



## How to guide: Account Registration Delegate Manager

If you are responsible for booking the Child Protection School Liaison Service training courses for colleagues within your educational setting you will need to first register your own account within the Child Protection School Liaison Service event booking system. It is **essential** that you closely follow this How to Guide step by step to ensure success with using the system.

**Being delegate manager means that you will need to take the lead on informing your colleagues re their username and passwords and how to access the system. It will be your responsibility to advise the delegates prior to the training how to access Microsoft teams links, course materials, evaluations and certificates etc**

**Steps that this guidance will take you through, please **follow** this guidance:**

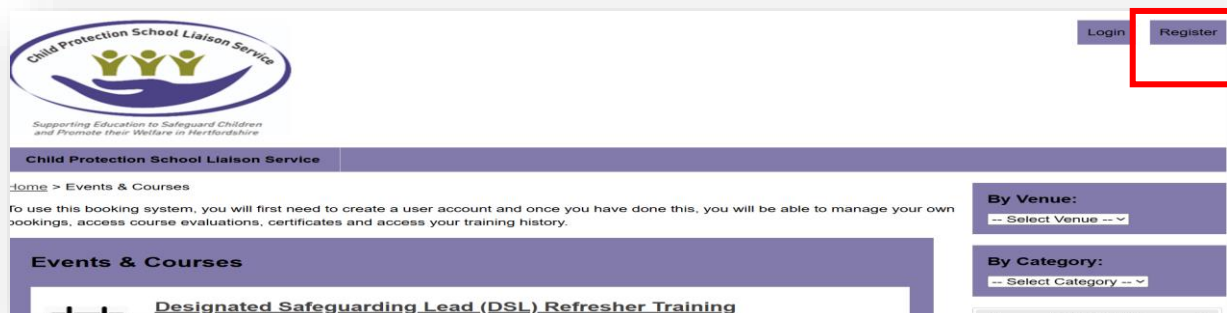
1. Register an account for yourself
2. Email [CPSLOadmin@hertfordshire.gov.uk](mailto:CPSLOadmin@hertfordshire.gov.uk) – email subject Delegate Manager
3. Email back from CPSLO admin confirming the above has been actioned.
4. Register accounts for the delegates you wish to book a course for
5. **\*\*Book the course as the delegate, **NOT** as yourself\*\***
6. Email the delegate in your setting with the log in details you have set up.
7. Email the delegate the How to Guide re course materials, evaluation and certificate (located on Herts Grid  
<https://thegrid.org.uk/safeguarding-and-child-protection/child-protection/child-protection-training/child-protection-school-liaison-service-course-booking>)
8. Email [CPSLOadmin@hertfordshire.gov.uk](mailto:CPSLOadmin@hertfordshire.gov.uk) if you need any support **after** closely following this guidance.

Please follow the steps below, **we respectfully request that you read all the information below** due to the high volume of emails re receive regarding queries covered within this guidance.

The link below will give you access to the system:

<https://hertfordshireeducationsafeguardingtraining.event-booking.org.uk/>

## 1. Select register.



## 2. Complete the registration sections with your details.

NB: **Your Organisation:** please free type in your school/college name into this box, you will not be able to progress without this being completed.

 A screenshot of the registration form on the website. The breadcrumb trail is 'Home > Registration'. The heading is 'Registration'. Below the heading, there is a paragraph: 'To use this booking system, you will first need to create a user account and once you have done this, you will be able to manage your own bookings, access course evaluations, certificates and access your training history. Please ensure you are familiar with the [Terms & Conditions](#) before you register.' Below this, it says '\* Required.' The section is titled 'Your Details' and contains four input fields: 'First Name \*', 'Last Name \*', 'Your Role/Job Title \*', and 'Your Organisation \*'. The 'Your Organisation \*' field is highlighted with a red rectangular box.

## 3. The next three sections have pick lists for:

**LA/District** and includes non-Herts. This is the **physical location** of your educational setting (not catchment area)

**Organisation type:** please select best match for your setting. (If a private early years setting select **Early Years – PVI**)

**Options:** select the name of your setting – **\*\***please be careful to select correct setting for district**\*\*** (If a private early years setting select **Early Years – PVI**)

If your organisation type, or options, do not reflect your setting, please select the contact button which will then send an email to CPSLO admin, within the email give your Organisation Type and Options. The Child Protection School Liaison Service Business Support will review and let you know when amended.

**Your Details**

First Name *	<input type="text" value="Wilma"/>
Last Name *	<input type="text" value="Flintstone"/>
Your Role/Job Title *	<input type="text" value="Business Support"/>
Your Organisation *	<input type="text" value="CPSL Service"/>
What best describes your organisation *	
LA/District	<input type="text" value="Herts - Welwyn/Hatfield"/>
Organisational Type	<input type="text" value="Academy - Primary"/>
Options	<input type="text" value="CPSLO Test School"/>

*None applicable or no options? [Contact us](#)*

4. Add your manager's details – if you have no management oversight/or you manager does not need oversight please add your own details in here also.

**Line Manager Name: \***

**Line Manager Email: \***

5. Use your email address and set up a password, then click on Register.

**\*\*Please note for training sessions via Microsoft teams the delegate's email address will be seen by others on the course, please consider this when using private email addresses.\*\***

Please note passwords must either be Good or Strong.

Email \*

Confirm Email \*


Password \*

Requirements **Strength Good**

Confirm Password \*

Requirements

Please complete the check below

I am human  hCaptcha  
Privacy - Terms

[Accessible version of the above Captcha.](#)

**6. This is a key step to success - Now email [cpsloadmin@hertfordshire.gov.uk](mailto:cpsloadmin@hertfordshire.gov.uk) using subject heading – Delegate Manager. Ensure you include your name in this email.**

You will receive an email confirmation from CPSLO admin to confirm that you have been set up as a delegate manager and then you will be able to register colleagues from your setting and book them onto courses by clicking on Manage Delegates.

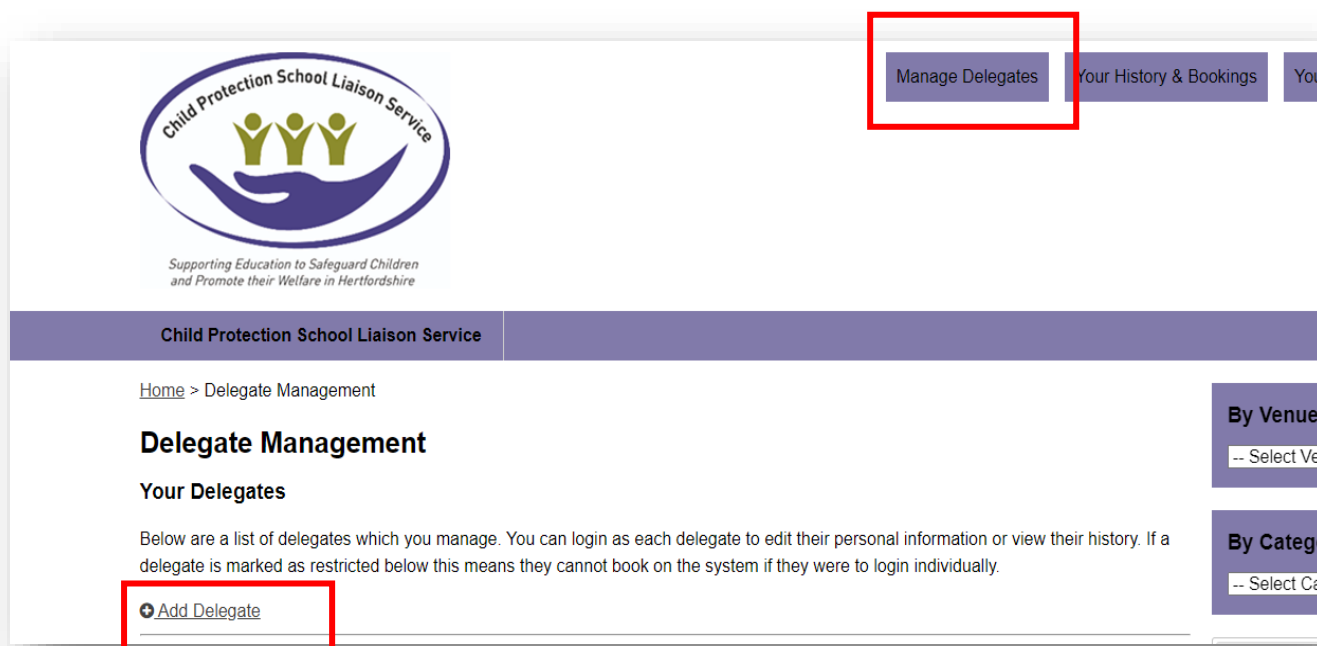
**\*\*Please note if the Delegate Manager for the setting changes please email CPSLO admin to advise name of the new delegate manager and the name of the accounts that will need to be linked.\*\***

**Once you are set up as delegate manager follow the next steps, page 5 onwards.**

## 7. Initially Log in as yourself, do not book as yourself follow the next steps

Select Manage Delegates

Then select Add Delegates



The screenshot displays the website interface for the Child Protection School Liaison Service. At the top left is the organization's logo, which features a stylized hand holding three figures, with the text 'Child Protection School Liaison Service' and the tagline 'Supporting Education to Safeguard Children and Promote their Welfare in Hertfordshire'. To the right of the logo, a navigation menu includes a button labeled 'Manage Delegates', which is highlighted with a red rectangular box. Below the logo, a purple header bar contains the text 'Child Protection School Liaison Service'. The main content area shows a breadcrumb trail 'Home > Delegate Management' and a heading 'Delegate Management'. Underneath, there is a section titled 'Your Delegates' with a brief explanatory text. At the bottom left of this section, a button labeled '+ Add Delegate' is highlighted with a red rectangular box. On the right side of the page, there are two filter menus: 'By Venue:' with a dropdown menu showing '-- Select Ven' and 'By Category:' with a dropdown menu showing '-- Select Cat'.

## 8. Create the delegate's account (the one who you will be delegate manager for)

**\*\*Please note for training sessions via Microsoft teams the delegate's email address will be seen by others on the course, please consider this when using private email addresses.\*\***

If the delegate does not have a work email address then you can add in a username instead, however you will need to ensure they know these details to be able to log in.

## Delegate Management

### Add Delegate

First Name: *	<input type="text" value="Louise"/>
Last Name: *	<input type="text" value="Denton"/>
Role/Title: *	<input type="text" value="SENCO"/>
Organisation: *	CPSL Service
Organisation Type: *	CPSLO Test School
Phone: *	<input type="text" value="1234"/>
Mobile:	<input type="text"/>
Address: *	<input type="text" value="Test address"/>
Email/Username: *	<input type="text" value="Louise Denton"/>
Password: *	<input type="password"/>
Finance/Organisation Admin Email:	<input type="text" value="Business Support@.... "/>

\*\*Please ensure that you have a safe and secure method to keep note of delegate passwords in line with GDPR and Data Protection, if you forget the password you can reset\*\*

#### 9. Log in as the delegate (**not yourself**) to book training courses.

The delegate manager will then be able to login as the delegate and book courses on their behalf.

**\*\*Do not book the course in your name** – ensure you have logged in as the actual delegate that will be attending the training\*\*

Child Protection School Liaison Service  
Supporting Education to Safeguard Children and Promote their Welfare in Hertfordshire

Manage Delegates Your History & E

Child Protection School Liaison Service

[Home](#) > Delegate Management

## Delegate Management

Delegate Added

### Your Delegates

Below are a list of delegates which you manage. You can login as each delegate to edit their personal information or view their history. If a delegate is marked as restricted below this means they cannot book on the system if they were to login individually.

[Add Delegate](#)

Surname	First Name	Organisation	Username/Email	Restricted	Login as
				<input type="checkbox"/>	<a href="#">➔</a>

Within the system you will be able to see details of all the delegate that you now manage, you will be able to book them courses and cancel courses as required (within our course booking conditions). You login as them to see their courses.

[Home](#) > Delegate Management

## Delegate Management

### Your Delegates

Below are a list of delegates which you manage. You can login as each delegate to edit their personal information or view their history. If a delegate is marked as restricted below this means they cannot book on the system if they were to login individually.





[Add Delegate](#)

Surname	First Name	Organisation	Username/Email	Restricted	Login as
McCourts	Louise	CPSL Service		<input type="checkbox"/>	<a href="#">➔</a>
Rymer	Reggie	CPSL Service	Reggie Rymer	<input type="checkbox"/>	<a href="#">➔</a>

As delegate manager you will be able to see course materials within the accounts for which you are manager, please ensure that you make your colleagues aware that course materials are within the system. Example below: Please note that the Safeguarding training 'mop up' PowerPoint is available post training.

## Course Materials

### Pre Course:

Title	Download
DSL Training resource pack	
Case study exercise	
PowerPoint in note format	
How to Guide: Course materials, evaluation and certificate	

A booking confirmation will go to the delegate and additional pre course reminder emails are set to go to the delegate 14 and 2 days prior to the training session from Child Protection School Liaison Service.

If your managed delegates are advising they are not receiving course information please ensure that you have set them up correctly with correct email address, ask that they have also checked Spam/junk in their email account.

You as delegate manager have access to their accounts so you can log in as the delegate and give them the required information.

Course cancellation period 14 days, after this time courses cannot be cancelled without emailing cpsloadadmin – full fee will apply at this stage unless extenuating circumstances.

Please do not hesitate to contact the CPSL Service via [cpsloadadmin@hertfordshire.gov.uk](mailto:cpsloadadmin@hertfordshire.gov.uk) if you need any support with the booking system.



## Examples of the emails that the delegates you manage will receive:

### Booking Confirmation Example:

From: **Child Protection School Liaison Service** <[events@hertfordshireeducationsafeguardingtraining\\_events-booking.org.uk](mailto:events@hertfordshireeducationsafeguardingtraining_events-booking.org.uk)>  
 Date: Tue, 5 Nov 2024, 14:43  
 Subject: Booking Confirmed  
 To: <[frearymer@gmail.com](mailto:frearymer@gmail.com)>  
 Cc: <[cpsloadmin@hertfordshire.gov.uk](mailto:cpsloadmin@hertfordshire.gov.uk)>

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

You have been booked on:  
 Designated Safeguarding Lead Training - 2 Day  
 @ Robertson House - Six Hills Way Stevenage Herts  
 13-11-2024 - 09:00 until 16:30  
 14-11-2024 - 09:00 until 16:30

Should you wish to cancel, you are able to cancel your own place more than 2 weeks before the course by logging into your Child Protection School Liaison Service event booking account here:

<https://hertfordshireeducationsafeguardingtraining.event-booking.org.uk>

\*\*\*PLEASE NOTE YOUR ORGANISATION WILL BE CHARGED IF YOU DO NOT ATTEND\*\*\*

If you wish to cancel your place less than 2 weeks before the date of the course you must email us at [cpsloadmin@hertfordshire.gov.uk](mailto:cpsloadmin@hertfordshire.gov.uk) You will not be able to cancel your own place with less than 2 weeks to go.

If we are given less than two weeks' notice of cancellation, the full charge of the training will be made unless there are extenuating circumstances.

You must sign the attendance sheet on arrival at face to face courses to ensure you are not charged for non-attendance.

Add to your calendar (13-11-2024): [Outlook](#) | [Outlook Online](#) | [Apple Calendar](#) | [Google Calendar](#)

Add to your calendar (14-11-2024): [Outlook](#) | [Outlook Online](#) | [Apple Calendar](#) | [Google Calendar](#)

From: **Child Protection School Liaison Service** <[events@hertfordshireeducationsafeguardingtraining\\_events-booking.org.uk](mailto:events@hertfordshireeducationsafeguardingtraining_events-booking.org.uk)>

Date: Mon, 11 Nov 2024, 05:00

Subject: Reminder of your Child Protection School Liaison Service booking

To: <[frearymer@gmail.com](mailto:frearymer@gmail.com)>

Cc: <[cpsloadmin@hertfordshire.gov.uk](mailto:cpsloadmin@hertfordshire.gov.uk)>

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

This is a reminder that you are booked on:  
 Designated Safeguarding Lead Training - 2 Day  
 @ Robertson House - Six Hills Way Stevenage Herts  
 13-11-2024 - 09:00 until 16:30  
 14-11-2024 - 09:00 until 16:30

Should you wish to cancel, you are able to cancel your own place more than 2 weeks before the course by logging into your Child Protection School Liaison Service event booking account here:

<https://hertfordshireeducationsafeguardingtraining.event-booking.org.uk/>

If you wish to cancel your place less than 2 weeks before the date of the course you must email us at [cpsloadmin@hertfordshire.gov.uk](mailto:cpsloadmin@hertfordshire.gov.uk) you will not be able to cancel your own place with less than 2 weeks to go.

If we are given less than two weeks' notice of cancellation, the full charge of the training will be made unless there are extenuating circumstances.

### **PARKING INFORMATION**

#### **HERTFORDSHIRE DEVELOPMENT CENTRE, ROBERTSON HOUSE, STEVENAGE:**

If a course is held at Hertfordshire Development Centre, a **parking permit is required**, so please access the '**Download Course Materials**' section within your CPSL Service training account where you will find a parking permit containing full instructions and directions.

### **COURSE MATERIALS & CERTIFICATES**

Please check the '**Download Course Materials**' section within your CPSL Service event booking account. Sometimes a course requires delegates to undertake some pre-course reading prior to attending. The materials will therefore be available for download **before** the training session. Otherwise, for reference purposes, the training materials will be available for downloading from your CPSL Service event booking account **after** the date of the training.

To receive your **Certificate of Attendance**, you will need to log in to CPSL Service event booking system account **after** the event and complete an online evaluation of the training before your certificate will be released for