

Extreme weather protocols for HIAS/HTLC

Emergency contact details <i>Lines are staffed between 8am and 4pm</i>	Learning & Development team 01962 718600
	Professional Learning support team – 01962 874820
	Katie Scott – 07973 778367

Standard winter season protocols

- An extreme weather message and link to protocols for schools will be added to the HIAS Moodle home page <https://hias-moodle.mylearningapp.com/>
- The following paragraph will be added to all Learning Zone training notifications during this period.

In the event of snow / extreme weather

Please check the weather conditions in the area where you are due to attend training and only travel if it is safe to do so. If we have to cancel a training event due to bad weather, a notification message will be emailed to all delegates and will also be posted on our HIAS Moodle home page <https://hias-moodle.mylearningapp.com/>. For any queries regarding extreme weather, please contact 01962 718600 or 01962 874820. Lines are staffed between 8am and 4pm (3.30pm on Fridays).

The day before

- In the event that snow, or extreme weather is forecast in Hampshire, our team will review all scheduled training sessions on our master spreadsheet and liaise with the Learning and Development (L&D) on team.
- Rosie Palmer (L&D Admin Officer) will review the Learning Zone class report to ensure that any multi-session venue based courses, that are not on our master spreadsheet, are taken into consideration.
- Katie/Caroline/Tina (L&D Manager, Business Support and Digital) to liaise and any decision regarding a blanket cancellation of training for the following day will be made **by 2pm**.
- Katie/Caroline will email and telephone all HIAS presenters who are affected by training cancellations **by 3pm** the day before.
- In the event of any cancellations, L&D team administrators will send out a Learning Zone notification **by 3pm** to all delegates booked on any affected sessions.
- L&D administrators to identify any delegates without a valid email address on the Learning Zone and telephone the schools concerned to advise of the cancellation.
- A notification will be added to our [HIAS Moodle home page](#). Delegates are asked to check here for any updates in the event of bad weather.
- Tina Harris will liaise with Clarity to ensure venues are notified of any cancellations.

On the day – guidance for delegates

- Check the weather conditions in the area where you are due to attend training.
- Check your emails for any Learning Zone notifications.
- Check our [HIAS Moodle home page](#) for any training cancellation notifications/updates.
- **If your training session has not been cancelled, you should only travel to the venue if it is safe to do so.**
- If your training session has not been cancelled but you are unable to travel, please email our course administration team htlc.courses@hants.gov.uk.
- In the event of any queries, please contact our team on the numbers above.

On the day – guidance for HIAS inspectors

- If you are due to deliver training but are unable to travel to the training venue, please contact **Katie** on her mobile **by 7.00 am on 07973 778367**. If there are any problems with this number, please contact Katie via Teams.
- If Katie is away, please call our Team number on 01962 874820. In this eventuality, we will ensure that this line is staffed from 7am. Failing that, please contact Nicky Fogg on 07799 537248.
- We will try to find an alternative presenter to deliver the training course in your place.
- Katie to ensure that team has access to inspector contact telephone numbers.
- **If an alternative presenter is found**
 1. the original inspector will be required to contact them via telephone to discuss and email them any relevant training materials.
 2. Katie/Caroline will pass on venue details/joining information.
- **In the event that it is not possible to find an alternative presenter**
 1. Katie will liaise with Rosie Palmer and an urgent Learning Zone notification will be sent out to the delegates concerned.
 2. The schools of all the delegates affected will also be contacted via telephone. Rosie Palmer will action this with her team.
 3. Rosie Palmer, (who will action with her team), and Katie will also contact the venues concerned with a message and contact number to pass on to any delegates in the event that they still turn up

Follow up

- Katie/Caroline to liaise with inspectors to identify alternative dates for any cancelled training sessions.
- L&D team administrators to send a Learning Zone notification to delegates affected to advise that an alternative date will be offered in due course.
- Once a date has been agreed, L&D team administrators will check with Clarity regarding venue availability. Tina Harris to liaise with Clarity in the event of any venue charges resulting from cancellations of the original date.
- When venues are secured, L&D team administrators to send out Learning Zone notifications to delegates with new session details.
- Any issues arising from delegates not being able to attend replacement session will need to be considered on an individual basis.