

KINGS LYNN CHILD CONTACT CENTRE

TRAINING POLICY

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

Details of available training over a year is available on the members' area of the NACCC website.

1. CCC Co-ordinators must attend NACCC Co-ordinator Training once every three years
2. Staff and Volunteers must complete induction training followed by the NACCC 10 Training Modules over a three year period
3. All staff and volunteers must undertake Safeguarding training annually
4. A Training Record must be kept for each member of staff/volunteer, clearly stating the date and title of any training.

Co-ordinator training

All CCC Co-ordinators (including deputies) running supported child contact centres must attend the NACCC Co-ordinator 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 Co-ordinator 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 (updated 2018)
- Induction training for new volunteers (updated 2018)
- Family breakdown (updated 2017)
- Health and safety risk assessment (updated 2017)
- Encouraging positive contact - Working with dads
- Responding to reluctant families and conflict within a child contact centre (new merged module updated 2018)
- Domestic abuse (updated 2017)
- Understanding substance misuse - impact on families (updated 2017)
- Family risk assessment (updated 2017)
- Understanding and managing children's behaviour and areas of contact to observe and assess (New module 2018)

Two methods of training staff and volunteers:

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

1. Face to face training

The NACCC training modules have been designed in a way that will allow Co-ordinators to deliver the training to their staff and volunteers. The NACCC may be able to deliver the training but an application must be made to them for this.

2. Workbooks

These will be useful for staff and volunteers that cannot attend face to face training.

May 2022