

Training Policy

Adopted June 2017
Last updated September 2021

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 (including Management Committee Members). 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.

- 1.1. Staff and Volunteers must complete induction training followed by the NACCC Training Modules over a three-year period
- 1.2. All staff and volunteers must undertake Safeguarding training annually
- 1.3. 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 NDCCC 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
- Induction Training for New Volunteers
- Family Breakdown
- Health & Safety Risk Assessment
- Encouraging Positive Contact
- Responding to conflict and reluctant family members
- Domestic Violence and Abuse
- Recognising the signs and symptoms of substance misuse
- Understanding and Managing Children's Behaviour and Areas of Contact to Observe and Assess
- Family Risk Assessment – New Dawn Child Contact Centre runs this for employees only

Methods of training staff and volunteers:

Volunteer training can now be undertaken in a method that best suits the volunteer - face to face (including via digital means e.g. Zoom) or via a workbook method:

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.

Workbooks

These are available for staff and volunteers that cannot attend face to face training.

The New Dawn Child Contact centre offers a rolling program of face to face training covering seven modules:

- Family Breakdown
- Health & Safety Risk Assessment
- Encouraging Positive Contact
- Responding to conflict and reluctant family members
- Domestic Violence and Abuse
- Recognising the signs and symptoms of substance misuse
- Understanding and Managing Children's Behaviour and Areas of Contact to Observe and Assess

Every module is run annually. Training sessions are held monthly (except August & December) alternate between afternoon and evening slots. Each module is run in in an afternoon one year and an evening the next year. Volunteers are encouraged to attend two or three modules per year in order to complete the required attendance at every module over a three-year period.

In addition to the training run by the Centre, volunteers are invited to safeguarding training run by Shirley Baptist Church and other organisations when the opportunity arises.

Existing volunteers are encouraged to attend when the Centre's Combined Induction and Safeguarding Training is run for new volunteers. This is an opportunity for existing volunteers to share their experience with new volunteers and to be updated on safeguarding.

End of Training Policy