



## **RJC Code of Practice for Trainers and Training Organisations of Restorative Practice – January 2011**

### **Introduction**

As the national voice for restorative practice the Restorative Justice Council (RJC), provides quality assurance through the setting of standards and accreditation of practitioners, trainers, training providers and the delivery of services in the field. It is within this context that we outline the following 'RJC Code of Practice for Trainers and Training Organisations of Restorative Practice – January 2011'.

Restorative processes bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

Restorative practice enables these processes to take place, either formally (for example, a restorative justice conference involving victims and offenders, or in a care home or school following an incident of harm), or informally, in the course of daily work in managing and building relationships and dealing with conflict or inappropriate behaviour (for example as used by a police officer to deal with low level crime on the beat, or a teacher, to manage a conflict between young people in the classroom).

Quality in restorative practice is essential, to safeguard the wellbeing of all participants in a restorative process, to build community confidence, and to provide everyone involved with the best possible outcomes. Training in restorative practice<sup>1</sup>, particularly training for facilitators, is the bedrock of quality practice.

This Trainers Code of Practice builds on the previous 2007 RJC Trainers Code of Practice, and sets out the minimum requirements for training in restorative practice at five levels<sup>2</sup>, as detailed overleaf.

All training providers and individual trainers wishing to be listed in the RJC Trainers Register will be required to sign up to this new RJC Trainers Code of Practice.

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<sup>1</sup> As defined in the current version of 'Best practice Guidance' and National Occupational Standards.

<sup>2</sup> These are not intended to be prescriptive; rather they are descriptive and therefore do not use terms such as Level, Module etc.



As well as signing up to the Trainers Code of Practice signatories will need to certify their organisations (and the trainers they use) and/or the individual's own compliance (as appropriate) with the 'Training of Trainers' section of this code in relation to experience, training and suitability to train others in the field<sup>3</sup>.

- **Awareness Seminar:** This is suitable to inform people about restorative practice, but does not equip course participants with the skills to practice.
- **Workshop/Seminar for Managers and Supervisors of Restorative Practice:** this workshop is not aimed at practitioners, but at Manager and Supervisors, enabling them to support quality restorative practice by their staff.
- **Introductory Workshop/Training:** This provides participants with background knowledge, and the skills to use **informal** restorative practice in their day to day work.
- **Facilitator Training:** This provides participants with the knowledge and practical skills to run a **formal** restorative process. Participants in this training will be introduced to, and given the opportunity to practice, the full range of skills outlined in the core 2010 National Occupational Standards in restorative practice.
- **Training of Trainers:** This course is for people who will go on to train others in restorative practice. As a minimum requirement, this training should be for people who themselves already have experience as restorative practitioners.

The specific requirements for training at each level are listed later in this Code.

All the Training Providers who sign up to this Code do so because they recognise that it provides a benchmark of quality for the public, course participants themselves, and for Commissioners. Training Providers who sign up to this Code are listed in the Register of Approved Training Providers on the RJC website and thereby entitled to advertise through the RJC. In 2012 the RJC will offer a Quality Mark for Training Providers who can demonstrate that they adhere to this Code in the training they provide.

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<sup>3</sup> The RJC Standards and Accreditation Board will review all applications to join the RJC Trainers Register and may request further information to verify that an applicant meets the requirements of the Code before the application is accepted and the organisation listed.



Commissioners and course participants can ask any Training Provider signed up to the RJC Code directly to outline the courses they offer (e.g. Awareness seminars, Manager and Supervisor seminars/workshops, Introductory workshop/trainings, Facilitator training, Training for Trainers and other related/newly developed restorative practice seminars/workshops/trainings they offer) and how the training on offer will meet the requirements of the Code. Commissioners and course participants can therefore independently assess the quality of the training they are being offered or are seeking to participate in.

The Register of Approved Training Providers lists all RJC members who have committed to observe the provisions of this Code. The RJC does not independently verify the quality of the work of training providers at present. However, we endeavour to ensure that those who are listed as RJ trainers committed to observing the Code do observe its provisions as outlined in the accompanying Complaints Procedure at Annex A of this document and we will take action to resolve a complaint when the code is breached.

## RJC Code of Practice for Trainers and Training Organisations in Restorative Practice

### Core requirements

These requirements apply to training at any of the five levels outlined above.

1. Lead or sole trainers in restorative practice, at any level, should have experience of restorative practice. Trainers are required to demonstrate a good working knowledge of the full range of restorative practice, as covered in the Best Practice Guidance.
2. Trainers are responsible for maintaining their own training and development to adequately meet the requirements of this code.
3. Prior to the provision of training, it is required that training providers work with the client to find out the learning needs of the participants and anticipated outcomes of the client. Using this information, the trainer would be expected to advise the client on the appropriate duration of the seminars, workshops or training courses and prepare appropriately<sup>4</sup>. At the same time, trainers should advise clients on setting up on-going organisational support such as mentoring, supervision, etc. and development opportunities for staff following training<sup>5</sup>.
4. Prior to training taking place both client and participant will be informed that where there are concerns in respect of the participant's practice, trainers may make recommendations for further development for any identified further training needed to both the client and the participant. Following training, it is required that trainers provide feedback to the client on the progress of individual participants, with the knowledge of the individual, when there are concerns in respect of the participant's practice and provide recommendations for any identified further training needed. This should also apply if the participant has not met the required standard to be a facilitator. The arrangements for this should be discussed and agreed prior to the commencement of the training. Trainers should obtain feedback from participants in respect of the training content and delivery, evaluate the training and share both with the client where they wish/require this.
5. It is recommended that trainers make themselves available to participants for feedback and advice during and immediately following training.

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<sup>4</sup> For example, consideration of the particular training needs and operational requirements of the organisation, length of course, method of delivery, number of participants, need for interpreters, disabled access, etc.

<sup>5</sup> The current version of Best Practice Guidance provides guidance for managers, case supervisors and service providers delivering restorative practice.

6. In order to be listed, organisations or individuals who provide training need to be members of the Restorative Justice Council.
7. Trainers and training organisations in restorative practice should make references and evaluations from previous courses available to potential clients, subject to the consent of the person or organisation giving the feedback.
8. If the provisions of the Code of Practice are not maintained by individual trainers and training organisations, that individual trainer or organisation may be suspended from the Register of Approved Training Providers in accordance with the RJC Trainer's Code Complaints Procedure.

### **Specific requirements for restorative practice training at different levels**

#### **Awareness Seminar**

9. Awareness Seminars in restorative practice are suitable to provide information about restorative practice to a wide range of professionals. They can be delivered in a minimum of 2 hours. These seminars do not include a skills component, and do not equip people to use restorative practice. These would be suitable as 'taster' sessions, or to give all staff in an agency an understanding of restorative practice, to support the more specialist work of colleagues.

#### **Seminars/Workshops for Managers and Supervisors of restorative practice**

- 10 Managers and supervisors have a critical role to play in ensuring that the quality of restorative practice is maintained. While managers and supervisors do not need to be trained in the skills of restorative practice, seminars (minimum of 2 hours as above) or workshops (5 – 8 hours as below) at this level should give a good introduction to restorative practice, including the evidence base, and ensure that Manager and Supervisors are aware of the *Principles, Best Practice Guidance, and National Occupational Standards* as benchmarks of quality.
- 11 Managers and supervisors need to be aware of their role in supporting practitioners to deliver a safe and effective process by ensuring that practitioners are properly trained, have access to case supervision, the time to do their job well, and access to support any opportunities for reflective practice. These responsibilities should be covered in manager and supervisor training, and are outlined in more detail in Sections D and E of the 2010 Best Practice Guidance.

- 12 In addition, managers and supervisors may well have responsibilities as a provider of a restorative service, for data collection, evaluation of their service, and maintaining records of restorative practice. These should also be covered in manager and supervisor training, and are outlined in Section G of the 2010 Best Practice Guidance.

### Introductory Workshop/Training

- 13 Introduction to restorative practice workshop/trainings provide an introduction to the concepts and philosophy of restorative practice, and some introductory skills. They are suitable for people who will only be using restorative skills **informally**, to resolve conflicts in the course of their day job. Introductory workshop/trainings take a minimum of 5-8 hours.

### Facilitator Training

- 14 Facilitator training equips participants with the skills and knowledge to run a **formal** restorative process – for example a restorative conference, face to face mediation, or Family Group Conference. Facilitator Training will take a minimum of 20 hour's face to face tuition. Training of less than 24 hours' duration should be preceded by either a pre-read to prepare students for the training or a prior awareness/introductory workshop/training.
- 15 Training is to be delivered in accordance with the *Principles of Restorative Processes (RJC)*, *Best Practice Guidance for Restorative Practitioners and their Case Supervisors and Line Managers (Home Office/Ministry of Justice)* and *National Occupational Standards for Restorative Practice (Skills for Justice)* [Hereinafter referred to as The Principles, The Best Practice Guidance and The National Occupational Standards respectively]<sup>6</sup>, as they apply to the whole or particular relevant portion/s of the training being delivered.
- 16 Additional training would be needed to enable individuals to facilitate more sensitive and complex cases, as outlined in the Best Practice Guidelines. Additional training might also enable the practitioner to specialise in restorative practice in a particular sector, or with a particular client group. The duration and content of these further training courses can be flexible, dependent upon the needs of the individual or client and should dovetail with opportunities for co-working, mentoring and reflective learning in the workplace.

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<sup>6</sup> The latest versions of these documents are available via the RJC website [www.restorativejustice.org.uk](http://www.restorativejustice.org.uk)



- 17 To ensure that skills are trained and assessed during the training course, any facilitator training courses must include practical applications (e.g. role plays of actual restorative interventions at the level and manner covered in the training) and every participant must be given the opportunity, during the training, to practise and observe facilitation skills plus give and receive constructive feedback from their peers and/or trainers.
- 18 Co-trainers are required when facilitator training is provided for groups of participants with more than 12 participants (to a maximum of 12 participants per trainer).

### **Training for Trainers in Restorative Practice**

- 19 Training for trainers should only be offered to individuals who have completed a facilitator skills training course and have practical experience of the use of restorative practice as appropriate to the level and context of the training they have received and will be delivering.
- 20 The 'training of trainers' course for restorative practice must be of sufficient duration to ensure that the participant can demonstrate an in-depth understanding of restorative practice and the training they will be delivering. The course must include observed and assessed mock training sessions delivered by the participant to fellow trainee trainers, followed by detailed peer and trainer feedback. This needs to be followed by delivery of a facilitator training course of the appropriate level co-trained with and observed by an experienced trainer. This can be achieved through trainee trainers delivering in pairs with an experienced trainer/observer assisting and directing them as necessary.
- 21 Where an experienced restorative practitioner is already an experienced trainer in other forms of training, the requirement for a training of trainers course may be waived, and shadowing, and co-training of facilitator training sessions delivered by an experienced trainer, may be a suitable alternative. Additional training courses shadowed and the co-training courses delivered may be required, depending upon the needs of the training organisation and the developmental needs of the participant.

## **Annex A                      Complaints Procedure**

1. Anyone, who upon receiving training in restorative practice from a Provider<sup>7</sup> or a Trainer working on behalf of a Provider, who has signed up to the Code, believes that the training Provider has not adhered to the Code, is invited, in the first instance to write to the RJC to raise any concerns or a complaint. The RJC will only investigate complaints which constitute a breach of the Code.

### **Stage One**

2. An RJC staff member will speak to both the Client and to the Provider within two weeks of the complaint being received. RJC staff will 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.
3. If this informal contact cannot resolve the issue to the satisfaction of both parties, the staff member will prepare a report for the RJC Vice-Chair.
4. The report from the RJC staff member will outline all the information gathered, any attempts made to resolve the issue already, and will make a recommendation to the RJC Vice-Chair as to whether or not there is a preliminary case for removing the Provider from the Register of Approved Training Providers on the RJC website.
5. If the recommendation by the RJC Staff member is that the Provider should not be removed or be subject to further investigation, and this is accepted by the RJC Vice-Chair, he/she will, on the basis of information contained in the report from RJC staff member, write a reply to the complainant. This reply is final and the RJC will not consider further complaints from that particular complainant relating to the same particular circumstances that gave rise to the complaint.

### **Stage Two**

6. If the recommendation is that there is a preliminary case for removing the training provider, or the RJC Vice-Chair decides that there is a case for doing so, he/she will instruct the Chair or where appropriate the Vice-Chair of the RJC Standards and Accreditation Board (SAB) to nominate and oversee two members of SAB with background experience relevant to that complaint (the Investigating Team) to meet with the Provider. At least one of the team will be trained in restorative practice and they will work restoratively in this meeting

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<sup>7</sup> 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'.



with the Provider to see whether the issue/s can be resolved. All paperwork will be kept entirely confidential, and only seen by the Investigating Team and RJC staff.

7. The Investigating Team may require information about, or evidence to prove or disprove the allegations/complaints of breach of the code being made. These may include: qualifications and experience of trainers, course attendee lists, course outlines, training materials, students hand-outs, text books etc. Any such materials would be sent in hard copy to the RJC office, seen only by the Investigating Team, and returned to the provider following the investigation. Specialist advice will be sought by the SAB Chair/Vice Chair if it is felt to be needed in any area. If a member of the investigating team has a commercial interest in training he/she must undertake to make no use of any information gained through this process.
8. At this stage, upon advice from the Investigating Team or immediately upon referral to SAB, if felt appropriate by the RJC Vice-Chair in consultation with the SAB Chair/Vice-Chair, the following actions may be taken by the RJC Vice-Chair (who may use his/her discretion as to whether all or some may apply according to the nature and seriousness of the complaint received):
  - a. Suspend the Providers listing on the Register of Approved Training Providers whilst investigation is on-going.
  - b. Suspend the Provider's listing of training courses on the RJC website.
  - c. Suspend the Provider's listing of training courses on RJC e-bulletins.
  - d. Suspend the Provider's right to include Marketing in Resolution and other RJC publications.
  - e. Suspend the Provider's right to sponsorship and marketing in relation to RJC events.
9. During any suspension, the Investigating Team may require further evidence from the Provider that any breach of the Code has been remedied. Evidence may be required from the provider over a six month period from the date of their first meeting with the Provider, to assure the SAB Chair/Vice-Chair and RJC Vice-Chair that any problems have been fully remedied.
10. Following the initial meeting, or following the period of suspension, the Investigating Team will provide the SAB Chair/Vice-Chair and RJC Vice-Chair with a report and recommendation as to whether or not the Provider should be permanently removed from the RJC Register of Approved Training Providers.
11. In order to prevent conflict of interest, with the exception of the selected SAB members of the Investigation Team, the SAB Chair/Vice Chair, and the RJC Vice-Chair; SAB members with a commercial interest in training will not be copied into papers and will leave SAB meetings during discussion of these

issues. Separate minutes will also be taken and all documentation relating to any complaint and investigation will be kept strictly confidential.

12. Eligible members of the RJC Standards and Accreditation Board will meet to take a vote based upon this recommendation and this meeting will be chaired by the RJC Vice-Chair. In the event of a split decision the RJC Vice-Chair will hold the casting vote. This decision will be fed back to the Provider subject of Complaint and the Client by letter from the RJC Vice-Chair. Both parties will be given the opportunity to respond within 14 days of receipt of the letter if they wish to appeal the decision and to provide evidence in support of that appeal when appropriate.

### **Stage Three**

13. Where the provider subject of the complaint or the client does not accept the SAB and RJC Vice-Chair's decision and wish to appeal, the matter will be put before the RJC Board of Trustees for review of the decision, who will either uphold or overturn it. The RJC Chair will have a casting vote in event of a split decision.
14. With the exception of the RJC Chair, any RJC Board of Trustees member with a commercial interest in training will not be copied into papers and will leave the Board meeting during discussion and the vote. To ensure the independence of the appeal decision, the RJC Vice-Chair, SAB Chair/Vice-Chair and any member of SAB who voted at Stage Two who are also Board of Trustees members, will not have a vote on the appeal; and will (after answering any clarifying questions for the Board as below at 15) also leave the room while the decision is discussed and voted upon. Separate minutes will also be taken and all documentation relating to any complaint and investigation will be kept strictly confidential.
15. Eligible members of the Board will have access to all documentation, reports; minutes etc. in order to make an informed decision and the RJC Chair may call upon the original SAB investigation team, SAB Chair/Vice-Chair and RJC Vice-Chair to clarify any matters in dispute / ambiguities both before and during the appeal meeting.
16. As part of a decision to overturn the decision, the Board may also make requirements of the provider, which need to be complied with prior to reinstatement.
17. The decision of the RJC Board of Trustees is final and the RJC will not consider further complaints/appeals from that particular Complainant/Provider relating to the same particular circumstances that gave rise to the complaint.