



Muswell Hill

**Child
Contact
Centre**

**at Muswell Hill
Methodist Church**

Training Policy

Muswell Hill Child Contact Centre acknowledges the importance and value of regular training in developing the knowledge, awareness and expertise of the volunteers to keep the Centre and its clients safe and to offer a positive and consistent contact experience.

Training is mandatory for all Coordinators and Volunteers.

Volunteers will 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 is kept for each volunteer, stating the date and title of any training.

The NACCC Training Programme forms part of the accreditation of supported child contact centres. Training will be evidenced and will form part of the accreditation process.

All CCC Co-coordinators (including deputies) running supported child contact centres must attend the NACCC Co-coordinator training once every three years. It will equip them in their role to run their centre safely. Part of the Co-coordinator training is designed to enable them to disseminate the training of the modules to their volunteers.

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 staff working at supported child contact centres.

The 10 NACCC training modules:

- Safeguarding training
- Induction training for new staff
- 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

Methods of training staff and volunteers:

Volunteer training can now be undertaken in a method that best suits the volunteer - face to face, or via a workbook method:

1. Face to face training

The NACCC training modules have been designed in a way that will allow coordinators to deliver the training to volunteers.

2. Workbooks

These will be useful for volunteers that cannot attend face to face training and are unsure about using computers.

We are committed to reviewing our policy and good practice annually.

Name:

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Signature:

Date:

This policy was last reviewed on: 29th July 2024