

Frequently asked questions

Does it cost to have my courses quality assured through the Quality Assured Care Learning Service?

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

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, meet the needs of the workforce and users of care services.

How does the Quality Assured Care Learning 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.

How is the Quality Assured Care Learning Service linked to the Adult Social Care Learning and Development Support Scheme fund?

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

What benefits are there to becoming quality assured through the Quality Assured Care Learning Service?

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

- provided with a Quality Assured Care Learning Mark that can be used in promotion materials for the course or qualification
- recommended to DHSC to be considered 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.

Why has the Quality Assured Care Learning Service been launched?

DHSC has contracted Skills for Care to develop and launch a new Quality Assured Care Learning Service. The QACLS 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 QACLS is to ensure that the sector can 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.

If I am an endorsed provider with Skills for Care, can I apply for quality assurance through the Quality Assured Care Learning Service?

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

Do I have to be quality assured 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 one

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 two

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 three

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

How do I become quality assured?

Training providers applying to the QACLS 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 Oliver McGowan Mandatory Training on Learning Disability and Autism.

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](#).

What are the quality standards?

Training providers applying to the QACLS 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 the quality framework for Oliver McGowan Mandatory Training on Learning Disability and Autism. You can view the quality standards by visiting the [Skills for Care website](#).

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.

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 and why. You then should:

- re-read the guidance and review your self-assessment
- if you find alternative evidence, amend your application and resubmit it

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

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

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 QACLS 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.

Who can apply to have their courses quality assured?

The QACLS will be open to all training providers who meet the eligibility criteria.

My organisation is a Skills for Care endorsed training provider, do I need to apply to the Quality Assured Care Learning Service or will my endorsement be automatically transferred?

The QACLS and the Skills for Care endorsement scheme are not linked so you will need to apply to the QACLS in order for your training courses and/or qualifications to be quality assured.

We are a care provider that delivers training in-house, can I apply to have my training courses and/or qualifications quality assured through the QACLS?

Courses and qualifications that are delivered and assessed internally are eligible for reimbursement, provided that employers can provide appropriate evidence as outlined in the [Learning and Development Support Scheme guidance](#).

My organisation holds a licence to deliver the Skills for Care licenced programmes, which part of the application form do we need to complete?

If you are only applying to have delivery of Skills for Care licenced programmes quality assured then you only need to complete application form parts 1 and 2.

Can local authorities apply to have their training courses and/or qualifications quality assured through the QACLS?

Yes, a local authority who meets the eligibility criteria can apply to the QACLS to have their training courses and/or qualifications quality assured.

My organisation has developed our own version of learning disability and autism training, can this be quality assured under part 5 of this application?

No, only training providers who are employing trainers that have been approved to deliver Oliver's Training and are using the standardised materials provided by NHS England are eligible to be quality assured.

More information on delivering the training can be found on [NHSE's webpage on Oliver's Training](#).

How were the quality measures for Oliver's Training developed?

Skills for Care convened a working group of individuals with lived experience of learning disability and/or autism in Spring 2024. The three quality measures developed and agreed by the working group represent the key points that the group felt were of the most importance for the successful delivery of Oliver's Training to the adult social care sector.

How can my organisation start delivering The Oliver McGowan Mandatory Training on Learning Disability and Autism?

If you would like to get involved in Oliver's Training as an expert by experience, an employer or an education provider, please visit the [NHSE website](#) and submit an [expression of interest](#).

When will the accreditation process for Oliver's Training begin?

NHS England has an approved trainer process in place for Oliver's Training that will be replaced by an accreditation process when an accreditation body is appointed. When the awarded organisation is confirmed, information will be published on the NHSE webpage: [Oliver McGowan Mandatory Training on Learning Disability and Autism – Champions](#) and communicated via [enews](#).

How will the accreditation process fit with Skills for Care's Quality Assured Care Learning Service?

We will work with the Department of Health and Social Care, NHS England, and the appointed accreditation body to ensure there is clarity on how these two processes fit together and to avoid any duplication in the process.