

## Quality Assured Care Learning Service (QACLS) - verification guidance

All training providers who've been successful in their application(s) to have their qualification and learning programme offer quality assured are subject to regular verification reviews. The purpose of verification is to ensure that training providers:

- continue to meet or exceed the quality standards and/or the Quality Framework for the Oliver McGowan Mandatory Training on Learning Disability and Autism (Oliver's Training) in their everyday practice
- are acting in accordance with the agreements they have made as part of the service e.g. Code of Conduct, Sub-Licence Agreement.

An initial review of parts one and two of the application process will be undertaken approximately six to nine months after your successful application and will focus on a sample of quality standards. Following the initial review, you'll be advised when you can expect your next verification review. The second review of parts one and two will occur within one to two years of the first and will include all quality standards. The timeline will be dependent on the outcome of the initial review, after which you'll be advised when to expect your next review. The review cycle will continue in this manner for as long as you retain your quality assured status.

You'll be notified about upcoming reviews by email. Emails regarding verification reviews will come from **'The Quality Assured Care Learning Service' <no-reply@eu.mail.flexigrant.com>** so please add this to your contacts to avoid the emails going into your junk folder.

Please note that the email will be sent to the primary applicant within our online application portal so you must keep these details up to date.

### The initial review of parts one and two

Check that your contact details are correct within the application portal. If they aren't, please update them by expanding the menu on the left-hand side and choosing 'my contact details'.

You will receive an email setting out which quality standards are being reviewed, with a link to where you need to complete/upload information in the portal.

**Important to note:** When you follow the link through to the portal you'll be able to see all quality standards. You only need to complete the narrative and upload information for the quality standards specified in the email. Please don't add information to any quality standard that isn't specified in the email as it won't be reviewed.

You must complete and submit your verification information by the deadline specified. On receipt, this will be reviewed within 10 working days. Once reviewed, should we require any additional information we'll request this and provide a further deadline. Failure to provide sufficient information by the deadline will result in your quality assured status being revoked.

You'll receive an email detailing whether your quality assured status has been retained or revoked. If it has been revoked, this will give details as to why this is the case.

Please review the narratives and evidence sections below, before completing your verification information.

### **Narratives:**

- A narrative is required for each quality standard that's being reviewed.
- They'll be a maximum of 300 words.
- List each piece of evidence that's being provided, including a short explanation as to how you meet the quality standard in your everyday practice and why the evidence demonstrates that.
- Your narrative must focus on your provision of training courses and/or qualifications to the adult social care sector for which you've been quality assured.
- Narratives are not a replacement for evidence, they're an addition.

### **Evidence:**

- A minimum of two and a maximum of four pieces of evidence must be uploaded for each quality standard specified in our verification email and should demonstrate how you meet the quality standard in your everyday practice.
- Should be numbered for ease of reference, e.g. if you upload three pieces of evidence for quality standard 1, you may number them 1.1, 1.2 and 1.3.
- Where a piece of evidence relates to more than one quality standard, you only need to upload it once. To refer to it in a different quality standard, just quote your reference number.
- If you have a long document and wish to draw our attention to specific information, please highlight the relevant text and outline that you've done so in your narrative.
- Should be reflective of current practice, e.g. surveys and feedback should be from the last 12 months.
- Please be aware that evidence demonstrating how your policies are applied in practice is a priority over the policies themselves. We aren't looking for reviewed/updated policies as part of the verification review unless there have been substantial changes.

- Please don't upload blank templates as they don't demonstrate your practice and will result in us requesting further evidence. Instead, upload a completed template with personal information redacted as necessary.
- Evidence can be uploaded in various formats including audio (MP3) and video (.MOV).
- Evidence should specifically relate to your delivery of training courses and/or qualifications to the adult social care sector.
- Evidence should be aligned to the training courses and/or the qualifications which you're quality assured for.
- Apprenticeships cannot be quality assured through QACLS, therefore an over reliance on evidence relating to your delivery of apprenticeships will result in further relevant evidence being requested.

If you're a care provider delivering training internally, please ensure that:

- Your narratives and evidence relate specifically to the training courses and/or qualifications which you're delivering directly rather than those you're commissioning from an external training provider.
- All the narratives and evidence you submit are about your provision of training courses and/or qualifications not about your organisation as a care provider.
- Any information you provide about staff development for quality standard 4 is about the staff who deliver training courses and/or qualifications not about the wider care workforce in your organisation.

If you'd like a Teams meeting to discuss the verification review or to raise any queries with us ahead of submitting your information, please contact [gaservices@skillsforcare.org.uk](mailto:gaservices@skillsforcare.org.uk) as soon as possible and we'll contact you to arrange a meeting.

### **Further reviews of parts one and two**

Further reviews of parts one and two will occur within one to two years of the first and will include all quality standards. The narrative and evidence points, set out above also apply to further reviews of parts one and two so please ensure you review these before completing your verification information.

As with the initial review, you must complete and submit your verification information by the deadline specified. On receipt, this will be reviewed within 15 working days. Should we require any additional information we'll request this and provide a further deadline. Failure to provide sufficient information by the deadline will result in your quality assured status being revoked.

You'll receive an email detailing whether your quality assured status has been retained or revoked. If it has been revoked, this will give details as to why this is the case.

### **Part three – accredited qualifications verification review**

Information will be added in due course.

### **Part five – Oliver’s Training verification review**

Information will be added in due course.