

FAQ EY Training website

**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 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 **cannot be issued**.

I have selected a course but when I go to the basket, it states that my basket is empty

Please email eytraining@enfield.gov.uk who will support you to resolve this.

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

The majority of 2023-2024 training courses will be face to face.

Please ensure that you check venue information when making your booking. Please also refer to 'Training Venues' document.

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will be forwarded to the external trainers up to 5 days before the course date and therefore the course will be unpublished on the training website. It will not appear in "Upcoming Courses" until it is published again. To make changes to the booking, please email eytraining@enfield.gov.uk

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?

In order to be transferred to a different date, the original place should be cancelled and rebooked. As with course cancellation, 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.

I would like to book onto a course, but I cannot find it on the training website

All courses will be unpublished 48 hours before the course date. This is to allow for the registers to be prepared and emailed to the course trainer.

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

The joining instructions will be emailed to the setting and the staff member who is booked on the course, **Only** if their email address is stated on the training website. 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 will be unpublished **48 hours** before the start of the course. Once unpublished, please **DO NOT** email EY training to request a place. 48 hours before the course date, the register would have already been emailed to the course trainer.

Online courses

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

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

How do I know what training I / my staff have completed

On the Early Years Dashboard, there is now a tab for 'Training Logs'. Select a staff member and all training that have been attended will appear.

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

Please email 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 as per the information detailed in this document.

For further information on training and Inset sessions, please go to <https://new.enfield.gov.uk/if/training-and-development/>