

## EY Training website FAQ

The EY Training mailbox will only be managed between the hours of 08:00am - 09:30am & 16:00pm - 17:00pm Monday to Friday.  
The response time can be up to 48 hours

### How do I access the training website to book courses?

If an account is already registered, login via <https://traded.enfield.gov.uk/earlyyears>. You may be required to reset the password.

If an account is not yet registered, please email [EYtraining@enfield.gov.uk](mailto:EYtraining@enfield.gov.uk) and registration guidance will be sent.

**Please note** only 1 new account can be registered per setting.

### Course Bookings

Once a course is booked and payment is made, you will receive a confirmation email from [automailer@e-paycapita.com](mailto:automailer@e-paycapita.com)

### What happens if the payment is unsuccessful?

If you do not receive a confirmation email within an hour, please login to the training website and rebook. When a payment is successful, the course will appear in 'Upcoming Courses'.

### Credits and refunds

Credits can be issued on the training account providing that a course is cancelled 48 hours before the course date. Refunds for missed courses **will not be issued**.

### What do I do if I have not received my joining instructions 48 hours before a course date? – Online sessions only

**Joining instructions will be emailed to all attendees at least 48 hours before the course date.**

If this is not received 48 hours before, please email [eytraining@enfield.gov.uk](mailto:eytraining@enfield.gov.uk)

**We also recommend checking the junk mailbox close to training dates.**

### Venues

Please ensure that you check venue information when making your booking.

Information on training venues i.e. parking, map etc can also be found here [Training and development | Informed Families](#)

### Advanced Child Protection and Paediatric First Aid – Online sessions only

Advanced Child Protection and Paediatric First Aid courses are delivered by external companies.

Attendees' information will be forwarded to the external trainers up to 5 days before the course date.

### Paediatric First Aid

Tigerlily will email attendees/provider directly with login information to complete the online portion of the course. **Please check inbox, junk and spam mail 48 hours before the course date.**

**\*Please note: Day 2 Practical Training Day** At the end of day 2, attendees will be required to complete an online assessment. Please ensure that you have a smart device with you on the day to be able to scan the QR code and complete the assessment.

### Basic & Advanced Child Protection

Advanced Child Protection is now listed as *Role of the Designated Safeguarding Lead*

Basic Child Protection is now listed as *Level 2 Child Protection*

Course registration information will be sent out by EY training.

**Please check inbox, junk and spam mail 48 hours before the course date.**

### **Course cancellations - What happens if I do not cancel a course 48 hours before a course date?**

Cancellations made less than 48 hours before the course date will result in a loss of the fee paid and a credit will not be applied to the account.

### **Can I be transferred onto another date?**

To be transferred onto a different date, the original place should be cancelled and rebooked. As with **course cancellations**, if this change is made less than 48 hours before the course date, the fee paid will be lost and a credit will **not** be applied to the account.

### **A staff member is booked on an online course, who will receive the joining instructions for online training?**

The joining instructions will be sent to the email address that is registered on the training account. In some cases, this may go to the setting/provider email but in some cases, this will be sent directly to the attendee **if** their email address is registered on the account.

Please check your emails 48 hours before the course date (including junk mail). If you have not received the joining instructions, you **MUST** email [eytraining@enfield.gov.uk](mailto:eytraining@enfield.gov.uk) no later than 48 hours prior to the course starting and the information will be resent.

### **Course booking deadline**

All courses have a cut off booking time of **48 hours** before the start of the course.

### **Online courses – no prior booking**

Once EY training receives the register of attendees from the trainer, if a setting is identified as having more team members attend an online course, a payment request will be sent for the number of additional attendees.

If payment confirmation is not received by the deadline date provided in the email, the training account will be suspended. Any upcoming training that is booked will not be accessible until the payment confirmation receipt has been received by EY training. Any missed courses as a result of this will not be refunded.

### **Face to Face training**

Once a face-to-face course has been booked, please ensure that this is diarised as course reminders **will not** be sent out.

### **Evaluation Forms - Course certificate**

In order to access a course certificate, attendees must complete the Evaluation form.

You can do this by logging into your training account, Early Years Dashboard, "Completed Courses", Select the attendee and complete the evaluation form. Once the evaluation form has been submitted, you will be able to download the certificate.

### **Training Log**

A 'Training Log' has been added to the Early Years Dashboard. Here you can view all of the courses that each staff member has completed.

### **Change attendees name after a course**

If another member of staff who is registered on the account attends a training session, the name can be changed following the course.

### **Other information**

EY training is available to settings outside of the London Borough of Enfield. This may increase the number of providers wishing to book onto training. We would therefore recommend that

providers/managers view the training programme and book onto training as soon as it becomes available. Additional courses may be added to the training programme

**What if I am not a Enfield provider and would like to access training?**

Please email [eytraining@enfield.gov](mailto:eytraining@enfield.gov) and provide the information below. A registration email will be sent.

- Name of setting if applicable
- Type of setting i.e. nursery/preschool/childminder
- Ofsted URN
- Name of person registering the account

**Please note;** To avoid any delays, please email [eytraining@enfield.gov.uk](mailto:eytraining@enfield.gov.uk) as per the information detailed in this document.

For further information on training and Inset sessions, please go to [Training and development | Informed Families \(enfield.gov.uk\)](#)