



Birmingham Child Contact Centre

BCCC / NACCC Training Policy

It is essential that Birmingham Child Contact Centre (BCCC) is safe and that means developing the awareness and knowledge of those Volunteers and staff involved in running it. Training is mandatory for all Co-ordinators and Volunteers. The BCCC/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 form part of the accreditation process. Birmingham Child Contact Centre embraces the philosophy, content and importance of this training programme.

Details of 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 volunteers must undertake Safeguarding training annually.
- 1.3. A Training Record must be kept for each volunteer, clearly stating the date and title of any training.

Co-ordinator training

All Contact Centre Co-ordinators (including deputies) running BCCC 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 training in the modules to their Volunteers.

Volunteers 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 BCCC. These courses have been developed following feedback regarding issues faced by volunteers and 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.

BCCC / NACCC training modules have been designed in a way that will allow BCCC to deliver training to their Volunteers in a way that suits them. Of the three methods BCCC believes and prefers to utilise the face to face training method