

Training

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. 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.

1. Staff and Volunteers must complete induction training followed by the NACCC 10 Training Modules over a three year period
2. All staff and volunteers must engage with Safeguarding training annually
3. 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 10 NACCC training modules:

- Safeguarding training
- Induction training for new volunteers
- Family breakdown
- Health & Safety Risk Assessment
- Encouraging positive contact – working with dads
- Responding to reluctant families and conflict within a child contact centre
- Domestic Violence and Abuse
- Understanding substance misuse – impact on families
- Family Risk Assessment
- Understanding and managing children's behaviour and areas of contact to observe and assess

Two 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:

1. 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. Alternatively, trainers with appropriate expertise from other agencies (e.g. local Drugs or Safeguarding services) may deliver a session of equivalent coverage.

2. E Learning provided by NACCC

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

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