



Introduction to
RJC Voluntary Code of Practice for Trainers and Training Organisations
of Restorative Practices Facilitator Training

and

the associated RJC Complaints Procedure

Introduction

The Voluntary Code of Practice for Trainers and Training Organisations of Restorative Practices Facilitator Training, hereafter referred to as the Code, published in October 2007, was created to help those who purchase RJ training to identify the minimum standards that they might seek from training providers and also an illustration of RJ trainers' commitment to training standards in the field.

The RJC RJ Training Providers List is a list of our members who have committed to observe the provisions of the Code.

As the Code is voluntary, the RJC can take no responsibility for training providers or trainers who do not observe its provisions, nor for the quality of training provided by trainers and organisations present on the RJC RJ Training Providers List. Nevertheless we would like to ensure that those who are listed as RJ trainers committed to observing the Code do observe its provisions and we have therefore introduced the following Complaints Procedure.

The Complaints Procedure will be reviewed annually by the RJC Board of Trustees. The RJC Voluntary Code of Practice for Trainers and Training Organisations of Restorative Practices Facilitator Training will be reviewed by the RJC Trainers' Forum as required by that group or the RJC Board of Trustees.



RJC Voluntary Code of Practice for Trainers and Training Organisations of Restorative Practices Facilitator Training

1. Training is expected to be delivered in accordance with the *Principles of Restorative Processes* (RJC, December 2004), *Best Practice Guidance for Restorative Practitioners* (Home Office, December 2004) and *National Occupational Standards for Restorative Practice* (Skills for Justice, March 2006)¹.
2. Trainers should be able to demonstrate a good working knowledge of the full range of restorative processes, as described in the *Best Practice Guidance* (2004)
3. Trainers are responsible for maintaining their own training and development to recognised national standards for training.
4. Trainers should be experienced restorative practitioners able to demonstrate their skills and provide evidence of their work and ongoing development as a practitioner.
5. Training will be delivered over a time period sufficient to equip participants² with the appropriate knowledge, skills and confidence to provide safe and quality restorative practice to the relevant standards laid out in the National Occupational Standards for Restorative Practice and the Best Practice Guidance for Restorative Practitioners.
6. Training must include practical applications (e.g. role-plays). Every participant must be given the opportunity to practice and observe facilitation skills and receive feedback.
7. Co-trainers are recommended when training groups are larger than 12.
8. Prior to training, it is recommended that trainers work with clients to find out the learning needs of the participants and prepare appropriately³. At the same time trainers should advise clients on setting up ongoing organisational support and development opportunities for staff following training⁴.

¹ All these documents are available via the RJC website www.restorativejustice.org.uk

² In this document, we refer to students receiving training as 'Participants' while the individual or organisation commissioning the training is referred to as the 'Client'.

³ For example, consideration of the particular training needs of the organisation, length of course, number of participants, need for interpreters, disabled access etc

⁴ The *Best Practice Guidance* (2004) provides guidance for line managers and supervisors of staff delivering restorative processes

9. Following training it is recommended that trainers feedback to the client on the progress of individual participants when there are concerns and provide recommendations for any further training needed. This arrangement should be organised and agreed before training commences. Trainers should evaluate the course and share feedback forms with the client.
10. It is recommended that trainers make themselves available to participants for feedback and advice where possible and appropriate.
11. It is recommended that trainers/training organisations be members of the Restorative Justice Consortium.
12. Trainers and Training Organisations in restorative practice should make references and evaluations from previous courses available to potential clients.
13. If this Voluntary Code of Practice is not adhered to, then the trainer/training organisation may be suspended from the Trainers list on the RJC website in accordance with the RJC Trainer's Code Complaints Procedure.

Restorative Justice Consortium, September 2007

Complaints Procedure for RJC Voluntary Code of Practice for Trainers and Training Organisations of Restorative Practices Facilitator Training

1. Anyone receiving training in Restorative Practices from a Provider⁵, or a Trainer working on behalf of a Provider, who has signed up to the Code is invited to report to the RJC in writing if they believe that the training Provider has not adhered to the Code.
2. An RJC staff member will speak to both the Client and to the Provider and work sensitively in line with the principles of Restorative Practice in their contact with both the Client and the Provider to see whether the issue can be resolved. If this informal contact cannot resolve the issue the staff member will prepare a report for the RJC Board.
3. The report from RJC staff will outline all the information gathered, any attempts made to resolve the issue already, and will make a recommendation to the Board as to whether or not there is a preliminary case for removing the Provider from the RJC RJ Training Providers List on the RJC website.
4. If the recommendation is that the Provider should not be removed, a Board member trained in restorative techniques will, on the basis of information contained in the report from RJC staff, write a reply to the complainant. This reply is final and the RJC will not consider further complaints on this issue.
5. If the recommendation is that there is a preliminary case for removing the training provider, the RJC Board will nominate a Board member to meet with the Provider. The RJC Board member will work restoratively in this meeting with the Provider to see whether the issue can be resolved. Following the meeting the RJC Board member will report back to the RJC Board with a recommendation as to whether or not the Provider should be removed from the RJC RJ Training Providers List on the RJC website.
6. In order to prevent conflict of interest, any RJC Board member with a commercial interest in training will not be copied into papers and will leave Board meetings during discussion of these issues. Separate minutes will also be taken and kept confidential.
7. Specialist advice will be sought by the RJC Board if it is felt to be needed in any area.
8. The RJC Board will take a decision based on this recommendation. Their decision is final and will be fed back to both the Provider and the Client by letter from the Chair or Vice-Chair.

⁵ In this document, we refer to those delivering training as 'Providers' or 'Trainers', students receiving training as 'Participants' and the individual or organisation commissioning the training as the 'Client'.