## West Wilts 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, Supporters 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. Supporters must complete induction training followed by the NACCC 10 Training Modules over a three year period
  2. Supporters must undertake Safeguarding training annually
  3. A Training Grid will be kept showing the date of traing or retraing completed by each volunteer/staffmember.

**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 supporters

**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
* Responding to reluctant families and conflict within a child contact centre
* Domestic Abuse
* Understanding substance misuse – impact on families
* Family Risk Assessment
* Understanding and managing children’s behaviourand areas of conflict to observe and assess.

**Three methods of training staff and volunteers:**

Supporter training can now be undertaken in a method that best suits the supporter - face to face, online (e-learning) or via a workbook method:

**West Wilts Child Contact Centre Policy on Training**

We offer face to face training. Supporters unable to attend study the training material at home.

Signed........................................................ Position....................................................

Date...........................................................

Signed........................................................ Position....................................................

Date...........................................................