**FAB Volunteer Peer Supporter Training Policy 2018**

Families and Babies FAB will be taking two enrolments of online learners per year, one in the spring and one in the autumn with a maximum of 15 learners per commissioned area

**Process**

Volunteers to be recruited by area volunteer co-ordinator (VC) this should include;

A completed application form

Two satisfactory references

Interview – face to face or telephone. This should cover details/expectations of the training programme to ensure learner is clear what is involved. Please see suggested volunteer interview paperwork.

Collection of learner registration form if above are acceptable

Submission of DBS

Registration forms to be submitted by VC to [training@familiesandbabies.org.uk](mailto:training@familiesandbabies.org.uk)

Learner will then be enrolled onto online training and registered with Certa.

Welcome email and information sheet will be sent out to learner with expected completion date – this will be 8 weeks from the date of enrolment. VC will be copied in.

**Costs**

The cost of accredited training is £57, this includes: registration with awarding body; certificate upon successful completion and a volunteer DBS. This does not include FAB tutor and support time, however this is free for participants who wish to volunteer within FAB commissioned areas). Families and Babies do welcome non-FAB volunteers wanting to access the course and this would be subject to additional charges.

Payment must be made in total before enrolment to the training programme and will need to be made via BACS transfer.

Payment by instalments can be arranged but money paid will be treated as a deposit until paid in full and is non-refundable.

If a learner is unable to pay by BACS for any reason cash may be an option but will need to be discussed with the person responsible for holding/banking cash (normally the Branch Manager).

**Support**

Once enrolled tutor will oversee training and keep local VC informed of any issues.

Area VC will maintain regular contact with learner and offer support throughout training.

Tutor will inform VC when learner has completed and will contact VC.

Area VC will arrange shadowing and next steps for volunteer.

* VC should be aware that learners who do not access their training account within two weeks of receiving a welcome email will not be registered with Certa and their training account will be removed.
* If at any point during their training the account is not accessed for 8 consecutive weeks the account will be removed and the learner withdrawn from training.
* It is suggested that learners spend at least 2 hours per week working on training and completing assessments

**Extensions**

Learners who feel that they are not going to meet their deadline should request an extension in writing to [rachel@familiesandbabies.org.uk](mailto:rachel@familiesandbabies.org.uk) stating the reason for the extension and a reasonable proposed completion date.

Learners that exceed 12 weeks without making contact to request an extension will be automatically withdrawn from training.

**Disclaimer**

Please note that for learners who are not part of FAB commissioned services we are unable to offer ongoing supervision and update training. The responsibility for this lies with the individual learner and FAB cannot be held responsible for any information given to parents once a learner has completed training.