

Thank you for booking your place on this course. Please read these notes prior to attending. Get in touch if any clauses make accessing the course difficult or cause you concern,

- **Technology:** Please join using a laptop, PC, or tablet, if possible, as this will improve visibility of slides and participants. Avoid joining with two devices, as this causes audio feedback. You are welcome to join as a small group if that is easier. If you would like a Zoom practice session beforehand, please get in touch.
- **Camera:** We ask that webcams remain on to help create an interactive learning environment. If personal circumstances prevent this, please let us know. **Please note** - If you find a particular module triggers **difficult feelings** or causes distress, please do feel you can turn your webcam off for a while.
- **Microphones:** Please keep your microphone muted unless speaking, especially in larger groups.
- **Timekeeping:** Please join the waiting room five minutes before the start time. If you are more than 15 minutes late, we cannot admit you and you will need to rebook. While we aim to keep to schedule, occasional overruns may occur.
- **Breaks:** 2.5-hour sessions include a 10-minute break. Full-day sessions include morning, afternoon, and lunch breaks. Timings may vary with group agreement. Please return promptly.
- **Children:** Safeguarding training may include sensitive content. Ensure children cannot see or hear the session.
- **Questions:** We welcome questions. However, detailed or case-specific queries may need to be addressed after the session to help us keep to time. Please don't be offended if the trainer suggests answering your question later.
- **Behaviour:** Please consider your own behaviour and the impact it may have on others. Please contribute to a positive learning environment. We may withdraw access from anyone being disruptive, or using abusive, or offensive language.
- **Chat facility:** If the course is facilitated by a single trainer, the chat will not be monitored continuously. For anything requiring immediate attention, please speak via microphone.
- **Certificates:** Your certificate will be emailed after the event. There is no test or questions to pass to receive a certificate – they are certificates of attendance; therefore, you will need to be present for the entire session to receive a certificate unless you have made a specific arrangement in advance. If your webcam is off throughout or you do not respond when contacted, we will assume you have left, and we cannot issue a certificate.
- **Follow up:** You will receive your certificate and a PDF copy of the slides and links to resources by email after the course. Please reply to this email to request any resources or posters etc or to ask any further questions.

Thank you!