

## NACCC Training Policy for Accredited Supported Child Contact Centres

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 Coordinators, 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:

- All staff and volunteers must undertake Safeguarding training annually.
- All staff upon induction to complete Kingston Child Contact Centre Induction (online) training, Safeguarding and recognising ACEs training
- Staff and Volunteers must complete induction training followed by the NACCC 10 Training Modules over a three year period.

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. This training will equip volunteers in their valuable roles 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

**Three methods of training staff and volunteers:** Volunteer training can now be undertaken in a method that best suits the volunteer - face to face, online (e-learning) 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. These packages are for a limited time (April 2013 - March 2015) going to be free to supported and supervised centres. If you would like NACCC to deliver the training there are additional charges. Additional information and advice about training can be obtained from Louis Ruddlesden.

### **2. Online training (e-learning)**

This training is offered via the Virtual College website:

- Your centre will need to appoint someone to be the main contact with NACCC, who can send enrolment information and to log in to Virtual College's website to monitor progress etc.
- This contact person will need to ensure that each volunteer has checked they have the computer requirements in place to do the module. This can be done via a quick online test

### **3. Workbooks**

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

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