



Birmingham Child Contact Centre

NACCC / BCCC Training Policy

It is essential that child contact centres are safe and that means developing the awareness and knowledge of those Volunteers and staff involved in running them. Training is mandatory for all Co-ordinators, Volunteers and staff. The NACCC Training Programme forms part of the accreditation of supported child contact centres. All Co-ordinators, Volunteers and staff will complete their training in the required subjects over a 3-year rolling period. Training will be evidenced and will form part of the accreditation process. Birmingham Child Contact Centre embraces the philosophy, content and importance of this training programme.

Details of available training is available on the members area of the NACCC website and also via a structured training programme delivered by BCCC coordinators and management team members.

- 1.1. Volunteers and staff must complete induction training followed by the NACCC 10 Training Modules over a three year period
- 1.2. All staff and volunteers must undertake Safeguarding training annually
- 1.3. 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 Contact Centre 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 Volunteers and staff

Volunteers and staff training

This has been divided into 10 mandatory modules for all volunteers at supported child contact centres. Training equips them in their valuable role within Birmingham child contact centre. These courses have been developed following feedback regarding issues faced by staff working at all 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 Volunteers and staff:

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.

NACCC training modules have been designed in a way that will allow Contact centres to deliver training to their Volunteers and staff. Of the three methods Birmingham Child Contact Centre believes and prefers to utilise face to face training.