



Governor Services training directory

Summer Term 2026-2027 Year

Welcome

Edition 2 – 24.03.2026

Our training programme includes a wide range of governor training courses which are delivered virtually, so you can attend from the comfort of your own home.

Once your clerk has booked your place via CPD online, you should receive a confirmation email link to join your virtual training session. Course materials are shared approx. 10 days before your course and will be shared via a google drive.

If you do not receive your confirmation email, please get in touch immediately.

We ask that the Clerk to Governors, or the CPD leader that makes the training bookings, always ensures that the correct email address of the delegate is detailed on CPD, and that, after they have made the booking on behalf of the governor, they then follow-up to ensure that the delegate has received the booking confirmation. We want to avoid a situation where multiple attendees are unable to access the training due to missing emails and having to contact Governor Services or Training team for assistance on the day of the training.

Contents

Governor Services training directory	0
Summer Term 2026-2027 Year	0
Welcome	0
Edition 2 – 24.03.2026	0
Core Governor Training Offer	3
New Governor Induction.....	3
Chair of Governors Training	4
Governance Professional (Clerk) Training * NEW*	4
Effective Meeting Planning - Agenda Setting *NEW*	5
Effective Recording of the meeting - the minutes *NEW*	6
Governor training available regarding the NEW Ofsted framework	7
Are you ready for Ofsted? The New Ofsted Framework – What it means for Governance	7
Getting to grips with the new Inspection Data Summary Report (IDSR)	7
Governor training on holding the School to account.....	8
Effective Governance for Effective Monitoring	8
Safeguarding: Holding leaders to account for the effectiveness of safeguarding	9
Additional governor training to support governors in fulfilling their Statutory Responsibilities	10
Complaints Governor Training	10
Headteacher's Appraisal	10
Health and Safety for Governors	11
Pupil Premium Training for School Governors and Trustees	12
SEND Training for Governors and Trustees.....	12
Full governing board training.....	14
Booking information.....	16
How to book using CPD online:.....	16
Confirmation	16
Problems with CPD online.....	16
Waiting lists.....	16
Respect for others.....	16
Certificates	17
Terms and conditions.....	17
Invoices	17
Cancellations	17

VAT18

Payment methods18

Queries19

Core Governor Training Offer

The courses below have been developed to support governing boards and their Clerks in understanding their roles and responsibilities to meet their 3 core strategic functions in line with DfE expectations.

New Governor Induction

New governor induction training comprises of three 2-hour training sessions, over consecutive weeks. Each session develops one of the three modules of the national training programme for governors.

The **first module** looks at the process of governance, the overall role and responsibility of governing boards and focuses on the strategic work of the governing board.

The **second module** clarifies how governors challenge and support the school by being a 'critical friend'. It focuses on the monitoring and evaluation aspect of the governor's role in holding the school to account in a systematic and robust way.

The **third module** explores how the governing board, with overall responsibility for the school, demonstrates its accountability for holding the school to account and for holding itself to account to a wide range of stakeholders.

- Cost with the Governor Services SLA: £75+ VAT per delegate
- Cost without the Governor Services SLA: £130 + VAT per delegate

Cohort 4: Dates 10, 17 and 24 June 2026

- Times 6pm to 8pm
- Virtual Delivery
- CPD code: 10107 / 93291

Cohort 5: Dates: 30 June, 07 and 14 July 2026

- Times 6pm to 8pm
- Virtual Delivery
- CPD code: 10107 / 93292

Chair of Governors Training

This course is designed for new Chairs/ Vice Chairs/ Chairs of Committees and those governors who wish to prepare for the role of Chair or need a refresher.

The focus of this programme is on the particular skills and knowledge needed to lead and motivate governing bodies to achieve the shared vision for the school and contribute to school effectiveness and improved pupil achievement. It uses a variety of learning approaches and emphasises the practical application of knowledge and skills.

Cost:

- £180 + VAT per delegate with the Governor Services SLA
- £320 + VAT per delegate without the Governor Services SLA

Cohort Dates: 10, 17 and 24 June 2026

- Times 9.30am to 12.30pm
- Virtual Delivery
- CPD code: 10163 / 93290

Governance Professional (Clerk) Training * NEW*

The governance professional (or clerk as the post used to be called) is integral to successful strategic oversight of the school by the governors or trustees. The position is even more important under the new Ofsted framework which puts renewed emphasis on Governance and Leadership.

This course will provide an overview of the different responsibilities of the governance professional and is ideal for those starting out in the role or for those who may have been asked to take it on in addition to other administrative tasks at the school.

We'll give you an oversight of some of the key aspects of the role:

- Agenda setting
- Minute taking
- Record keeping (training, policies)
- Provision of governor/trustee inductions
- Your legal responsibility
- Working collaboratively to run effective meetings

At the end of the course, we expect you to feel confident and empowered. The last half hour will give you an opportunity to network with other governance professionals (a different sort of GP!).

- Cost with the Governor Services SLA: £60 + VAT per delegate
- Cost without the Governor Services SLA: £120 + VAT per delegate

Cohort 1: 07 May 2026

- Times 9.30am to 12.30pm
- Virtual Delivery
- CPD code: 10703

Effective Meeting Planning - Agenda Setting *NEW*

The key to a successful governor meeting is a strong agenda, prepared and circulated in good time before the meeting with the necessary supporting documents. The most effective governing bodies see the agenda planned by the governance professional in consultation with the chair of governors and the head teacher. We will be covering:

- The Chair of Governors and Governance Professional as a team,
- Statutory matters for inclusion on a yearly basis with key dates outlines,
- Regular monitoring issues which should be included,
- Effective planning to manage challenging discussions,
- Time keeping strategies and
- Keeping to the agenda.
- There will be time for group discussion.

We hope that you will leave the training feeling confident about what needs to be included and with new strategies to keep your meetings effective and at an appropriate length.

This course will also be very helpful for new Chairs of Governing Boards and Committees and for those considering stepping up to a Chair role. The courses will also be useful for experienced Chairs who have been in post for some time and who might be wondering what impact the new Ofsted framework will have on practices and procedures around meetings.

Cost:

- £50 + VAT per delegate with the Governor Services SLA for 26/27
- £100 + VAT per delegate without the Governor Services SLA for 26/27

Cohort date: 20 May 2026

- Times 9.30am to 11.30am
- Virtual Delivery
- CPD code: 10704

Effective Recording of the meeting - the minutes *NEW*

The quality of minutes produced is going to be very important in the new Ofsted framework. The inspectors will be looking at the minutes as part of their preparation before they even set foot in the school.

What do yours look like? Are you proud that they demonstrate the strategic engagement of the governing body or are they some outline notes which don't tell much of the story?

This course will show you examples of strong effective minutes and the way in which they reflect the strategic discussions of the board. Governance professionals will gain a detailed insight into what should or should not be included. The course will help Chairs to effectively critique draft minutes and the knowledge gained will feed into helping Chairs to ensure that the meeting is run effectively.

We will also cover what needs to go into the confidential minutes. There will be time for group discussion.

This course will also be helpful for new Chairs of Governing Boards and Committees and for those considering stepping up to a Chair role. The courses will also be useful for experienced Chairs who have been in post for some time and who might be wondering what impact the new Ofsted framework will have on practices and procedures around meetings

Costs:

- £50 + VAT per delegate with the Governor Services SLA for 26/27
- £100 + VAT per delegate without the Governor Services SLA for 26/27

Cohort date: 19 June 2026

- Times 9.30am to 11.30am
- Virtual Delivery
- CPD code: 10705

Governor training available regarding the NEW Ofsted framework

Are you ready for Ofsted? The New Ofsted Framework – What it means for Governance

This session will provide governors with a practical understanding of the latest Ofsted Education Inspection Framework (EIF) and its implications for school governance.

During this session we will explore:

- The role of governors in supporting and challenging school leaders effectively.
- What effective governance looks like in the context of Ofsted expectations.
- The key principles and priorities underpinning the new Ofsted framework.
- What will be inspected, how judgements are formed and what evidence inspectors will look for

By the end of the session, governors will feel confident about their roles and responsibilities during inspections and how to align their strategic oversight with the framework's evaluation areas.

Audience: Governing Board Members/Headteachers

Cost:

- £35 + VAT (for those with the Governor Services SLA for 26/27)
- £80 + VAT ((for those without the Governor Services SLA for 26/27)

Cohort: Date: 08 June 2026

- Times: 6pm to 7.30pm
- Delivery: Virtual via MS Teams
- CPD Code: 10686 / 93276

Getting to grips with the new Inspection Data Summary Report (IDSR)

This online session will provide Headteachers, senior leaders and governors with a practical understanding of the updated IDSR and how Ofsted Inspectors will use the IDSR as a pre-inspection tool to explore achievement, attendance and the school's context. The IDSR summarises and analyses the data (statistical information) that is available about a school. It is designed to be used alongside Ofsted's Toolkit, to guide inspectors' conversations with school leaders. Come along to learn more about how to use and interpret the report to support your self-evaluation.

During this session we will explore:

- The purpose and principles of the IDSR
- How to use and interpret the information in the IDSR to celebrate successes and validate self-evaluation
- How inspectors will use the IDSR to explore achievement and how well children thrive

Audience: Headteachers, Senior Leaders, Governing Board Members

Cost: £30 + VAT per delegate

Cohort: Date: 25 June 2026

- Times: 4pm to 5.15pm
- Delivery: Virtual via MS Teams
- CPD Code: 10687 / 93277

Governor training on holding the School to account

These courses focus on the practical ways in which governors can strategically hold the school to account demonstrating one of the 3 core strategic functions

Effective Governance for Effective Monitoring

This course focuses on the key documentation that needs to be in place for effective governor monitoring. It explores the key principles that sits behind school documentation, such as SDP, and focuses on how this documentation can be used effectively to hold leaders to account.

This is a highly popular course that has significant impact on the processes and systems governors have in place for effective monitoring through Governing Board meetings and individual governors visits. This course can also be offered as a bespoke course to have the greatest impact.

Cost:

£50+ VAT per delegate with Governor Services SLA

£100 + VAT per delegate without Governor Services SLA

Cohort: Date 09 June 2026

- Times: 6pm to 8pm
- Delivery: Virtual via MS Teams
- CPD Code: 10294 / 93289

Safeguarding: Holding leaders to account for the effectiveness of safeguarding

This course focuses on the role and responsibilities of the governing board and the Safeguarding Link Governor in supporting them to execute their roles to meet the 3 core strategic functions and statutory responsibilities in relation to Safeguarding.

It will provide an opportunity to reflect upon current governance practices and explore strategies for effective strategic systems and processes for governors to hold leaders to account for the effectiveness of Safeguarding to meet Ofsted expectations.

The training will support governors in understanding what challenging questions look like to hold leaders to account, how to plan for effective Safeguarding monitoring visits and strategies for writing effective governor visits reports to the governing board. The course will look at how governors use Safeguarding information from the school and documentation effectively and help them gain a more in depth understanding of what information to expect from school leaders.

Cost

- Originally £50 + VAT whose school has the Governor Services SLA
- Originally £100 + VAT where schools do not have the Governor Services SLA

Cohort: Date 16 June 2026

- Times: 6pm to 8pm
- Delivery: Virtual via MS Teams
- CPD Code: 10451 / 93293

Additional governor training to support governors in fulfilling their Statutory Responsibilities

Complaints Governor Training

Training for Governors in applying the correct procedures and protocols in respect of all non-curriculum complaints.

The 2-hour training session covers:

- Written policy for school
- Application and interpretation of policy
- Guidance in dealing with complaints – role of governors
- Issues of confidentiality and support for individuals involved
- Panel meetings to hear complaint

Cost

- £50 + VAT delegates whose school has the Governor Services SLA
- £100 + VAT for delegates where schools do not have the Governor Services SLA

Cohort: Date: 01 July 2026

- Times: 6pm to 8pm
- Delivery: Virtual via MS Teams
- CPD Code: 10295/93295

Headteacher's Appraisal

This workshop is designed to support school governors, particularly those serving on the appraisal panel, in understanding and fulfilling their statutory responsibilities in the headteacher appraisal process. The session aims to equip governors with the knowledge, skills, and confidence to lead a rigorous, fair, and constructive appraisal process.

This course aims to

- ensure that Governor Reviewers have a knowledge of the new appraisal regulations for Headteachers
- ensure governors understand their role and responsibilities regarding Headteacher Appraisal
- develop an understanding of the procedures to be followed for successful appraisal to take place.

By the end of the course, participants will be able to:

- Understand the statutory duties placed on governing boards regarding headteacher appraisal, including the relevant legislation and DfE guidance.
- Recognise the strategic importance of a well-structured appraisal process in promoting effective leadership and school improvement.
- Conduct fair and meaningful appraisal discussions, including setting SMART objectives and evaluating progress.
- Work effectively with external advisors to ensure professional and evidence-based reviews.

- Navigate potential challenges, including underperformance and pay progression decisions, with clarity and confidence.

Audience: Chairs of Governors, members of appraisal panels, and any governors involved in headteacher performance management.

Cost NEW Prices for 26/27 year (all prices are + VAT)

- With the Governor Services SLA - £50
- Without the Governor Services SLA - £100

Cohort: Date: 07 July 2026

- Times: 6pm to 8pm
- Delivery: Virtual via MS Teams
- CPD Code: 10081 / 93275

Health and Safety for Governors

What you need to know about Health and Safety within your school.

- Understanding your role as a Health and Safety Governor, specifically your responsibilities and duties in all school types (e.g. maintained, academy, foundation, etc)
- Introducing health and safety legislation, including regulations, approved codes of practice and recognised standards
- Explain 'so far as is reasonably practicable' and what this means in practice
- Understand the risk assessment process
- Where you find information that is useful and practicable for your role and school
- How to carry out your duties as a Health and Safety Governor
- Provision to ask as many questions as you wish and share good and not-so-good practice

Cost

- £50 + VAT for delegates whose school has the Governor Services SLA
- £100 + VAT for delegates where schools do not have the Governor Services

Cohort: Date: 23 June 2026

- Times: 4pm to 6pm
- Delivery: Virtual via MS Teams
- CPD Code: 10082 / 93294

Pupil Premium Training for School Governors and Trustees

Governors and trustees have a legal and strategic responsibility to ensure that Pupil Premium (PP) funding is used effectively to close attainment gaps and improve outcomes for disadvantaged pupils. This focused training session equips you with the knowledge and tools to provide informed oversight, ensure compliance, and challenge your school's use of the Pupil Premium in line with national policy and best practice.

Training Outcomes:

- Understand the purpose of the Pupil Premium and the key groups it supports (including FSM, previously looked-after children, and service children).
- Fulfil your statutory and strategic role in overseeing the effective use of PP funding.
- Interpret your school's Pupil Premium Strategy Statement, including the use of the Education Endowment Foundation (EEF) evidence tiers.
- Ask informed, challenging questions to school leaders about interventions, impact, and value for money.
- Evaluate the alignment between your school's PP strategy, wider school improvement priorities, and evidence-based approaches.
- Ensure transparent and compliant public reporting in line with DfE requirements.
- Understand the governor's role in holding leaders to account for pupil outcomes through robust monitoring and evaluation.

Cost NEW Prices for 26/27 year

- Cost with the Governor Services SLA: £50 + VAT per delegate
- Cost without the Governor Services SLA: £100 + VAT per delegate

Cohort 1: Date: 19 May 2026

- Times: 4pm to 6pm
- Delivery: Virtual via MS Teams
- CPD Code: 10298 / 92960

SEND Training for Governors and Trustees

School governors and trustees play a crucial strategic role in ensuring that children and young people with Special Educational Needs and Disabilities (SEND) receive the support they need to thrive.

Strengthen your strategic leadership and support your school's commitment to inclusive education with our essential **SEND (Special Educational Needs and Disabilities) training**, tailored specifically for **governors and trustees**.

This informative session will equip you with the knowledge, confidence, and strategic insight to:

- Understand your statutory responsibilities under the SEND Code of Practice
- Effectively support and challenge your school's SEND provision
- Monitor outcomes and ensure inclusive practice across your setting
- Promote equity, inclusion, and high expectations for all learners

Whether you're new to governance, seeking to refresh your knowledge or enhancing your expertise, this essential training ensures you play a vital role in championing SEND at a leadership level.

Training Outcomes:

- Evaluate how your school or trust's SEND policy aligns with national expectations and is implemented in practice.
- Recognise your duty to ensure **accessibility plans** and **reasonable adjustments** are in place.
- Understand the importance of the **graduated approach (Assess, Plan, Do, Review)** and how it is applied within schools.
- Fulfil your strategic role in monitoring SEND provision, progress, and outcomes.
- Ask effective, supportive, and challenging questions of the SENDCo and school leadership.
- Promote a whole-school culture of inclusion, high expectations, and personalised support.

Cost NEW Prices for 26/27 year

- Cost with the Governor Services SLA: £50 + VAT per delegate
- Cost without the Governor Services SLA: £100 + VAT per delegate

Cohort 1: Date: 21 April 2026

- Times: 4pm to 6pm
- Delivery: Virtual via MS Teams
- CPD Code: 10296 / 92959

Full governing board training

We can provide bespoke full governing board training for your board of governors as well as offer courses where the content has been specifically tailored to meet the needs of your board, taking the time to understand the training needs of your board and create a training session to cover all that is required.

Duration: Please see each course for information regarding duration

Cost: Prices will be based upon multiples of the standard 2-hour course as such the prices would be:

- Governing Boards with the Governor Services SLA price: £320 (plus VAT) per 2-hour delivery
- Standard price without Governor Services SLA: available upon request

If you would like to discuss your board's bespoke training needs with us, please contact the Training & Conference team on 01905 844 420 or email workforcesupport@worcestershire.gov.uk

What can we offer in-house from our standard range of training (overviews can be found on previous pages of the training directory)

- Effective Governance for Effective Monitoring
- Complaints
- Health and Safety for school governors
- Headteacher's Appraisal
- Safeguarding: Holding leaders to account for the effectiveness of safeguarding
- Pupil Premium Governor Training
- Governors and the requirements of the SEND code of practice

Other FGB courses available:

Are you Ofsted Ready?

- This course provides advice and guidance to assist governing boards preparing for an Ofsted inspection. The session will focus on what governors will need to know ready for the inspection, what documents would be useful to support governors during the interview with Inspectors, and support governors in understanding what will be asked of them and how to respond with a clear and concise response. The session will also include a brief overview of the framework and inspection process.

Effective Governance for Effective Monitoring

- This course focuses on the key documentation that needs to be in place for effective governor monitoring. It explores the key principles that sits behind school documentation, such as SDP, and focuses on how this documentation can be used effectively to hold leaders to account. This is a highly popular course that has significant impact on the processes and systems governors have in place for effective monitoring through Governing Board meetings and individual governors' visits. This course can also be offered as a bespoke course to have the greatest impact.

Governors Developing a 3 to 5 Year Strategic Plan

- This course is aimed to focus the governors on where they see the school in the next 3 to 5 years time. This strategy sits above the School Development Plan. This session will facilitate governors thinking

regarding their aims, values and trajectory of travel to have a structure that is fit for purpose ensuring the viability of the school in the current climate.

Safeguarding: Holding leaders to account for the effectiveness of safeguarding

- This course focuses on the role and responsibilities of the governing board and the Safeguarding Link Governor in supporting them to execute their roles to meet the 3 core strategic functions and statutory responsibilities in relation to Safeguarding. It will provide an opportunity to reflect upon current governance practices and explore strategies for effective strategic systems and processes for governors to hold leaders to account for the effectiveness of Safeguarding to meet Ofsted expectations. The training will support governors in understanding what challenging questions look like to hold leaders to account, how to plan for effective Safeguarding monitoring visits and strategies for writing effective governor visits reports for the governing board. The course will look at how governors use Safeguarding information from the school and documentation effectively and help them gain a more in depth understanding of what information to expect from school leaders.

Governor Self-Evaluation

- The Maintained Schools Governance Guide refers to boards undertaking 'regular evaluation to monitor and improve the quality and impact of governance'. This course will focus on looking at strategies to undertake this role to demonstrate governor accountability.
- One of the key core strategic functions is for Governors to hold leaders to account for the impact of the school's work. This course will focus on how governors capture the impact of their own work as an individual, as a committee and as a corporate body.
- Through a facilitated discussion we will explore how and what effective governor monitoring looks like and the evidence governors can use to demonstrate the impact they have had on supporting the improvement of school outcomes and driving forward school improvement through their work. We will look at capturing this information using impact logs and touch on how staff can use this structure to report effectively to governors about the impact of their work. This course can also be offered as a bespoke course to have the greatest impact.

Governor visits

- The aim of the course is to develop governors' understanding of their statutory responsibility to strategically monitor and evaluate the work of the school through the strategy of governor visits. The course will develop a greater awareness of the wide range of opportunities for governor visits, including formal and informal visits, share good practice in relation to planning effectively for a visit, considering the protocols for visits: things to do before, during and after a visit, creating the correct impression and atmosphere and reporting outcomes to the full governing body to demonstrate how governors are effectively holding the school to account. The course will also raise awareness of how governor visits support the governors in meeting Ofsted requirements, whilst knowing what questions to ask and when.

Knowing WHAT questions to ask and WHEN to ask them

- This course focuses specifically on the strategic questioning governors should be asking to demonstrate support and challenge to their schools. This course guides governors through the key questions they should be asking to ensure that leaders are challenged about those aspects of schools that are most important. It also supports governors to fulfil their core statutory function and prepares them for the types of questions Ofsted inspectors will ask. Effective schools are those that accurately evaluate

provision as part of a robust cycle. Governors can play a key role in providing leaders with supportive and critical strategic challenge. However, as non-educationalists, many governors can find this role daunting.

Booking information

How to book using CPD online:

1. Visit [WCC CPD](#)
2. Enter your email and password.
3. Select the course via searching for a key word or under all course types the category.
4. Find the course and press select on the date you wish to book.
5. Press Book on Course
6. Check the details of the person booking the course aka the CPD leader are correct.
7. Confirm if the place is for the CPD leader or another member of staff and press next.
8. If it's for the CPD leader, then you skip to step 10.
9. If it's for another member of staff complete all the fields
10. Press submit.
11. Confirmation is IMMEDIATELY issued to the delegate email provided.

Confirmation

All course confirmations occur at the time of the booking on CPD online therefore no further joining instructions will be sent out. It is the responsibility of those booking training to ensure that all cancellations and transfers follow our terms and conditions.

Please ensure that any handouts attached to the confirmation email are brought along to the training.

If for any reason you need your joining instructions to be re-sent, please contact the training team a **minimum of 5 days** before your course is due to take place. The training & conference team can be contacted on 01905 844 420 or email workforcesupport@worcestershire.gov.uk

Problems with CPD online

Technical problems, account queries, password re-sets, staff not attached to your establishment, staff that have left, duplicate staff, and any questions regarding booking training then contact training & conference team, telephone 01905 844 420 or email Workforcesupport@worcestershire.gov.uk

Waiting lists

We operate waiting lists for all our courses. As places become available, they will be allocated based upon the date and time of your original booking. You will be contacted by telephone/email to offer you the available place.

Respect for others

When attending any training all delegates are politely requested to give their full attention to the trainer and follow their instructions regarding the use of mobile phones. Inappropriate conduct at training events will be reported to setting managers and/or registered providers

Certificates

Once a course is marked as held (bearing in mind a trainer has 10 days to return a register), certificates are immediately issued via email to the delegate email provided for this course.

Terms and conditions

- All bookings must be made using [CPD online](#)
- All confirmation emails are issued directly to the delegate and CPD leader. We recommend CPD Leaders forward copies to delegates accordingly.
- If necessary, a booking can be transferred to an alternative date with advance notice
- Name changes (substitutions) can be made at any point after booking

To make changes to a booking contact training & conference team:

- Email: workforcesupport@worcestershire.gov.uk
- Telephone: 01905 844420
- Telephone: 01905 844030

Invoices

Invoices are normally requested after the training course or conference has taken place. Please note that training / conferences during the month of March we do invoice upfront due to end of financial year. This does not affect your terms and conditions or cancellation rights.

Invoices are issued in one of two ways:

- via the Children's Services Portal (CSP)
- via email to the main email address given, therefore it is essential that these emails are not sent to junk or spam folders.

Further information regarding invoices, disputes and payment are detailed below.

Cancellations

All cancellations must be made on CPD online. If you wish to supply additional information in support of your cancellation, then please email the relevant team.

Cancellation charge and reason:

- **No cancellation charge applied** = When the cancellation is made with 14 days or more notice
- **No cancellation charge applied** = Under extreme circumstances i.e., Ofsted, bereavement, hospitalisation, and we ask that you inform us immediately
- **No cancellation charge applied** = Due to COVID-19 and variants, which has meant staff have had to be re-deployed to ensure the school / setting can open and run.
- **Full course fee applied** = When the cancellation is made within 0 – 13 days of the start date of the course (event) and there is no take up from waiting list
- **Full course fee applied** = On return of the register where delegates did not attend and no notice for this was received

VAT

Worcestershire County Council is a VAT registered entity. Therefore, VAT at the prevailing rate will be added to all invoices. This is in line with HMRC rules and is consistent with services you may currently be purchasing from other external parties. In most cases the input VAT can be claimed back. Please seek independent financial advice should you be unsure about your VAT status.

VAT Code Explanation

- Code: S = Standard Rated Output VAT
- Code: L = Lower Rated Output VAT
- Code: LE = Exempt from Output VAT
- Code: O = Outside the scope of Output VAT
- Code: Z = Zero Rated Output VAT

Payment methods

Please quote your invoice reference on all payments.

Please submit payment promptly in accordance with our payment methods.

Bacs or bank transfer

- Sort code: 20-98-87
Account number: 53583147
Account Name: WCC County Fund Account

This is the most reliable, simple and secure way to make a payment. Please reference the invoice number from your remittance advice. If you are paying more than one invoice, quote your customer number as your reference.

Automated telephone payments

Call [0300 4562206](tel:03004562206). You will need your invoice number and debit or credit card details to hand. Your privacy and security are our prime concern, and our payments system encrypts your personal information. Calls will be charged at the local call rate. If you have a calling plan which includes free local calls, then 0300 calls are also free and if you have a mobile contract, they are also included as part of any free minutes.

Internet payment facility

Pay your invoice online at any time using your debit or credit card. We accept Delta, JCB, Maestro, MasterCard, Solo, Switch, Visa Electron and Visa.

To make a payment online go to www.worcestershire.gov.uk and search "pay an invoice" or alternatively go to the [secure online payments site](#) link and Select Debtor Invoices. When making online payments you can add multiple invoice numbers by selecting "add to list". Your privacy and security online are our prime concern, and our payments system encrypts your personal information.

For further information on are online payments safe visit www.worcestershire.gov.uk and search "pay an invoice".

Queries

Please have your account number and Invoice reference ready.

We are open Monday to Friday 8:30am to 4:00pm

Any enquiries regarding the invoiced service contact:

Training & conference team:

- Email: workforcesupport@worcestershire.gov.uk
- Telephone: 01905 844420
- Telephone: 01905 844030

For enquiries regarding payment please contact:

- Email: wccaccountsreceivable@worcestershire.gov.uk
Phone: [01905 843400](tel:01905843400)

To contact by letter: Worcestershire County Council, Wildwood, Wildwood Way, Worcester, WR5 2PT