

FAQ's

Is there a fee to attend the training?

Training is free to attend under the Lancashire County Council commission. Delegates must live or work within the Lancashire boarder in order to be eligible for a placement, excluding Blackburn with Darwen and Blackpool.

Are there any cancellation fees?

Please note that cancellations made less than 10 days before the course start date will be invoiced at £50 per place + £18/£28.80 per resources pack if not returned to Hills House, Leeds Rd, Nelson, BB9 8EL. Failure to complete all home learning and attend all sessions for training all courses, will also result in an invoice being raised for the previously advised sum.

Where do you have to live to attend the training?

Please be aware that due to the way the courses are funding all attendees must live or work within the Lancashire County boarder. We are unable to accept bookings from attendees who advised of an address in the Blackpool or Blackburn with Darwen area.

Can I change the name on my booking or change my course dates?

Delegates are able to change their name on their booking if it is outside the 10 day cancellation period. It will be the responsibility of the delegate to provide any training material already received to the new attending delegate.

Delegates are able to change course blocked dates that they are due to attend, as long as it is outside of the 10 day cancellation period and subject to availability on the alternative selected course.

Is the training online or face 2 face?

Both training online and face 2 face are delivered and are subject to availability.