

Quality Assured Care Learning Service

Frequently asked questions

1. How much will it cost to have my courses quality assured through the new service?

The Quality Assured Care Learning Service is funded by DHSC so there is no cost to training providers to access the service and apply for quality assurance.

2. How does the new Quality Assured Care Learning Service differ from Skills for Care endorsement?

The Skills for Care endorsement scheme took a holistic view of the training provider to determine if they had the right policies, procedures and processes in place to be a good quality training provider.

The Quality Assured Care Learning Service reviews the quality of individual courses and qualifications delivered by training providers to ensure that training and development is of good quality, easily accessible, meets the needs of the workforce and users of care services.

3. How does this new service link to the Care Workforce Pathway?

Courses and qualifications which meet the quality standards will be linked to relevant role categories and learning outcomes in the Care Workforce Pathway as recommended learning.

4. How is the new service linked to the new fund?

Successfully meeting the quality standards will result in specific courses and qualifications being recommended to DHSC for inclusion in the Adult Social Care Learning and Development Support Scheme. DHSC will consider this recommendation when updating the course and qualification list.

5. What benefits are there to becoming quality assured through the new service?

Successfully meeting the quality standards will result in specific courses and qualifications being:

- Provided with a Quality Assured Care Learning logo that can be used in promotion materials for the course or qualification
- Recommended to DHSC for inclusion in the Adult Social Care Learning and Development Support Scheme.
- Linked to relevant role categories and learning outcomes in the Care Workforce Pathway as recommended learning.

- Over time, it is the government's ambition that all training and development identified or funded through the Learning and Development Support Scheme will be quality assured by the Quality Assured Care Learning Service.

6. Why has the new quality assurance service been launched?

DHSC has contracted Skills for Care to develop and launch a new Quality Assured Care Learning Service. This service will review the quality of individual courses and qualifications delivered by training providers in the sector. Those which meet a high standard and deliver good learning outcomes will successfully achieve quality assurance. The intention of the service is to ensure that the sector is able to easily identify good quality training and development and trust that courses and qualifications identified and funded by the government meet their needs.

The Quality Standards developed are a bespoke measure of quality learning and development for the adult social care workforce. They are designed to set a benchmark for quality training delivery and support employers to make informed choices.

7. If I am an endorsed provider with Skills for Care, can I apply for quality assurance through the new service?

Yes, if you are an existing endorsed provider to the now closed scheme you can apply to become quality assured through this service irrespective of whether your organisation is a Skills for Care endorsed training provider.

8. Do I have to be quality assured in order for the courses I deliver to be eligible for funding through the new funding scheme?

Over time, it is the government's ambition that all training and development identified or funded through the workforce programmes will be quality assured by the Quality Assured Care Learning Service. We recognise that this represents a significant change for the sector and will take time to achieve, therefore quality assurance of training provider's courses and qualifications will occur in phases.

Phase 1

During the 2024 – 2025 financial year training providers will be able to apply to be quality assured. Employers will be able to claim funding for courses and qualifications identified in the Adult Social Care Learning and Development Support Scheme that are not quality assured.

Phase 2

In the 2025 – 2026 financial year courses and qualifications delivered by training providers that have been quality assured will be identified as preferred options for the sector. Employers will be able to claim funding for courses and qualifications

identified in the Adult Social Care Learning and Development Support Scheme that are not quality assured.

Phase 3

In the 2026 – 2027 financial year only courses and qualifications delivered by training providers that have been quality assured will be eligible for funding or inclusion in the Care Workforce Pathway. Employers will not be able to claim funding for courses and qualifications identified the Adult Social Care Learning and Development Support Scheme that are not quality assured.

9. How do I become Quality Assured?

Training providers applying to the service will have to provide evidence which meets the quality standards designed for all training providers delivering to the adult social care sector, as well as providing evidence for the quality standards related to specific accredited qualification(s) and/or learning programmes.

If you would like to find out more about the Quality Assured Care Learning Service and how you can apply to be quality assured, you should read the information provided on the Skills for Care website

If, after reading the guidance and completing the self-assessment you think your organisation can meet the quality standards, [please apply here](#).

10. What are the quality standards?

Training providers applying to the service will have to provide evidence which meets the quality standards designed for all training providers delivering to the adult social care sector, as well as providing evidence for the quality standards related to specific accredited qualification(s) and/or learning programmes. You can view the quality standards by visiting the [Skills for Care website](#).

11. How were the quality standards developed?

They were developed with a working group comprised of training providers, awarding organisations and care providers as well as Skills for Care.

12. Will I get feedback if I am unsuccessful?

- If your organisation has NOT been successful in demonstrating that you meet the quality standards, we will advise you which quality standard(s) your organisation has not provided sufficient evidence for. Additional actions:
 - Re-read the guidance and review your self-assessment.
 - If you find alternative evidence, then you will be able to amend your application and resubmit it if the current window is still open.
 - If the window has closed and you find alternative evidence then amend your application and resubmit it when the next window, for which you are eligible opens.

- In the event that you cannot find alternative sufficient evidence we would encourage your organisation to review its current practices.

13. If I am unsuccessful, can I reapply?

Yes. If you find alternative sufficient evidence you will be able to amend your application and resubmit it if the current window is still open or if you find alternative sufficient evidence amend your application and resubmit it when the next window, for which you are eligible opens.

14. I am a care provider – why is the Quality Assured Care Learning Service important to me?

The quality standards are a bespoke measure of quality learning and development for the adult social care workforce. They are designed to set a benchmark for quality training delivery and support employers to make informed choices. The service will review the quality of individual courses and qualifications delivered by training providers to ensure that training and development is of good quality, easily accessible, meets the needs of the workforce and users of care services, and is trusted by the sector.

15. Who can apply to have their courses quality assured?

The service will be open to all training providers who meet the eligibility criteria published prior to set application windows.