

# St Mary's Contact Centre - Training Policy

It is essential that 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.

St Mary's Contact Centre produces a 3-year training programme, which is made available to all Volunteers and Trustees.

The Co-ordinator and all Volunteers will complete induction training followed by the NACCC Training Modules over a 3-year period. The modules are as follows:

- \* Safeguarding
- \* Induction training for new Volunteers and Co-ordinators
- \* Family breakdown
- \* Health and safety risk assessment
- \* Encouraging positive contact - working with fathers
- \* Conflict management
- \* Domestic abuse
- \* Understanding substance abuse - impact on families
- \* Managing reluctant family members
- \* Family risk assessment
- \* Coercive control

The Co-ordinator and volunteers undertake Safeguarding training annually. Trustees are encouraged to do so, unless they have undertaken Safeguarding Training from the local Safeguarding Board.

A Training Record is kept for the Coordinator and each Volunteer, clearly stating the date and title of any training.

## Co-ordinator training

The Co-ordinator will attend the NACCC 2-day Co-ordinator Training every three years.

## 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 training programme demonstrates how the required modules will be delivered over the course of a 3-year period. Any volunteer unable to attend face-to-face training is given the relevant workbook to complete.

**We are committed to reviewing our policy and good practice annually.**

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