

## **SSP CHARGING POLICY**

All SSP multi-agency face to face training is currently free of charge to the following agencies who contribute financially to SSP;

- Shropshire Council
- Local Authority maintained Primary and Secondary schools
- Clinical Commissioning Group including Shropshire Community Health Trust, Shrewsbury & Telford Hospital Trust, Robert Jones & Agnes Hunt Hospital Trust, MPFT
- West Mercia Police
- Shropshire Fire & Rescue
- National Probation Service & Community Rehabilitation Company
- CAFCASS
- Shrewsbury Sixth Form College
- Shrewsbury Colleges Group
- Derwen College
- North Shropshire College
- Youth Offending Service.

There is no charge for charities and/or Voluntary & Community Sector (VCS) organisations whose annual income is less than £100K, or for organisations that provide infrastructure support to the VCS. These charities must quote their registration number on the registration form otherwise their places will be charged for.

Charities who have an annual income of more than £100k and any independent business or other agency which does not contribute financially to SSP (see list above), including but not exhausted commissioned services to Shropshire Council, Academy Schools, other local Health Service, other Government agencies will be charged for any courses attended. The relevant fee is quoted on the course information page. Invoices will be raised to collect any money due after the event.

All e-learning training offered through Virtual College through SSP is currently free of charge to any agency working with children, young people or their families in Shropshire. These e-learning modules must be completed within 12 weeks of registration otherwise the licence will be revoked.

## **SSP CANCELLATION POLICY**

**The cancellation policy applies to ALL agencies for ALL training sessions**

- 1) Face to face courses; the full course fee, as shown on the SSP Training Schedule will be charged to all agencies if a place is cancelled less than one calendar week before the training start date or for non-attendance on the day. This is for all training modules including any which are offered free of charge. It is therefore in the agency's interest to send an alternative staff member/volunteer who is keen to attend the training and meets the entry requirements if the original delegate can no longer attend.

- 2) The current cancellation charges are £35 for a half day training module; £70 for a full day module; £140 for STORM; £150 for Train the Trainers.
- 3) Any cancellation of a delegate place, must be made by the delegate themselves, where possible, by logging into their own Learner Record from the SSP website and cancelling their place on the relevant training session. If a place is being cancelled by a Manager or colleague, of the delegate prefers, then they must email or ring the SSP Training team at [sscbtraining@shropshire.gov.uk](mailto:sscbtraining@shropshire.gov.uk) or 01743 254370 with full details of the delegate name and the course they wish to be cancelled from.
- 4) The cancellation fee will not apply if the organisation sends an alternative staff member/volunteer who is keen to attend the training and meets the entry requirements. The new delegate must be registered onto the SSP online booking system via the SSP website and booked onto the relevant course or if they turn up on the day in place of someone they must provide their full details, including email address on the reverse of the delegate list for the training.
- 5) To gain a certificate a delegate must attend all of the session. If a delegate arrives up to ½ hour late or needs to leave ½ hour early, certification is at the discretion of the trainer(s) for that session. Arrival or departure outside of this timescale is not permitted and the delegate will need to re-book to attend the course to obtain certification.
- 6) If a course is cancelled by the SSP Inter-agency Safeguarding Training Team any course fees due will be cancelled for that session.
- 7) In the event of bad weather, the SSP Inter-agency Safeguarding Training Team will endeavour to contact delegates or leave a message with the venue when possible if the trainers are unable to attend and the training has to be cancelled.
- 8) Any learner who registers for an SSP/Virtual College e-learning module and does not complete the module within 12 weeks of applying for the training will have the licence revoked for this training module.

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