

## Helpline, Email Support and Live Chat Volunteer Training: Provisional schedule April 2025

Training Session	Date	Time
Introduction and Reflective Practice	Tuesday 29 <sup>th</sup> April	6:30-9pm
1. Rape	Saturday 10 <sup>th</sup> May	10am-4pm
2. Childhood Sexual Abuse & Supporting Young Women	Saturday 17 <sup>th</sup> May	10am-4pm
3. Suicide, Self-Harm & Eating Disorders	Saturday 24 <sup>th</sup> May	10am-4pm
4. Ritual Abuse and Dissociative Identity Disorder	Saturday 31 <sup>st</sup> May	10am-4pm
Break – no training this week	Saturday 7 <sup>th</sup> June	
5. Live Chat and Email: Skills and Practice Workshop	Saturday 14 <sup>th</sup> June	10am-4 pm
6. Prostitution and Helpline Workshop	Saturday 21 <sup>st</sup> June	10am-4pm
Policies & Procedures	Tuesday 24 <sup>th</sup> June	6:30-9pm

### Additional information

- ❖ Shadowing shifts for each service (helpline, email and live chat) will take place throughout May, June and July. Trainees are expected to shadow the helpline twice, and once the email and the live chat services. This means they will have to do, at least, **four shadowings**.
- ❖ All training sessions above will take place **face to face** in a venue **in Cambridge**. Participants are expected to attend **all of the sessions**.
- ❖ There will be some **additional reading/viewing** each week.
- ❖ Cambridge Rape Crisis Centre will endeavour to facilitate the sessions at the times and dates listed above. However, some sessions may be swapped or changed due to circumstances such as trainer's availability or illness.