

## Frequently asked questions: Important update – changes to Skills for Care eLearning access

### 1. What is changing?

We're introducing a new and improved way of accessing learning and development through the Skills for Care. From 1 June 2026, customers and learners will benefit from easier browsing and selection of learning products, alongside an improved experience when completing courses.

### 2. When will access to eLearning pause?

To prepare for the change, access to eLearning will end at **17:00 on Friday 15 May 2026**.

There will be no access to eLearning between **15 May and 1 June 2026** while the transition takes place.

### 3. Will we lose any learning records or certificates?

No.

- All completed learning will move across automatically, including certificates.
- Original completion dates will remain unchanged.
- Licence valid dates will remain unchanged.
- Your full training history will be retained.

### 4. What happens to in-progress learning?

Any modules that are in progress but not completed by **17:00 on Friday 15 May 2026** won't carry over as completed.

If a module isn't completed by then, it will need to be restarted after the change on 1 June. We strongly recommend completing any in-progress or mandatory training before **15 May 2026**.

### 5. What happens to courses that haven't been started yet?

Courses that haven't been started will move over automatically and will be available again from **1 June 2026**.

## 6. Will certificates and licences still be valid?

Yes.

- Certificates remain fully valid.
- Completion dates and licence valid dates are retained.
- Any unassigned licences will be replicated in the new platform and can be allocated after **1 June 2026**.

## 7. Will this affect any claims under the Adult Social Care Learning and Development Support Scheme (LDSS)?

No. Certificates for completed training will still be available for LDSS claims and other assurance needs once access resumes.

## 8. What about training expiring in late May?

If possible, we recommend:

- completing essential training before **15 May 2026**
- planning training to begin once access resumes from **1 June 2026**.

## 9. Do managers need to download certificates?

You don't need to download your certificates as they'll move over automatically. If there are any you want to keep for your own records, download those before 15 May 2026.

## 10. Will staff or managers need to set up new accounts?

Learner and manager accounts will move over automatically. You won't need to re-enter details or rebuild teams. We'll share clear instructions on how to log into the new system.

## 11. Who can I contact if I have questions?

Please email [learning.support@skillsforcare.org.uk](mailto:learning.support@skillsforcare.org.uk)