

| How to book and cancel Social Care and Safeguarding Courses and Events | |
|---|---|
| Link to the online booking system | https://suttontraining.event-booking.org/login |
| Registration | <p>To register follow the “Register” link on the top right side of the Home page. You will be prompted to enter your details and email address.</p> <p>Please note the full name of the attendee must be used as this will be shown on the Certificate of Attendance.</p> <p>To create a user name:</p> <ul style="list-style-type: none"> • For internal LBS Staff: enter your Sutton email address (firstname.surname@sutton.gov.uk) • For external staff: enter your work email address • Create a password unique to your account <p><i>Write down your registration details in a safe place</i></p> |
| Your account login Password | If forgotten please follow the Reset Password link in the login page |
| How to create staff accounts | <p>If you wish to book your staff onto training and manage the bookings you can request (email : adultstraining@sutton.gov.uk) for an account upgrade to Delegate Manager account. Once this is done, a new Tab called “Manage Delegates” appears.</p> <p>From within the Delegate Management area, staff accounts can be created and managed.</p> <p>Further information will be provided upon request</p> |
| How to book onto a course or event | <p>Once you have logged into your account:</p> <ul style="list-style-type: none"> • From the toolbar, select ‘Events’ • Select ‘More Information & Booking’ to view details of your course of interest. • To book onto the course, scroll down the page, agree to the Terms and Conditions and click ‘Book now’. |
| How to cancel a booking | <p>If you can no longer attend the event after booking on, please go to ‘Your History & Bookings’ at the top of the home page and select the ‘cancel’ option alongside the relevant event in the ‘Active Bookings’ table.</p> <p>As per the terms and conditions all cancellations must be made at least 2 working days in advance of any course.</p> <p>Please note if a cancellation is made less than 2 days prior to the course and a replacement attendee is not found then a course fee will become chargeable.</p> |

| | |
|--|--|
| <p>Evaluations and Certificate of attendance</p> | <p>Both before and after attending a course the attendee will be asked to complete a course evaluation.</p> <p>You can access the evaluation link from the tab “Your history and bookings” within your account.</p> <p>Once the post course evaluation is completed, a link will appear from which the Certificate of Attendance can be downloaded.</p> <p>A further evaluation will be requested 3 months after attending the course.</p> |
| <p>How to update your account details</p> | <p>You can access and update your personal/contact details and change your password from the tab “Your account” when logged in.</p> |
| <p>If you require further assistance, please contact adultstraining@sutton.gov.uk / childrenstraining@sutton.gov.uk</p> | |