

Policy Statement

It is essential that child contact centres are safe and that means developing the awareness and knowledge of those staff and volunteers involved in running them. Training is mandatory for all Coordinators, Staff and Volunteers.

Process

The NACCC Training Programme forms part of the accreditation of supported child contact centres. All Coordinators, Staff and Volunteers need to complete the training in the required subjects over a 3-year rolling period.

- St Paul's Child Contact Centre will make available all necessary and relevant training to Coordinators, Volunteers and Management Committee members on a 3-year rolling program. Training will be evidenced and will form part of the accreditation process.
- Staff and Volunteers must complete induction training followed by the NACCC 10 Training Modules over a three-year period.
- All staff and volunteers must undertake Safeguarding training annually
- A Training Record must be kept for each member of staff/volunteer, clearly stating the date and title of any training.

Coordinator training

All CCC Coordinators (including deputies) running supported child contact centres must attend the NACCC Coordinator training once every three years. It will equip them in their role to run their centre safely. It will take place on a regional basis over the course of two days. Part of the Coordinator training is designed to enable them to disseminate the training of the modules to their staff and volunteers.

Staff/Volunteer training

This has been divided into 10 mandatory modules for all volunteers at supported child contact centres. The training will equip them in their valuable role working in a child contact centre. The courses have been developed following feedback from centres on the issues faced by staff working at supported child contact centres.

The 10 NACCC training modules

- Safeguarding training
- Induction training for new volunteers
- Family breakdown
- Health & Safety Risk Assessment
- Encouraging positive contact – working with dads
- Conflict Management
- Domestic Violence and Abuse
- Understanding substance misuse – impact on families
- Managing reluctant family members
- Family Risk Assessment

Methods of training staff and volunteers:

Volunteer training can now be undertaken in a method that best suits the volunteer - face to face, or via a workbook method:

Face to face training

The NACCC training modules have been designed in a way that will allow Coordinators to deliver the training to their staff and volunteers.

Workbooks

These will be useful for staff and volunteers that cannot attend face to face training and are unsure about using computers.

This policy is reviewed and, if necessary, updated annually.

Approval Requirements

This policy should be approved by St Paul's Child Contact Centre, Bracknell's Management committee.

Revision Control

Version	Issue Date	Change History
19	6 Oct 2020	Formatting and minor typographical and grammatical updates