Terms and Conditions – Training Programme

When you book a place on any course or meeting provided by this Training Programme, you are agreeing to these Terms and Conditions of Booking.

1. Eligibility
The following providers are eligible to book onto training:

- Ofsted registered early years and childcare settings in Merton
- Merton schools (EYFS staff only)
- Merton children’s centre staff
- Proposed new providers with an EY number pending registration in Merton

Each course gives a description of the course and who the target audience is. Please read this carefully before booking.

2. Charging Policy

2.1 Merton Providers which are eligible for free training are:

Merton providers who have paid for:
- Early Years Quality Improvement Membership (attendance at Meetings only)
- Training bundle(s) (including the new Practice in Action Workshop bundle).

Please note: if you book a place but do not turn up or do not cancel the place prior to the course closure date, this booking will be counted as taken from your purchased package. (please see section 4 for charging policy)

2.2 Merton Providers which will be charged for training:

- Ofsted registered early years and childcare and school settings who have not purchased Quality Improvement Membership or a Training Bundle (see above)
- Ofsted registered early years and childcare settings who have used up the training purchased via bundle(s) at the time of attendance
- A proposed new childcare provider with an EY number pending registration
- Home childcarers (nannies)

Please see section 4 for details of applicable charges for these providers

3. Application process

3.1 Booking Process

Bookings are processed on a first-come first-served basis in most cases. On rare occasions restrictions may apply to the total number of delegates from one group setting to ensure equal access.

- All applications must be made online via www.mertoncpd.co.uk
• You will receive an email confirming that your application has been sent.
• When your application is processed, you will receive an email either confirming that your booking has been either accepted or rejected
• If you apply for a course that is already full, you will be added to the waiting list. If a place becomes available, you will be contacted to see if you would like the place.
• All courses close to new applicants 7 days prior to the date of the course

3.2 Reasons why booking is rejected

There are a number of reasons why your application may not be successful:
• There are no places available on the course
• You have outstanding payments
• It’s a restricted course and you have applied for more places that are available per provider.
• You are not eligible to attend
• Your CPD leader has rejected your application

3.3 Substituting people booked onto a course

It is your responsibility to ensure those booked on the course can attend wherever possible. This can be done by cancelling one delegate and replacing with another via www.mertoncpd.co.uk. This can only be done before the course closure date which is 7 calendar days prior to the course date.

You will not be able to make any alterations after the course closure date. However, you can send an alternative delegate to the course in their place; please ensure that they sign in on the register as themselves.

4. Course fees

• £0 (free) for those listed in section 2.1 unless you are booking a course not available to you via your purchased package(s) or which exceeds the total courses purchased, in which case the course fees apply.
• For all other bookings the course fees apply.
• The fees are
  o £40 per half day course or meeting (up to 4hrs)
  o £52 per full day course (over 4hrs)

5 Payments

All booked course places will be invoiced, unless you have purchased a package with places available from which the booking will be deducted. Invoices will go to providers at the end of each term for any course places requiring payment.

Payment of invoices should be made in full immediately on receipt via the Merton website at https://www.merton.gov.uk/pay-a-bill Merton Council reserves the right to withdraw access to services where payment of an invoice is not made promptly.

Please note that there are no attendance allowances for courses in this training programme.
5.1 Processing of training via Quality Improvement Membership or Training Bundles

If you have purchased Quality Improvement Membership, meetings booked will be free of charge. If you have purchased a training bundle, training sessions will be deducted from your bundle. Should you book any training that is over your entitlement, you will be charged as in section 4, above.

6. Cancellation and non-attendance procedures

- If you do not attend a course and have not cancelled prior to the course closure date (7 calendar days prior to the course date), or have sent another delegate in your place, you will be still required to pay. If you have a membership package or training bundle(s), the course will be deducted from this.

- Cancellations must be submitted prior to the course closure date. If you are unable to cancel before the closure date, you may substitute with another delegate who must sign the register in their own name on the day.

- Cancellations must be made by you online via your account at www.mertoncpd.co.uk. Full instructions on how to make a cancellation are provided in the Merton CPD user guide. For a copy of the user guide, please email providers@merton.gov.uk.

- You will receive an email confirming the cancellation once it is processed. Please do not delete this email as it is your proof of cancellation.

- Cancellations cannot be made via email or phone

Exceptional circumstances

If you have been unable to send a delegate in your place and your non-attendance relates to a serious illness or incident, please email details of the circumstances along with any supporting document(s) e.g. copy of doctor’s certificate to providers@merton.gov.uk.

Please be aware that London Borough of Merton cannot respond to short-term issues you may have which cause you not to attend a course and not follow the cancellation and non-attendance procedures.

7. Restrictions on accessing training

- Merton Council reserves the right to withdraw access to services where payment of an invoice is not made promptly.

- Some courses may have restrictions on number of places booked per provider.

- Delegates who are either not on the course register or not acting as a substitute for another delegate will be unable to attend a training session.

8. Cancellation of courses by the organiser

8.1 No available trainer

If a course needs to be cancelled due to the sickness of or unforeseen circumstances affecting the trainer we will aim to give at least 5 working days notice via email to everyone who has submitted an application for a place on that course. Invoices that have been raised will be cancelled and membership packages / bundles credited.
8.2 Less than the minimum numbers booked to attend
If a course has less than the minimum required delegates booked at the closing date of the course (7 calendar days before the start date), we will cancel the course. Any booked delegates will be informed via email shortly after the course closure date.

9. General information
Please do not attend a course unless you have received confirmation of your place or are replacing a named delegate who has a confirmed place: you will not be admitted. Confirmations and rejections of applications for places are sent by email. It is your responsibility to ensure the email address associated with your mertoncpd.co.uk account is correct, to check your email and ensure your staff are provided with full details of their course bookings.

If the course lasts all day, please bring a packed lunch with you

Contact details

Email: providers@merton.gov.uk