



Training and Charging Policy

April 2026



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Overview

Our multi-agency courses are **free of charge** to practitioners working with adults in Gateshead.

However, to maximise the availability and cost-effectiveness of our training programme, a late cancellation/non-attendance charge will be applied if:

- You* do not attend a course you have booked a place on.
- You do not notify us of your intention to cancel at least 3 working days before the event begins.

****If you are no longer able attend a course, you or your manager can nominate someone else from your organisation to attend in your place and there will be no charge.***

Your line manager or supervisor must agree to you attending the course prior to booking a place. This is to ensure that you are given time to attend, as well as the support to develop the learning that you will take from the course in your area of work. Line managers and supervisors must ensure that they are aware of this policy.

If you experience any difficulties when booking, please email:
SafeguardingBoardsBusinessUnit@gateshead.gov.uk



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Bookings and Allocation of Places

How to Book a Place

All bookings must be made via our website:

www.gatesheadsafeguardingchildren.org.uk/training-events

We are unable to accept block bookings using one email address. Delegates must be registered using their own name and email address to ensure that certificates are accurate.

After You Have Booked a Place

You will receive an email confirming that we have received your booking. ***Please note: this is not confirmation that you have been allocated a place.***

You will receive a second email from us, confirming that you have either:

- Been allocated a place.
- Been placed on a waiting list.

Whilst we anticipate that practitioners will be allocated a place on the course(s) they have booked, we reserve the right to operate a waiting list in the event of a course receiving a high volume of bookings to ensure that our offer is truly multi-agency.

When You Are Allocated a Place

Your confirmation email will include a link to add the event to your calendar. Delegates are responsible for adding the training to their own diaries.



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Cancelling Your Place

We must be notified of your cancellation **no later than 3 working days*** prior to the course commencement date. Telephone calls or removal of the event from your own diary will not be accepted.

**Practitioners who cancel on the morning of the course due to illness or other extenuating circumstances (which have been approved by their line manager, and where a replacement delegate cannot attend) will not be charged.*

How to Cancel

You must cancel your place by logging into [your account](#) on our website. Your booking(s) can be found under 'My Events'.

If you have nominated a replacement delegate to attend in your place, please notify us of this by emailing us:

SafeguardingBoardsBusinessUnit@gateshead.gov.uk.

Your line manager or supervisor must be copied into this email.

Course Cancellations or Amendments

Whilst we aim to avoid cancelling or amending our courses in any way, factors such as low registration or trainer availability may require us to do so. If this happens, we will give you as much notice as possible via email.

A charge will not be applied if you are unable to attend a rescheduled course that you have previously booked.



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Charges

Face to Face/Online Training (excluding E-Learning)

	Full Day	Half Day
Non-attendance and no replacement delegate.	£50	£25
Late cancellation (less than 3 working days).	£50	£25

Invoices to recoup the relevant charges will be issued on a monthly basis.

Course attendance is monitored on the day. Attendees are required to sign in at the training venue. Failure to do so may result in us incorrectly marking you as 'non-attended', and subsequently issuing an invoice.



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Frequently Asked Questions (FAQs)

Is the multi-agency training offered by the Gateshead Safeguarding Partnership free?

Yes. Courses are free to attend for practitioners working in Gateshead. Charges only apply for late cancellations and non-attendance.

Will I receive reminders about the course?

Unfortunately, we are unable to issue individual reminders to attendees once confirmation emails have been sent. It is the responsibility of attendees to ensure that they are able to attend and that they have the date in their diaries.

How are places allocated?

Generally, we will allocate places on a first-come, first-served basis. However, where there are high numbers of registrations from single agencies, allocations may be adjusted to maintain multi-agency balance.

Will I receive a certificate of completion?

Yes. However, this will only be issued upon completion of the *full course* and submission of an evaluation form, which will be emailed to you after the session.

What qualifies as an 'extenuating circumstance' for same-day cancellation?

This is considered on an individual basis, and we will never ask for details. Your Line Manager simply needs to confirm with us - via email - that there are extenuating circumstances, so we can ensure that the application of this policy is fair and consistent.

Can practitioners from other Local Authorities attend?

Practitioners working outside of Gateshead will be considered on a case-by-case basis and a charge may apply. Please enquire via email:

SafeguardingBoardsBusinessUnit@gateshead.gov.uk

If I'm on a waiting list, how much notice will I get if a place becomes available?

This can vary. Places may open up close to the course date, however delegates on the waiting list who are no longer able to attend once they are offered a place will not be charged.

Can I book onto more than one course at once?

Yes, but it is your responsibility to manage your attendance. Multiple non-attendances and/or late cancellations will trigger repeated charges to your service/organisation.

How does the policy apply to multi-session courses?

You must attend all scheduled sessions. Missing any session without proper following our cancellation policy will be counted as a non-attendance.



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gatesheadsafeguardingchildren.org.uk
(Children)

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