



Question and Answers on the Implementation of the Care Certificate for Health and Social Care Professionals

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1. Will learning resources be available?

Skills for Care (SfC), Skills for Health (SfH) and Health Education England (HEE) have chosen a contractor to produce an integrated suite of learning and development materials to meet the needs of staff who are expected to hold the Care Certificate. Materials will include a downloadable PDF workbook and we will be exploring the possibility of additional resources. These materials will be made freely available to health and social care sectors and will be available on partner organisations' websites from March 2015.

2. Should assessment of the competences specified in the standards be carried out in the workplace?

Assessment strategies differ depending upon which part of the Care Certificate is being undertaken. The guidance document sets out what must be assessed and how it should be assessed. Most assessment should be within a setting where care is being provided to



service users/ patients, and should be completed face to face. More information is contained in the "Care Certificate Framework Assessor Document". Learners can practice and develop their new skills in a classroom/skills lab or similar setting but the assessment evidence must be collected during real work activity.

3. Who can assess whether a worker has achieved the required competences?

The employer must be satisfied that the assessor is competent to assess whether the worker meets the standards of the Care Certificate. The assessment (including observing someone and assessing their competence) must be undertaken by someone who is 'occupationally competent', which means someone who has the necessary experience to judge whether the learner has demonstrated the required competences. The guidance does not specify that someone delivering the training and carrying out assessment needs a specified qualification.

4. How long does it take to complete the Care Certificate?

The experience of the pilot sites has shown that for full-time staff the average amount of time taken for an employee new to health or social care to demonstrate the expected competences and knowledge is 12 weeks. This will vary from organisation to organisation, and may depend upon a range of factors: the hours worked by the learner, teaching methods chosen, previous educational achievement, resources and opportunities for assessment, the availability of assessors.

5. What will the award of the Care Certificate allow new staff to do?

It is expected that on completion, new staff will be able to provide the aspects of care as defined in the Care Certificate standards.

6. Can existing care workers be credited with the certificate if they have been trained according to the Common Induction/Minimum Training Standards?

These staff should already have completed the training required for induction which was specified by the previous standards. Individual employers are responsible for judging whether the jobs of individual staff require them to meet the additional standards in the Care Certificate. An employer is required to assess the skills and training needs of new staff, and based on this assessment may choose to provide training in all, or some, of the standards required by the Care Certificate.



Employers may ask new staff to use the self-assessment tool to help decide what further training, if any, may be necessary before awarding the Care Certificate.

7. If a member of staff who has achieved the knowledge and competences required by the Care Certificate moves to a new role or new employer do they have to undertake the Care Certificate again?

No – the certificate is designed to be portable. However, employers are expected to ensure that new staff have retained the competences required by the Care Certificate.

8. When will employers be expected to train new staff according to the standards in the Care Certificate?

The expectation is that new staff will achieve the standards and competences detailed in the Care Certificate from April 2015.

9. Will there be a central register of staff who have been awarded the Care Certificate?

Individual employers are responsible for maintaining records of staff training, which may be required for inspection purposes by the CQC. However, the successful completion of the certificate may also appear on an employee's NHS Electronic Staff Record and from March 2015 social care employers should record Care Certificate completion in the National Minimum Data Set for Social Care (NMDS-SC).

10. Will agency and bank staff need to undertake the Care Certificate?

Providers of health or social care have a legal duty to assess the training needs of all staff new to their organisation; this applies to agency, bank or directly recruited health and social care assistants. This assessment may indicate that a new member of staff needs to receive training in all, some or none of the Care Certificate standards before providing care unsupervised.

The self-assessment tool is available to help decide what further training, if any, may be necessary before awarding the Care Certificate.