

# Booking information - how do I apply?



## Where to start

Browse the learning and development programme found on the [Early Years Training webpage](#). If you are interested in attending a session you should first discuss this with your line manager. Your line manager should then apply for a course place on your behalf. Line managers can request a place on a session for their staff by phone or by email.

## Have you or the staff member attended a session provided by the Early Years Service before?

**YES** ▶

Email or call the Workforce Development Team to request a place

**NO** ▶

You will need to complete a **New Staff Registration Form**. Please contact the Workforce Development Team to obtain a copy.

## Frequently asked questions

### How will I know I have been offered a place?

The Workforce Development Team will update you regarding the booking through a return email or on the phone when you are requesting the booking. You will also receive a course confirmation letter or email two weeks prior to the session start date.

### What do I do if I have not received a confirmation email or letter?

If you do not receive a confirmation email or letter, it may mean you do not have a place on the session. Please contact the Workforce Development Team at least two days prior to the session start date to confirm if you have a place.

### What happens if I'm turned away from a course for arriving late?

Anyone arriving to a session more than 15 minutes after the start time will not be allowed to attend the training. Late arrivals cause great disruption to other course participants and the planned schedule. In such cases, the employer will still be expected to pay the attendance fee for the course booked. With regards to 'free to attend' sessions the employer will be charged a non-attendance fee.

### What happens if I turn up to a session without booking?

It is your responsibility to ensure that you definitely have a place before you arrive at one of our training venues. Our training rooms hold a specific number of people and if they are overfilled we are in breach of Health and Safety Regulations. Therefore, people turning up on the day without prior booking will be turned away.

Workforce Development | Integrated Early Years Service | Children's Services Directorate

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