

Agreed expectations and conduct:

- Please arrive 5 minutes before the start of the course and stay for the duration of the course (for the reasons stated below) *.
- Mobile phones are required to be turned to silent or off.
- Be prepared regarding items such as pens, paper or any other equipment required for the session.
- We expect attendees to be polite, courteous, respectful, and honest at all times. and any disruptive or inappropriate conduct may result in being asked to leave. If you notice any inappropriate conduct from your fellow students, please make this known to the trainer.
- Attendees will actively participate, contribute to, and demonstrate interest in the course content.
- Any formal complaints in relation to the trainer delivering any training courses or the training programme can be made to the Strategic Childcare & Early Years Manager Debbie Maule: dmaule@valeofglamorgan.gov.uk (Complaints should be factual, precise, and constructive in nature) within 10 days of occurrence.
- For on-line training, it should be ensured that IT equipment is compatible with the online platform several days before they commence any virtual training to limit technical issues on the day of delivery.
- Cameras should be kept on during online delivery of training to show active engagement.
- It should be ensured that any pre-course material provided has been read prior to the start of the course.

*It is not acceptable to request permission from the course facilitator to leave early on the day of training.

The times stated on your confirmation letter are the minimum participation times required by the awarding bodies to award certificates and on that basis, trainers have the authority to refuse entry to delegates arriving more than 10 minutes late.

For the same reasons trainers have the authority to refuse certification for delegates leaving more than 15 minutes before the scheduled end time.

Unless stated, food and refreshments will not be provided at training courses therefore delegates are advised to bring these along.