

Lower Earley Family Contact Centre

Training Policy

We are accredited by the National Association of Child Contact Centres (NACCC) which has issued ten training modules. The Contact Centre provides these to all volunteers. There is additional training for Centre Coordinators and Team Leaders and for the handling of complaints (see Complaints Procedure).

A record of training is kept on the Gdrive for each volunteer, showing which modules were completed and when. Volunteers can either maintain their own entry or ask the training officer to do so on their behalf.

Team leaders ensure all volunteers are aware of the following:

- The role of the volunteer
- Essential procedures
- Details of ongoing training
- Other information as appropriate

In the case of new volunteers this is supported by an induction checklist. Copies of all the Contact Centre policies and procedures are available in a folder at the Centre at every session for all volunteers to read and review.

Training Modules

- 1) Safeguarding training (updated 2020)
- 2) Induction training for new volunteers (updated 2018)
- 3) Family breakdown (updated 2017)
- 4) Health and safety risk assessment (updated 2017)
- 5) Encouraging positive contact – Working with dads
- 6) Responding to reluctant families and conflict within a child contact centre (new merged module updated 2018)
- 7) Domestic abuse (updated 2017)
- 8) Understanding substance misuse – impact on families (updated 2017)
- 9) Family risk assessment (updated 2017)
- 10) Understanding and managing children's behaviour and areas of contact to observe and assess (New module 2018)

All the training modules are stored on a Gdrive managed by the contact centre training officer, accessible to all volunteers. In addition, hard copies of all essential modules are made available at the Contact Centre. Volunteers who need to make use of the time they spend at the Contact Centre to undertake their training can be allocated less busy duties such as “Back Door”, “Front Door” or “Runner” at the discretion of the Team Leader.

Volunteers need to complete formal safeguarding training every 3 years, which is backed up by some sort of ‘documented refresher’ on an annual basis. The update should include an update on the principles of safeguarding, everyone’s responsibilities and centre procedures regarding safeguarding and reporting.
