



## CCCC – Training Policy

### 1. Purpose

The purpose of this policy is to explain how the Chichester Child Contact Centre (CCCC) plan to deliver training to staff and volunteers.

### 2. Aim

The aim of this policy is to:

- Outline the training plan for all paid Staff and Volunteers
- Outline the core training required to meet NACCC accreditation standards

### 3. Introduction

CCCC are dedicated to building knowledge and awareness of the paid staff and volunteers so that they are confident and capable to run the Centre in a safe and professional manner.

Training is a mandatory requirement for all NACCC accredited supported contact centres and the NACCC training guidelines form the framework of the training provided to all staff and volunteers over a three-year rolling period.

### 4. Training principles

- CCCC will make available all necessary and relevant training to Coordinators, Volunteers and Management Committee members (where applicable)
- Training will be evidenced and will form part of the accreditation process
- All Staff and Volunteers will complete induction training followed by ten NACCC 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
- All Coordinators (including deputies) running supported Child Contact Centres will attend the NACCC Coordinator training once every three years
- The Coordinator and Deputy Coordinator are responsible for delivering training content to Volunteers (after attending coordinator training course)

### 5. NACCC training modules

The ten training modules will equip Staff and Volunteers with the knowledge to be able to perform their role working in a child contact centre.

1. Induction training for new volunteers
2. Safeguarding training (annually)
3. Family breakdown
4. Health & Safety Risk Assessment
5. Encouraging positive contact – working with dads



6. Conflict Management
7. Domestic Violence and Abuse
8. Understanding substance misuse – impact on families
9. Managing reluctant family members
10. Family Risk Assessment

## 6. Training delivery methods

Volunteer training will be delivered in a variety of ways to best suit the Volunteers, subject matter and technology capabilities. Typically, training will be delivered using one of the following methods:

- Face to Face
- Workbooks
- eLearning
- Guest speakers
- Discussion & Question and Answer