



## Enfield Professional Learning – Terms & Conditions 2021

*Terms:*

*PL refers to professional learning*

*A 'session' refers to a single date*

*A 'program' or 'course' refers to 2 or more sessions. Each program will indicate whether it can only be purchased as a whole program or whether individual sessions are available for purchasing*

*A 'provider' refers to the person or organisation delivering the professional learning, sometimes referred to as 'trainer' or 'presenter'*

*A 'PL Booker' (Professional Learning Booker) refers to the identified person within a school who has the authority to confirm bookings. This is usually the SBM (School Business Manager).*

*The 'Hub' is Enfield's central website for schools; Professional Learning is now a branch of the hub which connects the payment process for schools.*

### **Online and In-person**

The majority of PL for the academic year 2021-2022 will be online, usually via Zoom or MS teams. There are some exceptions for example the First Aid course which will be held in person. Each course page indicates whether it is online or in person and which platform will be used or venue to attend. Links will be sent out to anyone registered to attend, 24 hours before the session by automatic notification from our site. In some instances, providers will be using their own platform, for example the ECP Safeguarding courses. In these instances, we will not share any email addresses with providers without your permission and you will receive separate information ahead of the course with details of how to access the platform being used.

The 2022-2023 academic year will, in accordance to Government guidance and feedback from schools, see a return to in-person PL but within a blended offer. We have all seen the benefit of meeting and collaborating online. This is particularly beneficial as we look to strengthen our community both within Enfield but also nationally and internationally.

## **Booking for participants booked by Enfield schools**

Each school in Enfield has a designated PL booker, in cases of larger schools, there may be more than one. It is the PL booker who approves or rejects all requests to book. The PL booker will be sent a request by a colleague in the instance of wanting to book onto a session or a program. The PL booker using their online hub account will be able to view sessions/programs that have been authorised and those that are pending. The PL booker can choose to decline or accept the request. The acceptance will automatically sign the person who made the request onto the register for that session/program. If the school is set up to receive invoices from Enfield Traded Services, this booking will automatically be added to the account for that school and the invoice will be sent out in accordance to the frequency agreed by Traded Services and the school.

Individuals are able to book themselves onto sessions/courses and pay by credit card. They need to be registered on the Hub in order to do this.

Requested bookings will be held in the PL Booker's account for 72 hours as a reservation. If the booking has not been confirmed by the PL Booker after 72 hours, the place(s) will be released back for other people to book.

If a school wishes to add, change or check who the PL booker is, please email: [professional.learning@enfield.gov.uk](mailto:professional.learning@enfield.gov.uk)

Schools should book in advance for courses. If there is not enough demand for a course it may be cancelled, as costs cannot be covered.

## **Booking for participants not booked by Enfield schools**

Anyone wishing to book onto a course on Enfield Professional Learning site, needs to register for a free account. Once registered, payment is able to be made by credit card.

Registration will be immediate, and the confirmed course will be shown under 'Confirmed courses' in the 'Manage courses' tab.

## **Promo codes**

If you have been emailed a promo code, this is entered from the course page either when selecting 'Book' for a school or 'Pay now' for a participant not from an Enfield school. The registered course will show as before under 'Confirmed courses' in the 'Manage courses' tab.

## **Cancellation and refunds**

We have stated for providers a 28-day cancellation policy. Anyone registered will be issued a full refund if the provider cancels.

### Cancellations for participants booked by Enfield schools:

If a registered participant cancels at any point up until 2 weeks before the session, a full refund will be issued if payment has been processed, or the invoice cancelled if it is pending. It is the school PL Booker that processes the cancellation through 'Confirmed Courses' under the 'Manage Courses' tab. Any cancellations within the 2 weeks prior to the course will not be refunded, however the name of the participant can be changed, enabling another staff member to attend the course. The new participant would need to be on the staff list of the school.

### Cancellations for participants **not** booked by Enfield schools:

For participants that have paid by credit card, we operate a credit system where 1 credit is given for each £1 of the cost of the cancelled course. Credits can be redeemed against any future course. If the full amount of credits are not required for a future course, any remaining credits will stay on the account of the participants to be redeemed at a future date. For any questions regarding this process, please contact [professional.learning@enfield.gov.uk](mailto:professional.learning@enfield.gov.uk)

### **Non-attendance**

If there is no cancellation but there is non-attendance, the fees will still be due, so there will be no credits issued in the instance of a credit card payment, and schools will still be invoiced where this is their payment process.

### **Evaluation and Certificates**

24 hours after the completion of the course, participants will receive an email with a link to complete a short multiple-choice evaluation. Enfield Professional Learning have a rigorous quality assurance process, and feedback from participants is an essential part of this. We use feedback and evaluations from multiple sources to determine the commissioning of future PL and any adjustments that may need to be made. When the evaluation is submitted, this automates a certificate of attendance with the name of the participant, title, date and provider of the course attended. Certificates are only issued on completion of the short evaluation.

### **Costs – Internal Providers**

Where the provider is from Enfield local authority or an Enfield school, we have fixed the following costs or charges to schools for attending the professional learning:

1 hour	£30
1 ½ hours	£40

2 hours	£60
2 ½ hours	£80
3 hours / ½ day	£100
3 ½ hours	£120
4 hours	£140
6 hours / 1 day	£220

### **Costs - External Providers**

We have commissioned a large number of providers for this year's PL offer. Each provider has their own cost. We have calculated individually the minimum amount we are required to charge schools in order to cover our costs. Enfield Professional Learning is a traded service and part of the local authority. We are not a profit-making entity. Should the situation arise where we make additional funds after covering our costs, funds will be used to lower the cost of future PL to schools.

### **Payments**

We have the ability to take instant credit card payments for both schools within Enfield, external schools, or individuals both internal and external to Enfield.

For Enfield schools: as part of Enfield's 'Hub' invoices will now be created automatically according to the frequency set by Traded Services and the school.

### **Accounts & Records**

With PL now integrated with the 'Hub', the PL Booker will be able to view all PL that has been booked, with associated costs. Individual invoices will also be able to be viewed.

### **Contact**

For any questions relating to the Hub e.g. how to register for Hub round ups, how to purchase packages; please contact: [sts@enfield.gov.uk](mailto:sts@enfield.gov.uk)

For any questions relating to PL; please contact [professional.learning@enfield.gov.uk](mailto:professional.learning@enfield.gov.uk)