

## Frequently Asked Questions

### 1) I'm having problems gaining access to Health Education England e-LfH and/or completing my learning, who can I contact?

Support website: <https://support.e-lfh.org.uk/e-lfh-support-home/> There are several options to assist you.

### 2) Can we as an adult social care organisation link the learning course to our own learner management system?

Yes, this is possible, you can contact the HEE e-LfH [support team](#) and request the AICC links.

If you are hosting the learning programme through your own Learner Management System, you will not be able to download the e-LfH completion certificate. You'll be able to create your own certificate in line with your requirements and Learner Management System capabilities. If you want to claim the funding incentive through the Workforce Development Fund, please refer to Q12.

### 3) Can we bulk upload learner registrations?

If you're looking to register a large group, you can contact the HEE e-LfH [support team](#) – and request a bulk upload. The support team will send a form asking for the email addresses for the group of users and will set them up on the HEE e-LfH. The users will be sent out their log in details and will need to enter their details into the registration section.

### 4) Is there a cost for the learning, and a limit for how many workers can access the learning?

The course is free of charge and there is no limit on access for the sector.

### **5) As a Manager, can I track completion of my staff?**

This is only possible if the worker has registered through an ASC-code, care home/hospice route or via the NHS.

More information on reporting can be found [here](#)

The worker undertaking the course will need to take responsibility for completing their learning and sharing their certificate with you.

### **6) How long should I allocate for the learning course?**

There are three components to the eLearning course:

- Care Certificate - Support Guide for Assessors
- eLearning Session 1: Carrying Out Care Certificate Assessment in the Workplace
- eLearning Session 2: Assessing the Care Certificate in Practice

The support guide is a downloadable PDF document. Both eLearning sessions are approximately 25 minutes each in length. We also recommended the worker undertaking the learning completes the programme evaluation.

### **7) Who can complete the course of learning?**

The course is primarily for workers who carry out Care Certificate assessment. The Care Certificate assessor is the person responsible for making decisions on whether an adult social care worker, or healthcare support worker has met the standards set out in the Care Certificate.

Please note, employers must be confident that the Care Certificate assessor is occupationally competent in the standard(s) they're assessing before they're delegated the role to assess others.

### **8) Will completion of the course qualify a worker to become a Care Certificate assessor?**

A formal qualification is not required to assess the Care Certificate, some training about the principles of work-based assessment to a certain standard is recommended. This course aims to provide a standardised foundation of learning

to support the assessor in their role and has been developed collaboratively by Skills by Care and Health Education England.

The course of learning should be used alongside other appropriate workplace supervision and support for the assessor role. It is not mandatory and just one resource available to support the sector.

**9) What else in addition to the course does the Care Certificate assessor need to know?**

In the course a Support Guide for assessors is included. In this we recommended the assessor understands:

- own organisation's policy for training, learning and development
- how the Care Certificate is delivered and achieved by newly recruited workers in own organisation
- the different responsibilities that are held by the learner, assessor, and manager in own organisation
- what own organisation considers as the specific role, accountability, and responsibilities of the assessor to help support workers' progression and completion of the Care Certificate
- the Care Certificate Standards

The support guide and learning also refers to other key resources, support mechanisms, standardisation, quality assurance and developmental considerations for the assessor.

**10) Can we include this course of learning in our existing support for workplace Care Certificate assessors?**

Yes, most definitely!

**11) Can qualified assessors access this learning?**

Yes, most definitely, this will help to provide assessment knowledge with regards to Care Certificate assessment.



**13) Where can I find more information about the Care Certificate?**

Please see our Care Certificate [webpages](#).