**Safeguarding Children Training Courses Frequently Asked Questions**

**Question** Can I redo the Working Together Level 2 course?

**Answer** Working Together Level 2 is for new starters please update with multi-agency Level 3 or Level 4.

**Question** Do I need to complete Level 2 training?

**Answer** People who work predominantly with children, young people and/or their parents or carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child and parenting capacity where there are safeguarding concerns.

**Question** What can I update my Level 2 certificate with?

**Answer** The Board advise is that you can complete any multi-agency Level 3 or Level 4

course.

**Question** What safeguarding training should I undertake for my job role?

**Answer** Please visit the Learning Zone <https://www.ssscb.org.uk/learning-zone/> and discuss with your line manager

**Question** How do I get my certificate?

**Answer** Once your attendance has been marked as present you will receive an email to complete the post course evaluation. Once you have completed the evaluation you will be able to download your certificate.

**Question** Do I need to complete Level 2 training before attending any Level 3 course as I don’t fit within the Level 2 target group, but I would like knowledge on these specific subject areas

**Answer** You can complete Level 3 if you and your line manager agree this training is beneficial to your job role.

**Question** How do I book onto the waiting list?

**Answer** Please login or register, go to the course and date you would like to be on the waiting list for and click more information go down and click waiting list.

**Question** Can I be notified when more dates become available?

**Answer** Please login or register, look for the course title you are interested in and click notify me of future occurrences of this event. If more dates are added you will be emailed automatically from the system.

**Question** Do I have to complete Level 3 to attend the Level 4 training?

**Answer** You can complete Level 4 if you and your line manager agree this training is beneficial to your job role.

**Question** How much are the courses?

**Answer** Please click on the following link to view charges

<https://www.ssscb.org.uk/learning-zone/training-costs/>

**Question** As a Designated Lead do I have to complete Level 2 or can I jump to Level 4?

**Answer** It is best practice that the Designated Leads complete SSSCB multi-agency Level 2

Working Together before completing Level 4 Designated Lead training.

**Question** How do I book onto a course?

**Answer** Please go to this link to book your training. <https://www.ssscb.org.uk/learning-zone/>

**Question** Do I have to complete Level 1 every 3 years even if I’m at Level 4?

**Answer** Yes, Level 1 needs to be completed every 3 years no matter what level you are at.

**Question** What does the registration form mean by finance department

**Answer** If you were to be charged for the course where will the invoice need to be sent to?

**Question** I’ve forgotten my login details what do I do?

**Answer** Please go to the link and click password reset <https://training.ssscb.org.uk/login>

**Question** How do I know if I am booked on a course?

**Answer** You will receive an email to confirm your booking (please check spam). If you are unsure please login and click on History and Bookings, this will show you any courses you have attended and booked on.

**Question** The confirmation doesn’t have a team’s link on it?

**Answer** Your Teams link email will be sent to you 2 weeks before the event date. If you have not received an email with your teams link please email ssscb.training@staffordshire.gov,uk

**Question** Do I need to discuss my training with my manager?

**Answer** All training should be discussed and agreed with your line manager before booking a course.