

Definitions

“We” “Us”

Harrow Early Years, training provider for early years service.

“You” “Your”

Early Years Provider.

1 Booking, Payments and Cancellations

- 1.1 Bookings for scheduled training can be made through our [website \(www.harrow.gov.uk/earlyyears\)](http://www.harrow.gov.uk/earlyyears) by selecting ‘Check Availability and Book’ on your selected course.
- 1.2 Bespoke training booking requests:
 - 1.2.1 PVI’s (Private, Voluntary and Independent childcare providers) – email the course required to earlyyears@harrow.gov.uk (maximum 10 delegates from Harrow providers). You will then receive an online payments website link to make your payment.
 - 1.2.2 Childminders - email the course required to earlyyears@harrow.gov.uk. Once a minimum number of 8 delegate requests for the bespoke training has been received, you will then receive an online payments website link to make your payment.
- 1.3 Your booking will only be confirmed when the course has been paid for and a place is allocated. Note: Invoice options are available but are subject to a longer process and courses will not be confirmed until full payment has been received (this may result in courses being unavailable by the time payment is cleared).
- 1.4 All booking confirmations are for the specified nominated person. If the nominated person is unable to attend, please contact earlyyears@harrow.gov.uk prior to the session start date, in order to change the name of the nominated person. A confirmation email will be sent accordingly, detailing the amended details of the newly nominated person.
- 1.5 If the delegate fails to attend the training session, there will be strictly no refunds.
- 1.6 If any sessions are missed they cannot be made up the following term.
- 1.7 In order to access the training session, training booking confirmation emails MUST be presented. The training provider has the right to refuse admission to the training session if no confirmation email is provided.
- 1.8 Bookings are on a first-come, first-served basis. Should a training course be fully booked, delegates can be added to a waiting list. Where possible HEY would recommend booking training courses more than 28 days in advance of the scheduled date as sessions which are not fully booked will be opened out to early year’s providers outside of Harrow.
- 1.9 Should spaces be available You can secure 2 places per course. If further places are required please see section 3 waiting list
- 2.0 We reserve the right to cancel training sessions where necessary, or if there are less than 25% of available places booked. We will be required to refund in full those early years providers who have already paid for the cancelled course.

2 Changes

- 2.1 We reserve the right to change venues and trainers where needed.

3 Waiting List

- 3.1 Bookings are on a first-come, first-served basis. Should a training course be fully booked, You can email earlyyears@harrow.gov.uk and request to be placed on the waiting list and will be notified if a place becomes available.
- 3.2 Where enough demand is demonstrated, where possible, additional training sessions in those areas will be arranged.

4 Training Quality

- 4.1 Evaluation questionnaires are carried out at the end of each course, and are reviewed to measure the service.
- 4.2 We will moderate all training to ensure that it is of a high quality. Our aim is to enable attendees to understand ways in which to close gaps in children's learning and development, and provide good and outstanding provision.
- 4.3 We will ensure that the training providers are fully qualified and offer differentiated and inclusive learning with the aim to encompass all individuals and learning styles.

5 Other areas

- 5.1 It is Your responsibility to inform Us of any specific learning needs or disabilities that your staff member accessing the training may have.
- 5.2 All attendees should ensure that they arrive on time, thereby respecting the trainer and their peers. Any attendee, who arrives later than half an hour after the session start time, may be refused entry.
- 5.3 Attendees will respect the venue, their peers and the training providers. Attendees failing to comply with agreed rules and regulations may result in being excluded from any subsequent training provision.
- 5.4 Certificates (or certificates of attendance) will only be issued to those attendees who have attended the whole training session and whose names are on the attendance list, as evidenced by the booking confirmation emails to be presented at entry to the session.