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 Early Years | Enfield Council. You may be required to reset the password.
If an account is not yet registered, please email 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

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 **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

Attending a training course: Please ensure you arrive / log on ten minutes prior to the start time of the course. Late arrivals may not be allowed to attend the course. Refund or credit will not be issued in this circumstance.

Delegates are expected to fully participate in the training they attend and comply with the rules of the course. Should the trainer deem that this is not the case, you may not be able to complete the course, and a refund or credit will not be issued.

Training Courses Delivered by External Companies – Online or Face to Face

Attendees' information will be forwarded to the external trainers up to 5 days prior 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.** Delegates must complete Day 1 (online) at least 48 hours before attending Day 2. Failure to do so may result in you not being able to attend Day 2. Refund or credit will not be issued in this scenario.

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*__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 Safeguarding (Child Protection) *Level 2.*
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 a 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 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. Please note, we are unable to make any changes within this time.

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.

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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.

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

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