



Online Training with Early Years Learning

The majority of training courses offered by the Early Years Learning Team are delivered online using platforms such as Zoom or Teams. It is important that you check your organisation's policy on the use of online training platforms prior to booking. Also, please ensure that you have tested your IT equipment and are familiar with the appropriate software before the training takes place. If you would like any help to access online training, please email earlyyearsandchildcare@norfolk.gov.uk

Once you have requested a place on a course you will be emailed either a confirmation letter or a waiting list letter within 48 hours (please remember to check your spam/junk folder). If you haven't received a letter within this time frame, please contact us. The online link to join the training will then be emailed to you approximately three days before the course start date. This will serve as a reminder that you are booked to attend and will also ensure that you have the link easily to hand prior to commencing the course.

Please ensure you read the following information before you join an online session:

- Ensure you are seated comfortably at your computer or with your device in a private room with no distractions from others
- Join the course approximately ten minutes before the start time so that the session can begin promptly on time
- Ensure that your device name matches your real first name and surname so that the Tutor can confirm your identity and only allow booked delegates to join
- Have a drink, notepad/paper and pen to hand (comfort breaks will be given during each course)
- Keep your microphone and camera on unless the trainer requests that participants are muted

In order to maintain a positive learning environment for all participants, when you attend an online training course you can expect:

- To be treated in a professional and respectful manner
- The session to be led by a knowledgeable and experienced trainer
- Training sessions to start and end at the times specified
- Any concerns regarding the training/trainer to be followed up through evaluation and feedback given

In return participants are expected to:

- Actively participate in the exercises and discussions in order to fully benefit from the training: Fun comes from participation; be a thinking participant - ask why?
- Attend for the whole training session. Delegates joining late or leaving early will not receive a certificate of attendance
- Behave in a professional manner. Any inappropriate/concerning issues or behaviour relating to safeguarding children will be reported
- Complete an evaluation of the training reflecting on your learning and the teaching delivery

Email any questions to earlyyearsandchildcare@norfolk.gov.uk