Cambridge & Ely
Child Contact Centre

NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES

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Registered Charity Number: 1145344
Company Registration Number: 7464402

Training Policy

It is essential that child contact centres are safe and that means developing the awareness and knowledge of Volunteers, coordinators and managers involved in running them. Training is mandatory for all Co-ordinators, Volunteers, and managers. NACCC's Training Programme forms part of the accreditation of supported child contact centres. All Co-ordinators 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.

This policy outlines the agreement between Cambridge & Ely Child Contact Centres and NACCCs as determined by the National Standards. Cambridge & Ely Child Contact Centres will ensure that all staff, coordinators and volunteers are trained to the specific standard and timetable as outline within this document.

Details of available training over a year is available on the members' area of the NACCC website.

- Co-ordinators must attend NACCC Co-ordinator Training once every three years.
- Volunteers must complete induction training followed by the NACCC 10 Training Modules over a three-year period.
- All Volunteers must undertake Safeguarding training annually.
- A Training Record must be kept for each member of Volunteers, clearly stating the date and title of any training.

Co-ordinator training

All 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. Part of the Co-ordinator training is designed to enable them to disseminate the training of the modules to their Volunteers.

Volunteers 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 Volunteers working at supported child contact centres.

The 10 NACCC training modules:

- Safeguarding training
- Induction training for new Volunteers

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- Family breakdown
- Health and safety risk assessment
- Encouraging positive contact
- 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 behaviour and areas of contact to observe and assess

Two methods of training Volunteers:

Volunteers training can be undertaken in a method that best suits the Volunteers member - face to face or via a workbook method:

- Face to face training
    - NACCC training modules have been designed in a way that will allow Co-ordinators to deliver the training to their Volunteers. If you would like NACCC to deliver the training, there are additional charges. Additional information and advice about training can be obtained from Phil Coleman, NACCC's Service Development Manager.

- E-Learning
    - These will be useful for Volunteers that cannot attend face to face training.

Implementation

Reviewed by		
Name Bridget Giltinane	Signature: B.Giltinane	Date: 11.09.2026
This Policy will be reviewed no less than once every three years.		