Part of the Recommendations for Care Quality Commission (CQC) Providers Guide

Workforce development to help deliver safe, effective, caring, responsive and well-led services

Version 3, July 2015
The Care Quality Commission (CQC) does not specify what qualifications are needed by care workers, senior care workers, supervisors and managers.

There is however an expectation throughout the CQC Fundamental Standards that providers ensure their people have the skills, qualifications and experience to perform their role.

Skills for Care has a long history of working with adult social care providers to develop the national vocational qualifications recommended to those working in adult social care.

The range of Adult Social Care Qualifications available can be beneficial to those at the beginning of their career, as well as more experienced care workers, managers and leaders to develop themselves further.

Each year Skills for Care works with employers to produce new qualifications to respond to changing needs. While Skills for Care does not directly deliver the qualifications, our Skill Selector resource can help providers to tailor qualifications to their people’s needs.

The Workforce Development Fund enables thousands of providers to reclaim some of the cost of these vocational qualifications.

The range of Adult Social Care Qualifications available can be beneficial to those at the beginning of their career, as well as more experienced care workers...
For new care providers and managers, we recommend this full section is read. For those more familiar with our information and advice, the following links direct you to appropriate sub-sections:

- Adult social care qualifications
- Skill Selector
- Entry into social care
- Sector route-way for social care
- Diplomas in health and social care
- Apprenticeships
- Awards and certificates
- Workforce development funding
Skills for Care strongly believes that, when delivered well, the qualifications listed in this resource will provide a capable, confident and skilled workforce.

These qualifications will support care workers to deliver compassionate care based on strong values and ensure dignity is experienced by all those who need care and support, and their carers.

Responding to the workforce development needs of providers, Skills for Care is involved in the original development of many of these vocational qualifications but we do not directly deliver the training ourselves.

Care providers wishing for their care workers to commence these qualifications are recommended to contact colleges and learning providers offering the qualifications (many of who advertise their services online).

Our Guide to Qualifications in Adult Social Care publication provides further detail to the learning opportunities summarised in this section.

Our Choosing Workforce Learning resource can be helpful in this process and we always recommend to compare prices, delivery methods and follow up references from those who have used the learning provider.

Adult social care qualifications
Knowledge and competence

These vocational qualifications are popular across the adult social care sector as they provide a consistent standard but also flexibility so employers can tailor to their needs.

The units that make up the qualifications reflect what workers should ‘know’; knowledge units, and ‘do’; competence units. Knowledge qualifications can be completed without demonstrating competence, so can be achieved if learners aren’t actually working in a setting. This helps meet the needs of learners at different stages in their career, possibly even before starting in adult social care.

The main qualifications achieved through the demonstration of competence are diplomas. They ensure that care workers are fit to practise and are equipped to offer quality care and support.

The diplomas are the core qualifications for social care and it is recommended that all care worker staff have at least a Level 2 or 3 Diploma in Health and Social Care (or the equivalent NVQ if studied before 2010). The new Level 4 Diploma in Adult Social Care is aimed at team leaders and assistant managers. The Level 5 Diploma in Leadership in Health, Social Care and Children and Young People’s Services is the recommended qualification for managers and senior practitioners.

This section also looks at qualifications that help continuing professional development in social care, as well as highlighting some resources from Skills for Care that can help employers to learn more about them.
Skill Selector

Skills for Care’s **Skill Selector** is a simple step-by-step interactive tool for building adult social care qualifications and identifying learning opportunities that are right for providers.

It’s designed to help those working in the social care sector get to grips with the units and qualifications available that recognise what people know and do.

The tool can be used by learners, care providers and learning providers. It allows all to explore the different qualifications available and the units that make up these qualifications. Within each qualification you will see the full list of units available. For those who know the qualification they want, it is possible to learn more about it and select the units most appropriate for their job role.

The mandatory units that have to be completed are pre-selected, others are optional. Using the Skill Selector helps users to both learn more about the qualification itself and shape it around the needs of their role.

Once users have finished building a qualification, they can download a qualifications summary. This will help discussions between learners and the providers they work for about their continuing development. Care providers can also use this information to start discussions with learning providers about delivery of qualifications.

Over the coming pages this guidance provides further information about different qualifications but also provides links directly to overviews of these qualifications in the Skill Selector resource.
For the majority of roles in adult social care, there is no entry level requirement that individuals must have before joining a care provider.

For those individuals who would prefer to undertake some learning about adult social care before commencing work for a provider, a number of knowledge-only qualifications are available in England.

Learners undertaking these qualifications do not need to be working in a social care environment so they can be completed before the individual takes up a role and will serve as preparation for a career in social care.

## Level 1 Award in Preparing to Work in Adult Social Care

This qualification is aimed at those interested in finding out more about working in adult social care. It can be delivered as part of pre-employment training and covers employability skills relevant to adult social care.
Level 1 Award in Introduction to Health, Social Care and Children’s and Young People’s Settings

This qualification offers learners the opportunity to develop their knowledge about the wider health and social care sector. The award provides a starting point for learners who may not be ready to take on the challenge of a larger certificate and allows for progression to the certificate at a later date, if appropriate.

Level 1 Certificate in Introduction to Health, Social Care and Children’s and Young People’s Settings

This certificate can be delivered as part of any pre-employment training and one of the units covers employability skills relevant to adult social care. It may also have a use in schools or colleges for learners interested in finding out more about working in adult social care in particular. It is for use in England only.

Level 2 Certificate in Preparing to Work in Adult Social Care

This qualification relates to knowledge elements of the Level 2 Health and Social Care Diploma but does not confirm competence. Learners progressing to the diploma will be able to have their unit achievement counted towards the diploma via recognised prior learning (RPL) at the discretion of their awarding organisation.

Both of these certificates are used within the apprenticeship framework as the knowledge component for the health and social care frameworks.

Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People’s Settings

This one unit award is used in the apprenticeship framework. It provides the knowledge to equip learners with an understanding of social care and their role within it. It covers areas including statutory responsibilities and rights, awareness of own occupational role and agreed ways of working with employers.
Sector route-way social care

An increasing number of entry level vacancies in adult social care has led to more people starting work in the sector with minimal knowledge or experience of working in care.

It is this limited understanding of working in care which has led to a high turnover of staff within the sector.

To help reduce the turnover of staff, and to ensure new employees are given the best start in their career, Skills for Care has developed the Sector Route-Way for adult social care.

The route-way is a form of support that can be offered to unemployed people to give them the skills and confidence to move into jobs in adult social care.

What is the Sector Route-way?

The route-way is endorsed by the sector and has now been established as the pre-employment support process for adult social care in England.

It gives people a good idea of what it’s like to work in adult social care, and helps them to develop the skills they need to get started.

The Level 1 Award in Preparing to Work in Adult Social Care is achieved by those who complete the pre-employment training part of the route-way.

It’s designed to give learners a quick but comprehensive introduction to working in the sector so employers can expect anyone who has achieved it to have a realistic understanding of what it’s like to work in social care.

If you have vacancies to fill, speak to your local Jobcentre Plus to find out if they are running sector-based work academies using the national Sector Route-Way for adult social care.
Sector Route-Way online guide

Skills for Care has produced a new online guide to using the route-way, designed for employment support services and those delivering pre-employment training. It is free to use and sets out the key stages of the process with links to useful resources.

Stage 1: Marketing and promoting the care sector and the Sector Route-Way
Stage 2: Recruitment and selection
Stage 3: Pre-employment learning and development course
Stage 4: Transition into employment
Stage 5: Review and evaluation

The resource also includes additional guidance for learning providers and additional practical advice such as promotional leaflets, suitability checklist, finding care sector specialists, glossary etc.
Diplomas in health and social care

Skills for Care believes that anybody working in adult social care would benefit from being developed further beyond the Care Certificate.

The qualifications that demonstrate occupational competence for social care workers are the larger diplomas in health and social care. Competence is the behaviour, knowledge and values expected of workers to fulfil a specific role competently.

The diplomas are made up of a range of mandatory and optional units, both knowledge and competence based. This type of learning enables workers to support individuals in any care setting and can be tailored to meet individual needs.

The mandatory units at level 2 and 3 are very closely aligned to the learning covered by new workers in the Care Certificate and the aim is for learners from any part of social care to complete these standards and contextualise their learning to their service/job role.

There is the option to take a generic pathway or a specialist dementia or learning disability pathway, providing a different way to gain contextualised knowledge and skills.

The optional units then allow the diploma to be tailored to particular job roles and settings. Each unit is made up of credits and a minimum number of credits must be met to achieve the diploma.
Level 2 Diploma in Health and Social Care

The level 2 diploma will benefit care assistants, key workers, healthcare assistants and support workers.

Level 3 Diploma in Health and Social Care

The Level 3 diploma is for more experienced workers who have added responsibilities and offers them the chance to plan, carry out and evaluate activities.

Level 4 Diploma in Adult Social Care

The new Level 4 Diploma was introduced in March 2015 as natural progression for senior care staff who wished to progress into assistant manager and team leader type roles. The qualification focus includes mentoring, implementation and assessment of assistive technologies, facilitating change, manage quality, and a choice of additional units.

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services

This is aimed at managers and senior practitioners. Learners can choose one of six pathways, allowing them the flexibility to tailor the qualification to their job role. There are pathways for adult services and ones for children’s services. The adult pathways are:

- Adult residential management.
- Adult management.
- Adults’ advanced practice.

The diploma is made up of a number of groups involving some mandatory units and some optional units for each pathway. Some units are mandatory across all adult care pathways, but some are only mandatory for specific pathways.
An Apprenticeship is a work-based learning programme designed around the needs of employers, which leads to nationally recognised qualifications. An Apprenticeship is a combination of on and off the job learning and development. As employees, apprentices work alongside experienced staff to gain job-specific skills, getting paid whilst working towards a number of qualifications and gaining experience.

The learning and development enables apprentices to gain relevant care skills that can include anything from supporting people to get dressed to transporting them to and from a care setting. Apprentices might work directly with people who use services as a care worker, or team leader. Alternatively they may work in a non-direct social care role in catering or administration.

Skills for Care, in partnership with the Department of Health, actively promotes social care Apprenticeship programmes. We design the framework for those working in social care and the separate Skills Funding Agency supports the learning and development with funding.

Skills for Care does not arrange Apprenticeships for employers but by learning more about the opportunity from our website, care providers are in a better position to discuss your Apprenticeship needs with the National Apprenticeship Service.
Benefits of Apprenticeships

Apprenticeships provide benefits for both employers and employees. 88% of employers who employ apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce (source: National Apprenticeship Service).

Employers can create and manage tailored Apprenticeship programmes to meet the needs of their business. Apprenticeships are a cost effective and low risk way for employers to grow their workforce and help improve the recruitment and retention of their staff.

Skills for Care has published a series of case studies highlighting the benefits of Apprenticeships for both employers and their care workers [here](#).

Different Apprenticeships available

Currently there are three levels of social care apprenticeships available:

**Intermediate Apprenticeship in Health and Social Care (Level 2) and Advanced Apprenticeship in Health**

These Apprenticeships in social care are made up of different parts that give learners a range of skills and knowledge. Each component plays a key role in developing a capable, confident and skilled worker.

The apprentice will gain different qualifications dependent on which level of Apprenticeship they complete. As well as using Apprenticeships to attract new members of staff, many employers consider the Apprenticeship framework to be a useful learning and development route for their current employees across all ages and experiences.

**Higher Apprenticeship in Health and Social Care – Care Leadership and Management England (Level 5)**

Skills for Care has developed a Higher Apprenticeship (level 5) in Care Leadership and Management (England). The qualification only applies to jobs in adult social care, and has two pathways; a general pathway and a specialist pathway.

The [Higher Apprenticeship](#) was designed following extensive consultation with social care employers. It is for those in a managerial or business development role in adult social care, or for those who require a high level of knowledge or specific specialism.

The Higher Apprenticeship page of the Skills for Care website is regularly updated and includes a range of resources related to this staff development opportunity. This includes information about funding, specialist pathways and associated research.
Forthcoming Level 4 Diploma in Adult Social Care related Apprenticeships

Following the launch in March 2015 of the new Level 4 Diploma in Adult Social Care, work has commenced to develop this into a new Apprenticeship framework with the hope that this will be made available during 2015/2016.

Please see Skills for Care’s Apprenticeships website section for the latest resources and information about the incoming changes.

Apprenticeships Supporting Resources for Employers

To support employers to better understand Apprenticeships opportunities, Skills for Care has produced a range of resources.

**Apprenticeship employer guide**

This is a practical guide for employers who are implementing social care Apprenticeship programmes. It includes information about the process and advice and templates related to; Apprentice timelines, Apprentice job adverts / descriptions / personal specification, interview checklist, candidate assessment, induction plan, risk assessment, progress log etc.

**The Apprenticeship Bulletin**

Is a free download that is updated each year. It features information on the benefits of Apprenticeship and case studies highlighting how organisations have successfully implemented Apprenticeship programmes.

In 2015, Skill for Care also introduced the following three new guides aimed at employers:

- **A guide to creating a skilled social care workforce for the future for large employers**
- **A guide to local authorities employing apprentices in social care**
- **A guide to creating a skilled workforce for small and medium sized businesses**
Awards and certificates

Skills for Care has helped to develop a range of shorter awards and certificates aimed at developing people further and specialist areas of care.

Whether individuals are new to adult social care or would benefit from additional learning, these vocational qualifications can provide deeper insight and ability.

Activity provision qualifications

Growing evidence suggests that disease or conditions that cause loss of function and independence in later life are preventable.

In fact, physical activity can have a positive effect on this and other relevant issues to older people such as loss of mobility, falls, fractures, muscle strength, mental health and wellbeing, independence and quality of life.

Health and social care agencies promoting physical activity can significantly improve older people’s quality of life.

- **Level 2 Award in Supporting Activity Provision in Social Care.**
- **Level 3 Certificate in Activity Provision.**
Assisting and moving qualifications

Every employer has a responsibility for the health and safety of their employees. There is a legal requirement to ensure that employees are competent to perform their tasks.

The Health and Safety at Work Act 1974 stipulates that employers should “ensure so far as is reasonably practicable, the health, safety and welfare at work of all staff”.

- Level 2 Certificate in Assisting and Moving Individuals for Social Care Settings.
- Level 3 Award in Inducting Others in the Assisting and Moving of Individuals in Social Care.
- Level 2 Award in Delivering Chair-Based Exercise.

Dementia qualifications

As the number of people with dementia increases it is important that the adult social care workforce has the skills and knowledge to meet their needs and provide high quality services. Specific dementia qualifications are available at level 2 and 3 in addition to the pathways within the level 2 and 3 diplomas.

These qualifications will support employers to meet Care Quality Commission standards including ensuring those with dementia have opportunities for stimulation through leisure and recreational activities which suits their needs, preferences and capacities.

- Level 2 Award in Awareness of Dementia.
- Level 3 Award in Awareness of Dementia.
- Level 2 Certificate in Dementia Care.
- Level 3 Certificate in Dementia Care.
Diabetes qualifications

Diabetes is a growing area of concern for many individuals receiving support through health and social care services. It’s important that social care workers understand the disease and how it can complicate issues of care and support.

- Level 2 Award in Basic Awareness of Diabetes.
- Level 3 Certificate in Working with Individuals with Diabetes.

End of life qualifications

Traditionally, end of life care has been viewed as a specialist area of work. In reality it incorporates all elements of the daily lives of people nearing the end of their lives. A quality experience of social care is now seen as pivotal to those individuals at the end of their lives.

The end of life qualifications have been developed in conjunction with a wide range of employers, including Marie Curie Cancer Care, the UK Home Care Association and Barchester Homecare, to equip workers to not only recognise end of life situations but to manage them more effectively. They are aimed at all learners in health and social care with an interest in end of life care.

- Level 2 Award Awareness of End of Life Care.
- Level 3 Award Awareness of End of Life Care.
- Level 3 Certificate in Working in End of Life Care.
- Level 5 Certificate in Leading and Managing Services to Support End of Life and Significant Life Events.
Food safety and nutrition qualifications

Many care workers have a role in the nutritional wellbeing of the people they care for, whether delivering direct care, catering, domestic duties or support within a wider multi-disciplinary team.

The Department of Health’s joint action plan ‘Improving Nutritional Care’ highlights the importance of training workers to ensure they have the appropriate skills and competencies to enable people in receipt of social care services to receive good nutritional care.

These qualifications will promote this understanding and can ensure that workers across care settings are able to provide improved standards of nutritional care.

- **Level 2 Award in Food Safety in Health and Social Care and Early Years and Childcare Settings.**
- **Level 2 Award in Promoting Food Safety and Nutrition in Health and Social Care or Early Years and Childcare Settings.**

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**I Care...Ambassador qualification**

This new qualification for I Care...Ambassadors supports the vision to create a new, sustainable care ambassador model.

I Care...Ambassadors can gain this qualification as a way of supporting their personal development and ensuring the quality and consistency of ambassador services.

- **Level 2 Award in Promoting Employment in Social Care.**
Learning disability qualifications

Specific learning disability qualifications are available in addition to the learning disability pathways in the level 2 and 3 diplomas. A broad range of units provides flexibility to focus on what learners need to know and what is relevant to their role.

The awards and certificate enable those workers not wishing to focus on this specialist area within a diploma to obtain formal qualifications.

- **Level 2 Award in Supporting Individuals with Learning Disabilities.**
- **Level 3 Award in Supporting Individuals with Learning Disabilities.**
- **Level 2 Certificate in Supporting Individuals with Learning Disabilities.**
- **Level 3 Certificate in Supporting Individuals with Learning Disabilities.**

Mental Capacity Act qualification

This qualification provides the knowledge and understanding required by a learner to provide care and treatment to individuals in accordance with the value base that underpins the Mental Capacity Act 2005.

- **Level 3 Award in Awareness of Mental Capacity Act 2005.**

Stroke care qualifications

Dealing with strokes and subsequent rehabilitation requires unique types of care. Social care providers have an important role to play in delivering the National Stroke Strategy, which recommends training on stroke management for a wide range of organisations.

These qualifications are for all health and social care workers with an interest in strokes and the impact on individuals, even if they are not currently supporting individuals with strokes.

- **Level 2 Award in Stroke Awareness.**
- **Level 3 Certificate in Stroke Care Management.**
Workforce Development Fund

The Workforce Development Fund (WDF) supports the on-going professional development of care workers across the adult social care sector within England. This funding provided by the Department of Health and distributed by Skills for Care’s local partners helps providers to develop their people using nationally-recognised vocational qualifications.

What can be funded?

Adult social care providers can use the WDF to make a significant contribution towards the costs of care workers completing qualifications or units on the Qualifications and Credit Framework (QCF).

It can also be used to help fund the delivery of intermediate, advanced and higher level apprenticeships in social care. Our Table of Adult Social Care Qualifications chart shows how much potentially can be claimed back, while the List of Acceptable Units highlights all those eligible for funding. A care provider can currently reclaim a maximum of £900 per learner per funding year (April to March).

The funding is limited and we recommend that all care providers wishing to access the WDF read all information on our website and keep in regular contact with your WDF partner.
Who is eligible for this funding?

Those claiming funding must:

- be an adult social care employer (the funding is not available directly to learning providers)
- comply with the NMDS-SC requirements (see the next section)
- complete a member’s declaration form and return it to the partnership lead
- submit completed QCF unit summary sheets to evidence claims. These can be either the Skills for Care template unit summary sheet or an equivalent supplied by the learning provider as long as all the required advertised information is included.

While the WDF cannot be accessed by learning providers, many learning providers promote the availability of the WDF to help employers reduce the cost of qualifications.

We can only advise upon funding that we make available to the sector. We regularly update our Funding section of our website with the latest information.

Skills for Care cannot advise about wider funding opportunities available locally or through organisations such as the Skills Funding Agency. We would encourage providers to research all possible funding opportunities to make the most of these.
Part of the Recommendations for CQC Providers Guide

Full guide includes:

- Introduction
- Care Management and leadership
- Finding and keeping workers
- Inducting care workers
- Induction related training
- Continuing development
- Intelligence, innovation and quality improvements

Download all from:
www.skillsforcare.org.uk/CQCguide

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