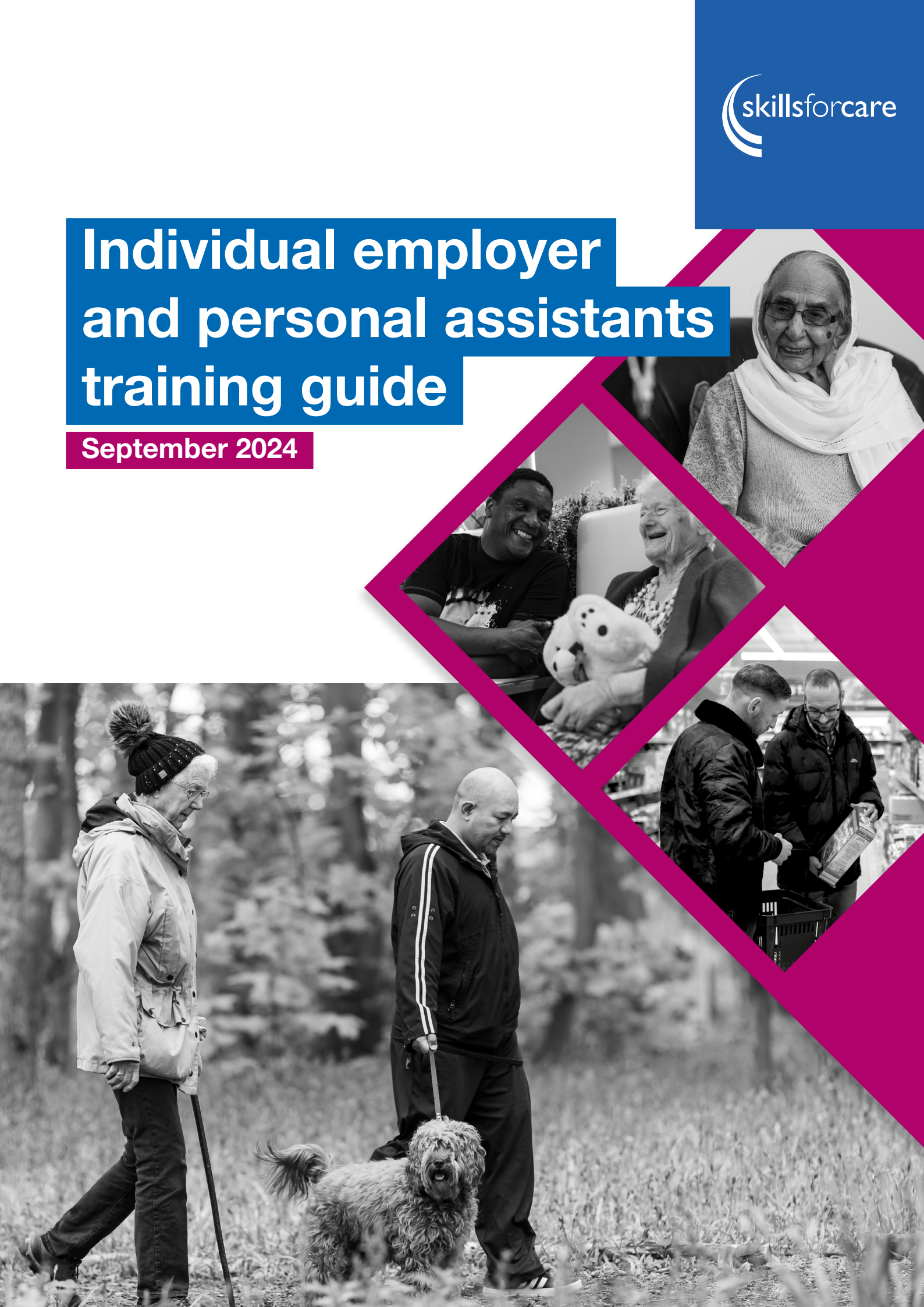


# Individual employer and personal assistants training guide

September 2024



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## Terms

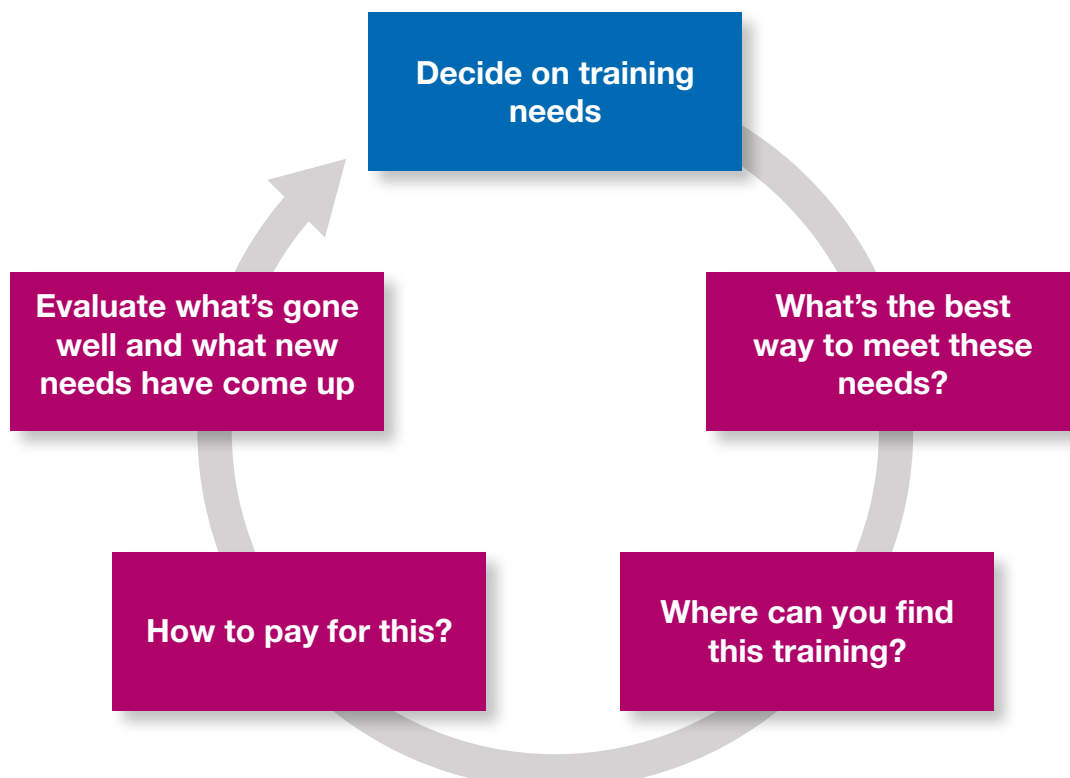
'You' means an individual employer or someone acting on their behalf.

## Introduction

Each individual employer has unique support requirements and goals they want to achieve with their personal assistant. Individual employers need to make sure that they not only train themselves as an employer, but also provide their personal assistant with appropriate training to support them work effectively.

There are 69,000 individual employers in England and this guide can support them create a plan to regularly consider and meet their own, and their personal assistant's (PAs) development needs.

This guide covers the following sections:



# Decide on the training needs

This section will help you to think about what training you or your PA may need, some questions you could consider are:

## What are your needs now?

- How confident and knowledgeable do you feel in the IE role?
- Do you have a disability or health condition that specific training could support you in experiencing better quality care?
- Do you travel, work, or have hobbies that specific training would support the development of?
- Do you use equipment? If so, is any training needed to operate it safely?
- Is any training required to meet the needs of insurers, the law, or funders?

## How might your needs change in the future?

- If you have a disability or health condition could this change?
- Will your lifestyle change?
- How could your care be improved by working differently?
- How could your care be improved by having different skills and knowledge in the team?

## Does your PA/team need training for future development?

**For example, is anyone:**




- Building a career?
- Working toward retirement?
- Looking for a different career?

## Does everyone need the same training?

- Could one person complete certain training and pass on the developed skill to others in the team?
- Are there tasks or activities that only some members of the team need to learn about?

### Making a list of development needs

Using the training needs templates below you can plan out the essential and desirable needs for your PA or care team:

- [Template for PAs](#) 
- [Template for care teams](#) 
- [Template in Excel format if preferred](#) 

# What's the best way to meet these needs?

Now you've identified what training may be needed, this section will help you think about how to meet the training needs, some questions you could consider are:

- Do you or your PA/team have a preferred way of learning? For example, E-learning modules, face-to-face sessions, online webinars, and learning from a book or video.
- If numerous training activities need to be completed, how can you or your PA/team prioritise them?
- Do you or your PA/team have specific times when availability is better in the day?
- Is it better to complete this training individually, as a team, or with other IEs and PAs?
- Do any reasonable adjustments need to be made for any of the learners or trainers to enable the training to take place?
- Does anyone have this learning already or will be getting it soon from another employer?

## Where can I find this training?

This section will help you to think about where you can find the training you or your PAs need, for example:

### Can you access the training through a [user led organisation \(ULO\)](#)? The benefits of funded ULO courses are:

- They're free for you and your PA/team to access.
- They're designed for IEs and PA/team by people with lived experience.
- You and your PA/team can access peer support and networks.
- There is no limit to how many courses you and your PA/team can complete.
- Training can be face-to-face or online.

### Commissioned/preferred training options

- Does the training need to be bespoke to your needs? If so, you could commission something to meet your and your PA/team's needs.
- Do you or your PA/team prefer online learning, [E-Learning for Health](#) offers free training packages but if your required training topic is not listed, they also have a range of costed e-learning providers. These providers offer a subscription so learners can access and complete numerous courses.

### Can you access the training through a college or university?

- Is the training available fully funded or priced from a local college or university?
- Topics could include Math, English (as a second language), or food hygiene.

# How do I pay for this training?

Skills for Care offers IE and PA funding which can be used to cover training costs to develop your skills as an employer, direct costs of completing training/qualifications, hiring replacement support while your PA/team is attending training courses and travel.

## Who can apply for this funding?

IEs living in England, aged 18 and over who employ PAs or contract self-employed PAs, using:

- their own money, or
- adult social care direct payments or
- NHS Personal Health Budgets.

Visit the website to [find out more and how to apply](#).

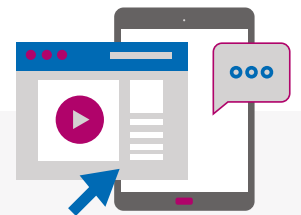
## Evaluate what's gone well and what new needs have developed

You can evaluate if the training is meeting/has met your needs during or after the training has been completed and you can feed your evaluation back to the training provider.

As you complete your evaluation you'll be starting the cycle of planning for new development needs. This could be by:

- Repeating the training.
- Looking for something for new starters.
- Building on the knowledge and confidence you have already gained.

## Additional resources and support



- Our [Employing personal assistants toolkit](#) can help individual employers to consider their responsibilities as an employer from recruitment to employing a personal assistant.
- If you have a larger team, you may find our [Guide to developing your staff helpful](#). This guidance aims to help organisations providing social care plan, deliver and evaluate the learning and development for their staff. Although some of the requirements will be different for you as an IE you are welcome to use this.
- If you're a learning provider our [Delivering learning for individual employers and personal assistant guide](#) will help you to think about how you can adapt the delivery of the learning to meet both audience's needs.
- Our [A practical guide to learning and development for personal assistants](#) will help PAs support their employer to understand their needs and grow in their role.