Local Safeguarding
Children Board

Training Brochure

2018/19
Welcome to the LSCB Training brochure 2018/2019, this document has details of the range of safeguarding children training workshops available to all multi-agency professionals and volunteers working with children in the London Borough of Hammersmith and Fulham, Royal Borough of Kensington and Chelsea and Westminster City Council.

The brochure highlights the learning outcomes, suitable audience, dates and venues of the core, specialist and managerial training currently on offer.

However, more courses will continue to be added throughout the year, so please check the LSCB Training website regularly for updates.

Please note that some agencies are subject to charges for the training workshops as follows:

Full Day - £80  Half-Day - £50

All agencies are subject to late-cancellation or no show fines as follows:

Full Day £100  Half-Day - £60

More information can be found in the LSCB Training terms and conditions on page 45.
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Core Training
Training Programme 2018/19 - Core

Introduction to Safeguarding Children (level 1)

For providers who are private or fee paying the cost will be £50

This half day workshop provides an introduction to the concept of safeguarding children including an exploration of why safeguarding is important, the laws and legislation underpinning our responsibilities, what to look out for and what to do if something is concerning.

The workshop is ideal for those practitioners who are new to working with children and perhaps do not have a great deal of direct contact with children on a daily basis.

The workshop is an introduction, therefore is not suitable for those who are in more direct or senior roles unless they have no previous safeguarding experience.

Learning Outcomes

- An opportunity to address and manage personal attitudes and beliefs
- Gain a basic understanding of the legislative framework
- Gain a basic understanding of how to raise concerns appropriately within each agency
- Have an understanding of possible signs and symptoms of abuse and harm
- Know who to contact about concerns and for making referrals

Dates

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To book please click here;
Multi-Agency Safeguarding and Child Protection (level 3)

For providers who are private or fee paying the cost will be £80

This full-day workshop includes a range of scenarios designed to explore the various risks children and young people face in our communities. There is more in depth knowledge around legislation and the child protection process is explored. The thresholds of intervention (early help, child in need and child protection) are examined and the referral process is outlined.

This workshop is suitable for those practitioners who work directly with children or parents. Those who attend this workshop should have a basic understanding of safeguarding and what to look out for (as in level 1 above) but they do not have to have attended the above course with the LSCB.

This course is refreshed every 3 years and some practitioners are mandated to attend yearly. The other full-day specialist courses (below) can also meet this yearly update requirement. The half-day refresher (directly below) may also satisfy this. Please discuss with your safeguarding lead or manager if you are unsure.

**Learning Outcomes**

- Have up to date information about safeguarding children including how to make a referral and an understanding of the thresholds in Child in Need and Child Protection.

- Have knowledge of the lessons from local and national serious case reviews

- Know what is required as members of Child Protection Conferences and Core Groups

- Have explored the barriers to communicating and sharing information both within and outside your organisations and considered what you can personally do to improve the situation

**Dates**

*(all 9.30am – 4.45pm)*

**June 2018 to October 2018**

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Multi-Agency Safeguarding and Child Protection (level 3)

½ Day Refresher

For providers who are private or fee paying the cost will be £50

This half-day workshop provides an update to practitioners who have attended the above workshop within the past 3 years. New and upcoming legislative changes are explored and emerging or changing risks are highlighted in group work with scenarios.

This course is not suitable for practitioners who have not attended the full day Multi-Agency Safeguarding and Child Protection course before.

Learning Outcomes

- Have up to date information about the legal and procedural framework for safeguarding children (thresholds guide, local assessment protocol, referral process, new legislation)

- Understand the role of the LSCB and this year’s (17-18) LSCB priorities.

- Update your knowledge and understanding of Modern Slavery, CSE, and LADO enquiries and how to respond appropriately.

- Have knowledge of the lessons from local and national serious case reviews

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WRAP is a free, 90-minute workshop designed to improve awareness of the Prevent strategy - the Government initiative which offers voluntary safeguarding support to vulnerable individuals at risk of radicalisation. Our training sessions explore topics including radicalisation, vulnerability, grooming, a discussion on how to spot the signs that indicate safeguarding support could be valuable, and how safely to refer an individual for tailored support. We also discuss the range of voluntary support options we are able to provide.

**For practitioners in Hammersmith and Fulham, and Kensington and Chelsea:**

Upcoming workshops:

- Wednesday 27 June 2018, 10:00-11:30, TFS Walford-Crofton Room, Kensington Town Hall
- Wednesday 11 July 2018, 10:00-11:30, Courtyard Room, Hammersmith Town Hall
- Tuesday 17 July 2018, 10:00-11:30, Courtyard Room, Hammersmith Town Hall
- Friday 27 July 2018, 14:00-15:30, Committee Room 1, Kensington Town Hall
- Tuesday 7 August 2018, 10:00-11:30, Courtyard Room, Ground Floor, Hammersmith Town Hall
- Thursday 16 August 2018, 14:00-15:30, Committee Room 1, Kensington Town Hall
- Wednesday 29 August 2018, 10:00-11:30, Courtyard Room, Ground Floor, Hammersmith Town Hall
- Wednesday 5 September 2018, 10:00-11:30, Committee Room 1, Kensington Town Hall
- Friday 14 September 2018, 14:00-15:30, Committee Room 1, Kensington Town Hall
- Tuesday 25 September 2018, 14:00-15:30, Small Hall, Ground Floor, Hammersmith Town Hall
- Wednesday 3 October, 10:00-11:30, Courtyard Room, Ground Floor, Hammersmith Town Hall
- Tuesday 16 October 2018, 14:00-15:30, Committee Room 1, Kensington Town Hall
- Tuesday 23 October 2018, 10:00-11:30, Courtyard Room, Ground Floor, Hammersmith Town Hall

Please email prevent2@lbhf.gov.uk to book a place.
The Prevent team can also run bespoke sessions for teams, please email prevent2@lbhf.gov.uk to arrange a session.

**For practitioners in Westminster:**

Upcoming workshops:

- Monday 9 July 2018 (9.30 to 11.30am), Westminster City Council, Portland House, Bressenden Place, London SW1E 5RS, 23rd Floor, Room 23.1
- Monday 6 August 2018 (9.30 to 11am), Westminster City Council, Portland House, Bressenden Place, 23rd Floor, Room 23.1

Please email prevent@westminster.gov.uk to book a place.
The Prevent team can also run bespoke sessions for teams, please email prevent@westminster.gov.uk to arrange a session.
Managerial Training
Training Programme 2018/19 – Managerial

Meet the LADO

This 2-hour workshop, delivered by the Local Authority Designated Officer, provides an introduction to the process by which allegations against professionals are managed. Scenarios are explored with different risk areas and delegates are guided through what might happen in the process and made aware of what they should be doing. It is suitable for managers, deputy managers, governors and trustees.

This workshop touches on some areas from the Safer Recruitment workshop but it is not a replacement for that workshop.

There will be an opportunity to consult with the LADO following the workshop. Appointments can be booked by emailing laura.beard@rbkc.gov.uk.

Learning Outcomes

- Understand the legal framework for safeguarding in a professional context and the role of the LADO
- Explore how allegations against professionals are managed
- Understand how to make a referral to the LADO and what information needs to be shared and considered.

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To book please click here:

Safer Recruitment (level 6)

For providers who are private or fee paying the cost will be £80

This full-day workshop is accredited by the Lucy Faithfull foundation and is suitable for managers and HR staff, including those who are involved in recruiting. The workshop provides a comprehensive approach to recruiting which aims to reduce the risk of unsuitable people gaining access to children through employment or voluntary work.

The workshop highlights a model of sex-offender’s behaviour which is then applied to the recruitment process to show how organisations can work towards preventing offenders from working in their setting. This workshop also explores how organisations can create an ongoing culture of vigilance and support staff to ensure this is organisation-wide.

If you have not attended the accredited training with the past 5 years, this session is the most suitable. However, if you would like an update sooner than 5 years, please see the ½ day refresher on the next page.

Learning Outcomes

• Have an awareness of the need for safer recruitment
• Be aware of the means by which unsuitable people can gain access to children and vulnerable people
• Be aware of the means by which safer recruitment can be achieved
• Be aware of the processes for handling allegations against staff in order that staff have the confidence to identify those who may pose a risk to children and vulnerable people, and so that staff will know what to do if/when they have to deal with these issues.

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To book please click here:

Safer Recruitment ½ Day Refresher

For providers who are private or fee paying the cost will be £50

This workshop is for practitioners who have previously attended the full day Safer Recruitment workshop (above). Please note: evidence of attendance will be required.

This workshop is **not accredited** and updates on the previous knowledge explored in the full day workshop, including any legislative changes and recent professional misconduct cases in the news media.

**Dates**

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To book please click here:

Specialist Training
Training Programme 2018/19 – Specialist

Child Sexual Exploitation: A Trauma Focused Approach

For providers who are private or fee paying the cost will be £80

This one day workshop is delivered by Women and Girls Network and has been designed to specifically focus on working with young girls and women.

Learning Outcomes

- Defining child sexual exploitation (CSE)
- Exploring attitudes regarding CSE whilst challenging myths and stereotypes
- Increase awareness and understanding of risk and vulnerability factors
- Recognising indicators and signs of risk or involvement in CSE
- Increase awareness and understanding into grooming techniques and profiles of perpetrators
- Increase awareness and understanding of the impact of trauma from a neuroscience perspective, including the trauma cycle, trauma responses,
- Long-term impact and the risks and links to poly-victimisation.
- Increase awareness and understanding of the impact of the work on self as a practitioner, while exploring techniques to support self-care and professional resilience.

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To book please click here:

Keeping Children Safer Online

For providers who are private or fee paying the cost will be £50

This workshop, jointly delivered with 3BM, aims to help practitioners to develop the knowledge, awareness and tools to support parents/carers to keep their children safer online.

Learning Outcomes

- Review the risks, challenges and trends to children and young people.
- Consider how to support parents/ carers.
- Provide an opportunity for you to share experiences.
- Signpost you to useful resources

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Learning from Serious Case Reviews

For providers who are private or fee paying the cost will be £50

These 2-hour sessions will focus on a variety of topics from recent local and national serious case reviews and learning reviews. Some of the recommendations will be explored and delegates will be encouraged to discuss the learning that applies to their setting and some changes that they may be able to implement.

These sessions are suitable for all frontline practitioners and managers and, depending on the topic, may be more suited to some settings than others.

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Multi-Agency Safeguarding Hub

‘MASH’ Open Day

Please note that this is an information session.

Come and visit one of the MASH Open Day Sessions where you will be able to learn about what MASH stands for, what we do, how MASH can help and who is involved within it. It will provide you with an opportunity to ask questions as well as get to know MASH processes a little more.

Dates

| 6th Sept 2018 | Frampton Street | NW8 8LF | 10am – 11.30am |

To book please click here:


Please note: more dates will be announced later in the year.
Missing Children: New Protocol and Good Practice

This workshop will review the protocol and identify good practice around Missing Children to assist practitioners across all agencies to develop a robust response to children and young people who go missing. This will include identifying strategies to try and recover missing children, the importance of return home interviews, and looking at care planning to try and disrupt patterns of missing and reduce risk of harm. It is expected that all agencies working with children who are missing from home or care will implement this protocol and ensure their staff are aware of it.

Learning Outcomes

Improve awareness and understanding of missing process including:

- Push / Pull Factors
- Police response to missing children
- Strategy Discussions/ Multi-agency planning
- Return Home Interviews and the voice of the child

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<td>15th Nov 18</td>
<td>Kensington Town Hall</td>
<td>Petrie Room</td>
<td>2pm – 4pm</td>
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To book please click here:

Multi-Agency Risk Assessment Conference (MARAC) Workshop

For providers who are private or fee paying the cost will be £50

Learning Outcomes

A deeper awareness and understanding of the scope and purpose of the MARAC and how to refer to it, including your role in understanding what constitutes a high risk domestic abuse case and how the MARAC fits alongside the ongoing risk reduction work of front line agencies

How to assess risk using the Safe Lives Risk Indicator Checklist (RIC) and identifying appropriate interventions/responses to domestic abuse.

Dates

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<tr>
<td>19th Sept 2018</td>
<td>Hammersmith Town Hall</td>
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<td>9.30am – 1pm</td>
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<td>24th Jan 2019</td>
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<td>19th Mar 2019</td>
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<td>Courtyard Room</td>
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To book please click here:

Parental Substance Misuse and the Impact on Parenting

For providers who are private or fee paying the cost will be £80

This workshop, jointly delivered by Turning Point and a local authority social worker, supports practitioners to learn about the potential impact of parental substance misuse on children.

**Learning Outcomes**

- Identify the different types of drugs and their effects, both legal and illegal
- Understand why different people might use drugs
- Identify the potential impact of parental use on children across a range of ages, including young carers
- Explore the cycle of change and how this may impact on an assessment
- Identify sources of further support for parents and the professionals working with them
- Have greater clarity about the thresholds for safeguarding children
- Address your own attitudes and beliefs regarding parenting and substance misuse
- Develop an understanding of how to make an effective assessment with reference to the national assessment framework and identify good practice methods.

**Dates**

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<tr>
<td>12th Oct 2018</td>
<td>Hammersmith Town Hall</td>
<td>09.30am – 4.30pm</td>
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<tr>
<td>21st March 2019</td>
<td>Hammersmith Town Hall</td>
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Preparing for Child Protection Conferences: A Signs of Safety Approach

This short practical workshop is open to all professionals who may have to contribute to child protection case conferences, including designated safeguarding leads, teachers, head teachers, early years practitioners, early years managers and safeguarding leads, GPs, health visitors, housing officers, police, probation, social workers, early help practitioners, IDVAs and voluntary sector partners.

Learning Outcomes

- Understand how a child protection case conference is run and how professionals are expected to contribute
- Understand how to structure your report for the case conference and what key information to highlight during the conference
- Have an opportunity to practice contributing to a mock case conference and understand different agency perspectives, risk assessment, child protection planning and promoting work with the family
- Gain a basic understanding of the Signs of Safety Risk Assessment Framework and its principles and how these are applied in a child protection case conference.

Dates

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Please note, more dates will be announced later in the year.
Private Fostering workshops

It is believed that there are many more private fostering arrangements than are known to Children’s Services.

Learning Outcomes

- Understand the history of private fostering in the UK
- Understand the legislation including definition and responsibility of parents and professionals to notify Children's Services
- Explore case studies depicting the various situations that constitute private fostering
- Understand the particular needs of privately fostered children and links to CSE, missing, trafficking, immigration and FGM
- Gain awareness of the services and support offered to private foster carers and the children
- Explore reasons why parents or carers may not inform Children’s Services

There will also be time for questions and discussion.

Dates

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To book please click here:

Safeguarding Children: Domestic Abuse and Coercive Control

For providers who are private or fee paying the cost will be £80

This full day workshop delivered by Standing Together Against domestic Violence (STADV) is an important area of learning within the wider understanding of Safeguarding Children. Domestic abuse and violence affects very high numbers of children within the UK and is one of the LSCB priorities for 2018/2019.

Learning Outcomes

• Be able to define domestic abuse and coercive control;
• Recognise indicators of domestic abuse in survivors, perpetrators and children;
• Identify and explain tactics of abuse described in the power and control wheel;
• Recognise and explain the impact of domestic abuse on child development;
• Identify appropriate risk assessment tools for survivors and children; and
• Identify and utilise referral pathways for early intervention, child protection and children in need.

Dates

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To book please click here:

Safeguarding Children and Young People: Gang Awareness

For providers who are private or fee paying the cost will be £80

Learning Outcomes

• To have a definition of a ‘gang’ / group / OC / peers
• Understanding the impact and causes of gang association
• The differing roles of young men and young women
• Understanding of past, current and emerging picture of TriB Gangs
• To know how young people are identified as being gang affected
• To be aware of the TriB services available and referral routes
• Gangs in London
• TriB Gangs – formal / informal
• Offending behaviour / patterns
• Cross-borough
• County Lines
• Enforcement activities / Shield pilots
• Understanding what is available to whom
• Understand the multiple ways young women are affected by gangs and roles they can play.
• Over-view of key research
• Understanding risk indicators, services available and what practitioners can do
• Understanding barriers to disclosure and how they can be overcome

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To book please click here:

Safeguarding Children with Special Needs

For providers who are private or fee paying the cost will be £80

This workshop delivered by practitioners from the three boroughs, will explore issues around safeguarding children with special needs including disabilities and additional needs.

Learning Outcomes

- To better understand the complexities and subtleties of Safeguarding Children with Special Needs.
- To explore how to communicate differently and how to tailor communication to the specific needs of the child.
- To explore the challenges involved to avoid becoming solely parent focused and consistently hearing the voice of the child.
- To be aware of the referral pathways and services available across the 3 local authorities of Hammersmith and Fulham, Kensington and Chelsea and Westminster.

Dates

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To book please click here:

Support and pathways for children who have been raped or sexually assaulted

For providers who are private or fee paying the cost will be £50

This workshop is delivered by colleagues from the Havens, which are specialist centres in London for people who have been raped or sexually assaulted. It will include a detailed description of the Havens with explanations about the patient pathway and what happens at the Havens.

Learning Outcomes

By the end of the workshop, delegates will:

- Have detailed knowledge of the Havens including the patient pathway.
- Have detailed knowledge of what happens at the Havens, including presentation of evidence, forensic medical examination, and time frames.
- Explore parental consent and explaining to parents.
- Explore ways in which practitioners can support children, young people and adults to access the Havens or other appropriate support.
- Examine the concept that no injuries does not mean there was no assault or rape.

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To book please click here:

Working with Difficult Parents: Evasive, Organised and Serial Complainers

For providers who are private or fee paying the cost will be £80

Working with parents who are difficult or evasive can be very frustrating, anxiety inducing and feel restrictive for practitioners. This workshop, delivered by Reconstruct, highlights and explores these concerns and examines the critical dynamic between worker and service user, particularly when concerns about child protection need to be raised.

Learning Outcomes

By the end of the workshop participants will be able to:

- Provide an overview of messages from Serious Case Reviews and research.
- Understand the difference between ‘dangerous’, ‘difficult’ & ‘evasive’ behaviour.
- Know how to put the child at the heart of practice whilst dealing with parents who are difficult to work with.
- Practice a model of communication that can be used when faced with difficult situations.
- Explore patterns of behaviour that may be evasive and intentional to mislead practitioners including serial complaining and avoiding.

Dates

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To book please click here: 
Upcoming Training

Dates for the below workshops will be released on the learning centre, please check regularly by clicking here:

https://lms.rbkc.gov.uk/login/index.php

Please note; for providers who are private or fee paying the cost will be dependent on the length of the session in line with the LSCB Training Terms and Conditions.

Children and Young People’s Mental Health

These workshops will be jointly delivered with the Child and Adolescent Mental Health Service (CAMHS) and Children’s Social Care.

They will include; exploring common mental health issues for children and young people, knowing when to refer to a specialist service such as CAMHS and how to support young people who are mentally unwell or suffering as a result of their mental health.

To book, please click here: Link coming soon

Ending Harmful Cultural Practices: Introduction

These workshops will explore some of the harmful cultural practices that are happening to children and young people in the UK. These will include female genital mutilation, forced marriage, so-called honour based abuse, spirit possession and witchcraft, breast ironing, child marriage and child labour.

Delegates will learn what the practices are, which communities are most likely to practice them, what the risks and harm are and what we can do to help prevent the practices from taking place.

To book, please click here: Link coming soon

Please note there is a Harmful Practices event on July 5th 2018, see events.
Safeguarding Children and Parental Mental Health

This workshop, delivered by mental health practitioners within the three boroughs, will explore some of the issues faced by adults with mental health conditions and how this may impact on their parenting.

The workshop will include:

- Some common and serious mental health diagnoses
- Some treatments and medications and possible side effects
- Services available and thresholds for access to services
- The impact on parenting capacity
- The potential effect on children.

To book, please click here: Link coming soon

Perinatal Mental Health

This workshop will look specifically at mother’s mental health needs around the time of birth, both before and after. Practitioners will examine different mental health needs at these specific times and how they can support both parents and child. The thresholds for specialist perinatal mental health services will also be explored and other support services highlighted.

To book, please click here: Link coming soon
Safeguarding Adolescents

This workshop will explore the specific issues adolescents are facing and begin to address the difficulties services have in safeguarding adolescents.

The content will include human development, environmental influences including the internet, case studies, support services and good practice examples.

*Please note this session is different from the Safeguarding and Gang Awareness and Child Sexual Exploitation sessions.*

To book, please click here: *Link coming soon*

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Working with Perpetrators of Domestic Abuse and Coercive Control

This workshop is delivered by ‘For Baby’s Sake’ practitioners, with focus on supporting all practitioners to work more confidently with known or suspected perpetrators of domestic abuse and coercive control. The session will examine language and terminology, explore evasive perpetrator behaviour and look at a trauma focused approach. Throughout the session, the safety of the children and non-abusing partner will be held as paramount.

To book, please click here: *Link coming soon*
Violence Against Women and Girls (VAWG) Events

Improving Our Responses to Harmful Practices

Harmful Practices refers to forms of violence and abuse that have been committed primarily against women and girls for so long that they are considered, or presented by perpetrators, as part of accepted cultural practice. This includes, but is not limited to: forced or early marriage, female genital mutilation, so called ‘honour’ based violence, faith based abuse, breast ironing and acid attacks.

We are holding an event: Improving Our Response to Harmful Practices, that will follow the journey of a survivor as she navigates through support services in the three boroughs. Through the character of Sara, we aim to:

- Promote understanding of the nuances of harmful practices as a form of Violence against Women and Girls;
- Raise awareness of the impact of abuse and the barriers in accessing support;
- Provide professionals with the confidence and skills to effectively and safely support those at risk;
- Share best practice and raise awareness of services available;
- Provide each attendee with a resource pack containing useful information to improve our response to harmful practices.

The learning event will consist of workshops, interactive learning sessions, and guest speakers from local specialist services. We aim to create a safe space where we can allow for questions and concerns to be raised, to focus on improving practice and to ensure that victims and survivors get the response and support they deserve.

5th July 2018 09.30am to 1pm Small Hall. Hammersmith Town Hall.

To book: please click here
https://www.eventbrite.co.uk/e/improving-our-responses-to-harmful-practices-tickets-46610238478
The events below will be hosted by the LSCB through the year.

Please check the LSCB training website regularly for details.

- Fabricated and Induced Illness good practice launch
- CSE awareness raising event for local businesses and hotels
External Organisations and Training

Some of the external organisations listed below deliver training on some issues specific to their area of work. These pages are intended to raise awareness of external training offers and as such, the LSCB is not endorsing any of the training or organisations.

Standing Together Against Domestic Violence
http://www.standingtogether.org.uk/
Frontline staff in local services often find themselves confronting domestic violence on a daily basis but are uncertain about how to respond safely and connect survivors to the support they need.

Our research has shown that most gaps in the working practices of agencies can be easily addressed through effective training. Plus, staff who are confident identifying and enquiring about domestic violence make earlier intervention possible, reducing the risk of serious injury to the survivor and saving significant costs to services.

FORWARD (Foundation for Women's Health Research and Development)
http://forwarduk.org.uk/
FORWARD is committed to gender equality and safeguarding the rights of African girls and women.
As an organisation that has been working on FGM in the UK and Africa for 30 years, FORWARD is a leading expert in this field. Our training is designed to share this expertise, equipping educators, health professionals and other frontline staff with the knowledge, skills and confidence to respond appropriately and effectively to both affected and at risk women and girls. We also are pleased to offer Open College Network (OCN) accredited courses for professionals and frontline staff.

Iranian and Kurdish Women’s Rights Organisation (IKWRO)
http://ikwro.org.uk/ – provides training on Forced Marriage and “Honour” Based Violence for the CAADA training for IDVA’s. We also, in partnership with CAADA, train Young People’s Advocates on harmful practices including “Honour” Based Violence, Forced Marriage, Child Marriage and Female Genital Mutilation.

Women and Girls Network
http://www.wgn.org.uk/training – at WGN we are passionate about the training we deliver, and we endeavour to improve and enhance front-line staff effectiveness while influencing best practice in the field of violence against women and girls (VAWG).

We deliver a comprehensive range of training courses, most of which are free to delegates as these courses are funded and commissioned by a number of different funders.

To contact the Training team please email training@wgn.org.uk (please note that this email account is checked on Mondays, Wednesdays, and Fridays).
All workshops are currently booked on the Learning Centre Website. There is a guide below on how to do this.

This website will change in October 2018 to a new booking system.

The LSCB website (http://www.rbkc.gov.uk/lscbtraining) will be updated with the new system details so please check regularly for updates on this.

How to book an LSCB workshop on the Learning Centre

All LSCB courses are advertised and available to be booked on the Council’s website called the Learning Centre.

The LSCB training page on the Learning Centre is on the link below: http://lms.rbkc.gov.uk/course/index.php?categoryid=133

All LSCB courses are free to statutory services and voluntary sector organisations.
For private, for-profit organisations, the costs are as follows: Full day courses £80 per delegate (per day), half day courses £50 per delegate.

For those people employed by the Local Authority (i.e; with LBHF, RBKC or Westminster email addresses):

1. Click on the relevant borough (then go to step 3.)
How to create an account on the Learning Centre (for those not directly employed by the local authority eg: health, schools, voluntary sector, nurseries).

Please note that you need to have an account before accessing the Learning Centre. (If you already have a Learning Centre account insert in your username and password then go straight to 3)

1. To create an account on the Learning centre, please click on ‘create new account’

1b. User Details

Please note it is essential to provide an email address that is current and accessible.

Email is the primary method of communication regarding training.

Your current manager’s email & phone number are also required.
Please note there is a large list of different sectors to choose from.

Please help us with our data collection and select an accurate sector.

Please only choose other if there really is no other option.

2b. When you have filled in your details, click on the 'create my new account' button

- Please ensure that you include the name of the organisation you work for.
- We advise you to use your email address as a username so that you do not forget it.
- Once you have pressed 'create my new account', you should automatically get an email with a link to confirm your account.
- **You must verify your account by clicking on the link in the email. This is essential for your account to be valid.**
- If you do not receive this email either look in your SPAM folder or check that the email address in your Learning Centre account is accurate.
Please email lscb@rbkc.gov.uk if you require any information to be updated or changed.

The LSCB will not be responsible for miscommunication as a result of details not being updated.
2. To access the Learning Centre, click on ‘all courses’ in menu bar then LSCB (Local Safeguarding Children Board) in the dropdown menu

3. Please click on either Core, Specialist or Managerial blue boxes below for access to all LSCB face to face training

4. Click on the course of your choice.
5. After choosing the course of your choice click ‘Access course’ (Please note on some courses this step is not required, if not go straight to 7)

6. Go to ‘view dates and book’ link or button (some courses may just have the red ‘book now’ button)

7. Please book the date of your choice by clicking on ‘book now’
8. Click the blue button - ‘book now’ again to finalise your booking

9. You should now see the screen below which indicates that your booking is complete.
   - You will receive an automatic email confirmation to the email you originally registered with
   - Click on the ‘ical’ link to add the date to your electronic calendar
   - Please note: your line manager will also receive an email to confirm that you have booked onto the course
Cancelling a place

1. Please follow steps 1-7 above then press ‘cancel booking’.

2. Insert the reason for cancelling

3. Click on the ‘yes’ button
You have successfully cancelled your place on the course

Please be aware that the LSCB requests delegates give 5 working days’ notice before cancelling a place on any LSCB training. If you choose to cancel outside of this period, please make sure your manager provides a replacement or they will risk an administrative charge.

The charge incurred will be **£100 for a full day** course and **£60 for half day**.

Your manager will be emailed and invoiced with any administrative charges incurred.

If you have any queries or questions about booking or cancelling a course, please contact the LSCB training team on 0208 753 5317 or email lsbc@rbkc.gov.uk
Cost of Training:

The training will continue to remain free of charge for all statutory agencies, voluntary organisations and registered childminders. As the training remains free of charge, there is no provision for lunch during the courses. However, all venues have facilities close by to purchase lunch.

For all private enterprises and profit making organisations there will be a fee for the training. e.g. private GPs, nurseries, education facilities and hospitals. The fee will be £80 for a full day training and £50 for a half day.

Your organisation will be invoiced following attendance at the training session. Late cancellation (within less than 5 working days) will normally incur an administrative charge of £100 for a full day or £60 for a half day or less, which will be invoiced to your organisation.

Your Account on the Learning Centre:

The primary method of communication regarding LSCB training will be by email.

Therefore, it is essential that each individual user ensures that all details on the Learning Centre are kept up to date. This includes name, email address, telephone number, manager’s name and email address and role/organisation.

Please email lscb@rbkc.gov.uk if you require any information to be changed or updated.

The LSCB will not be responsible for miscommunication as a result of a user’s information not being up to date.

Lateness Policy & Leaving a course early:

All candidates are requested to arrive 15 minutes prior to the course commencing as the training will begin promptly at the time stated.

One Day courses:

In order to minimise disruption to the training, The LSCB Learning and Development Sub Group have agreed that candidates that are more than 30 minutes late to a 1-day course without making contact with the venue or training team will not be allowed admittance and will be charged the full fee (£100) for non-attendance.

Half Day and shorter workshops:

In order to minimise disruption to the training, the LSCB Learning and Development Subgroup have agreed that candidates who are more than 15 minutes late for a ½ day course or shorter workshop without making contact with the venue or training team will not be allowed admittance and will be charged the full fee (£60) for non-attendance.
Leaving a workshop early:

The LSCB Learning and Development Sub Group have agreed that candidates may not leave the workshop early (unless there are exceptional reasons given). Should a candidate need to leave the course before the end of the session, they should e-mail; lscb@rbkc.gov.uk prior to the course. We will require your line management’s agreement for you to leave early. However, leaving early may also incur non-attendance charges, and you may not be eligible to receive a certificate.

Wherever possible, please email; lscb@rbkc.gov.uk to notify us or re-book an alternative session.

If during the course or session, you need to leave early, you must gain permission from the course leaders. Please be aware that this may still lead to you / your team incurring non-attendance charges, and you may not be eligible to receive a certificate.

Cancellations:

To cancel your place on a course, you must follow one of the processes outlined below. Removing the calendar invite from your diary without completing one of the steps below does not constitute a valid cancellation and will result in a charge being applied.

Cancellations with five or more working days’ notice:

Cancellations can be completed online by logging in to the Learning Centre and cancelling your place on the course. Navigate to the course title you wish to cancel, select the date you wish to cancel, and press the ‘cancel’ button on the right hand side of the course listing. You will receive a cancellation email, as will your line manager. Remember to delete the ‘ical’ invite in your electronic calendar.

Cancellations with less than 5 working days’ notice:

Should there be any unforeseen circumstances that require you to cancel your training with less than 5 working days’ notice, you must email; lscb@rbkc.gov.uk or telephone 0208 753 5317 as soon as possible, stating the reason you are unable to attend.

Individual circumstances will be taken into account when making a decision about applying cancellation fees. However, if no contact is made through the above methods then the organisation will be subject to the full cancellation fee for that session.

It is essential that contact is made with the LSCB training team before the session as the LSCB would always like to ensure that training places are maximised and the LSCB may be able to offer the place to other candidates.

Late cancellation (within less than 5 working days) will normally incur an administrative charge of £100 for a full day or £60 for a half day or less, which will be invoiced to your organisation.
The LSCB Learning and Development Subgroup state that cancellations can only be made for reasons relating to service users or illness. Line managers agree to staff attending the course and must therefore make appropriate arrangements for staffing cover in light of this.

A final decision will be made by the LSCB manager in relation to whether charges will be applied.

Any cancellation charges remaining unpaid by any organisation later than one month following the issuing of the invoice may mean that no further applications from that organisation will be accepted until payment is received.

**Staff / Applicant Substitutions:** at whatever point they are made – will not be subject to a cancellation charge if another colleague attends the training on the date originally booked.

If you need to provide a substitute to attend in your place, you must first email e-mail lscb@rbkc.gov.uk or telephone 0208 753 5317 for approval by the LSCB Multi-Agency Training Team.

If you have any questions concerning these terms and conditions, please either call 077393 15875 or email laura.beard@rbkc.gov.uk.
10. **LSCB Training Contacts**

The LSCB Training website: [www.rbkc.gov.uk/lscbtraining](http://www.rbkc.gov.uk/lscbtraining)

The Learning Centre website for bookings: [https://lms.rbkc.gov.uk/login/index.php](https://lms.rbkc.gov.uk/login/index.php)

Email the LSCB Training team: lscb@rbkc.gov.uk

Telephone the LSCB Training Team: 0208 753 5317

Laura Beard, LSCB Multi-Agency Training Officer

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Darren Williams, LSCB Training Business Support Officer

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Emma Biskupski, LSCB Business Manager

[Emma.biskupski@rbkc.gov.uk](mailto:Emma.biskupski@rbkc.gov.uk)