephone: 01905 844420
- Telephone: 01905 844030

For enquiries regarding payment please contact:

- Email: [wccaccountsreceivable@worcestershire.gov.uk](mailto:wccaccountsreceivable@worcestershire.gov.uk)  
Phone: [01905 843400](tel:01905843400)

To contact by letter: Worcestershire County Council, Wildwood, Wildwood Way, Worcester, WR5 2PT