

# Care Certificate

## Health and Social Care Professionals

### Questions and Answers

This set of Frequently Asked Questions has been produced by Health Education England, Skills for Care and Skills for Health. The FAQ were reviewed in 2020 to ensure they remain current and address any new areas.

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## 1. What is the Care Certificate?

In 2013 the Francis Inquiry identified serious failures in healthcare provision, Camilla Cavendish was asked by the then Secretary of State to review and make recommendations on the recruitment, learning and development, management and support of healthcare assistants and social care support workers, to help ensure that this workforce provided compassionate care. The result was the Care Certificate.

The Care Certificate was developed for use in England and is the minimum training, supervision and assessment that staff new to care (health and adult social care) should receive as part of induction and before they start to deliver care out of the line of sight of more experienced workers. It provides a foundation for healthcare support and social care worker roles, ensuring that the new worker can provide a compassionate and caring service.

There are fifteen standards that must be completed, involving knowledge learning, practical skills and workplace assessments. Completion of all standards is required to attain the Care Certificate.

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**Related Resources:** [Care Certificate Standards](#), [The Cavendish review: an independent review into healthcare assistants and support workers in the NHS and social care settings](#), [The Francis Enquiry](#)

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## 2. Who should do the Care Certificate?

### New Workers, New to Care

The Care Certificate is aimed at the following types of workers joining a health or adult social care organisation without any past training or sector experience. However, employers are free to decide whether any other staff groups would benefit from undertaking some or all of the Care Certificate.

- Healthcare
  - Healthcare Support Workers / Health Care Assistants / Assistant Practitioners / any individual giving support to clinical roles in the NHS where there is any direct contact with patients.
  
- Adult social care
  - Workers will be providing direct care to people accessing a variety of social care settings which may include, residential, nursing homes, hospices, domiciliary care, supported living services, shared lives services and extra care housing. Roles may include: Care Assistant / Care Worker / Homecare Worker / Care Support Workers.

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**Related Resources:** [Care Certificate Standards](#)

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### 3. What does the Care Certificate Cover?

The Care Certificate consists of the following 15 Standards:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of Mental health, Dementia and Learning Disabilities
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Self-assessment tool](#), [Mapping document](#), [Care Certificate Workbooks](#), [Care Certificate Presentations](#)

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### 4. Are Care Quality Commission (CQC) regulated providers expected to cover the Care Certificate Standards?

Providers must ensure that they have an induction programme that prepares staff for their role. It is expected that providers that employ healthcare assistants and social care support workers should follow the Care Certificate standards to make sure new staff are supported, skilled and assessed as competent to carry out their roles.

**Related Resources:** [Care Quality Commission Fundamental Standards](#)

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## 5. Does the Care Certificate replace staff induction?

No. The Care Certificate is part of a structured induction but does not replace all of the learning required for staff induction. As well as the Care Certificate standards new staff will be expected to have information, knowledge and competences specific to the environment in which care will be provided.

For example, new staff may receive induction on how to report accidents, and what to do in case of fire which will be specific to the location in which they work. Other context specific knowledge and skills would be related to the patient and service user groups the support worker will be supporting. The content of this remains the employer's responsibility.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Care Certificate Self-Assessment](#)

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## 6. Does the delivery of “mandatory training” exclude the need for the Care Certificate?

No. For those individuals joining with no past training and experience, each employer is likely to run a series of training sessions for their new workers. It is possible that these courses – sometimes referred to as “mandatory training” may cover some content of the Care Certificate. Since the introduction of the Care Certificate, many employers continue to deliver their mandatory sessions and complement them with additional training, supervision and workplace assessment.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#)

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## 7. Is the achievement of the Care Certificate based only on knowledge?

No, to achieve the Care Certificate the person must acquire knowledge and demonstrate competence in all 15 standards.

Assessment of knowledge and understanding is prefixed with verbs such as “describe”, “explain”, “define”, “list” or “identify” and can be based upon written or verbal evidence such as a workbook, written questions, case studies or sound files.

Evidence of performance prefixed with words such as “demonstrate”, “take steps to”, “use” or “show” must be undertaken in the workplace during learners’ real work activity and observed by the assessor (unless the use of simulation is specifically allowed). Learners can practice and develop their skills in a classroom or similar setting but most of the assessment evidence must be collected during real work activity.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#)

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## 8. Who can assess whether a worker has achieved the required competences?

The assessment (including observing someone and assessing their competence) must be undertaken by someone who is 'occupationally competent', which means someone who has the necessary experience to judge whether the learner has demonstrated the required competences.

The guidance does not specify that someone delivering the training and carrying out assessment needs a specified qualification. The employer must be satisfied that the assessor is competent to assess whether the worker meets the standards of the Care Certificate.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Assessor Guidance](#)

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## 9. Can employers outsource the Care Certificate training, supervision and workplace assessment to learning providers?

Yes, but the employer remains responsible for the decision to award the Care Certificate, irrespective of who undertakes the training, supervision or assessment.

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**Related Resources:** [Care Certificate Guidance Document](#), [Care Certificate Framework](#), [Care Certificate and Learning Providers’ Statement](#)

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## 10. How long does it take to complete the Care Certificate?

For a full-time member of staff, the amount of time taken to achieve the outcomes of the Care Certificate should be around 12 weeks. The time needed will vary depending upon a range of factors, including; the hours worked by the learner, teaching methods chosen, previous educational achievement, resources and opportunities for assessment, and the availability of assessors.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Care Certificate Self-Assessment](#)

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## 11. Should staff new to an employer but with previous health or adult social care experience do the Care Certificate?

Employers should ensure that any skills and knowledge are current and can use the Mapping Document and Self-Assessment Tool to identify gaps or refreshers required in skills and knowledge. The employer would then arrange any additional training and / or workplace assessment needed. In some cases, this may mean that the employer will require the individual to complete the Care Certificate.

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**Related Resources:** [Care Certificate Mapping Document](#), [Care Certificate Self-Assessment](#)

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## 12. If someone has already achieved qualifications or an apprenticeship in health or social care should they do the Care Certificate?

Employers should ensure that any skills and knowledge are current and can use the Mapping Document and Self-Assessment Tool to identify gaps or refreshers required in skills and knowledge. The employer would then arrange any additional training and / or workplace assessment needed. In some cases, this may mean that the employer will require the individual to complete the Care Certificate.

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**Related Resources:** [Care Certificate Mapping Document](#), [Care Certificate Self-Assessment](#)

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## 13. Do temporary workers / bank staff need the Care Certificate?

Care Quality Commission (CQC) regulated providers have a duty to assess the training needs of all staff new to their organisation; this applies to agency, bank or directly recruited healthcare support and care workers.

The responsibility for the training and quality of service provided by a temporary worker – whether covering for a number of months or covering one shift – rests entirely with the regulated provider, and not the recruitment agency.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Care Certificate Mapping Document](#), [Care Certificate Self-Assessment](#)

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## 14. Can the Care Certificate be completed as part of pre-employment training?

The Care Certificate was not originally developed to be part of pre-employment training. It is acknowledged there now may be elements of transferable knowledge only such as through achievement of pre-employment programmes. It is the employer's responsibility to ensure the knowledge is current and to arrange any additional training the worker may require. The Mapping Document and Self-Assessment Tool can be used to identify gaps or refreshers required knowledge. Supervision and workplace assessment of competencies and skills will still be required to ensure the worker can apply the knowledge and demonstrate understanding in practice.

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**Related Resources:** [Care Certificate Framework](#), [Care Certificate Guidance Document](#), [Care Certificate and Learning Providers statement](#)

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## 15. When and how should the Care Certificate be signed off?

The Care Certificate can be awarded by the employer of any healthcare support or care worker who completes all standards. The Care Certificate should not be signed until the new healthcare support or care worker has completed all 15 of the standards.

The health or adult social care employer must take responsibility for final sign off. External learning providers who may have supported the training delivery must not sign and issue the Certificate.

It is strongly recommended that the health or adult social care organisation uses the national Care Certificate template. A PDF and Word version is available, and the employer can choose to add their own logo onto the latter if they wish. The certificate should be given to the health or adult social care worker. The employer may choose to keep a copy of the certificate.

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**Related Resources:** [National Care Certificate template \(pdf\)](#), [National Care Certificate template \(Word\)](#)

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## 16. How is the quality of the Care Certificate assured?

The employer is responsible for assuring the quality of training, supervision and assessment of ability of their healthcare support and care workers.

Providers of care have a duty to ensure that people are safe, and their health and welfare needs are met. They must ensure that their staff are competent to carry out their work and are properly trained, supervised and appraised.

Employers are responsible for assuring the quality of the teaching and assessment of the Care Certificate. It is expected that employers will use the standards to ensure that staff receive the training necessary so that they can develop the knowledge and competences necessary to provide safe and compassionate care of the highest quality.

Possession of the Care Certificate will be one part of the evidence that they may need to make that decision. However, employers will naturally want to understand more about their new workers and what additional training and support may be required.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Care Certificate Mapping Document](#), [Care Certificate Self-Assessment](#)

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## 17. Should assessment of the competences specified in the standards be carried out in the workplace?

Assessment strategies differ depending upon which part of the Care Certificate is being undertaken. The guidance document sets out what must be assessed and how it should be assessed.



Most assessment should be within a setting where care is being provided to service users/ patients and should be completed face to face. More information is contained in the “Care Certificate Framework Assessor Document”. Learners can practice and develop their new skills in a classroom, skills lab or similar setting but the assessment evidence must be collected during real work activity.

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**Related Resources:** [Care Certificate Framework](#), [Care Certificate Guidance Document](#)

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## 18. What is the minimum that should be covered to meet Standard 12 – Basic Life Support?

The minimum that should be covered is practical simulation of Cardio-Pulmonary Resuscitation (CPR). Further information is available from the following resources:

- [Adult basic life support](#)
- [Paediatric basic life support](#)

The UK Resuscitation Council provides an FAQ - <https://www.resus.org.uk/home/faqs/faqs-basic-life-support-cpr>

Employers may choose to provide training that goes beyond the minimum requirements for the Care Certificate such as the use of an Automated External Defibrillator (AED) or an Emergency First Aid at Work.

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**Related Resources:** [Care Certificate Framework](#), [Care Certificate Workbook](#)

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## 19. In respect of Infection Prevention and Control training, is the content of Standard 15 the only learning a new worker needs to undertake?

Standard 15 provides the key components, common across the job roles within scope of the Care Certificate, of a robust induction in relation to Infection Prevention and Control.

Delivery of the content should be contextualised within the service setting and expanded when required; for instance, during a pandemic, when working in an environment where people are susceptible to infections, or when new local or national guidelines are enhanced.

Training in infection prevention and control should be regularly refreshed and updated as needed.

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**Related Resources:** [Care Certificate Standards](#), [Care Certificate Framework](#), [Care Certificate Self-Assessment](#), [Care Certificate Mapping Document](#), [Infection Prevention and Control workbook](#)

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## 20. Can e-learning / workbooks / films be used as part of the Care Certificate training delivery?

Yes, but the Care Certificate cannot be fully achieved through the use of these training approaches.

E-learning, workbooks and films can all be useful approaches to cover some parts of the Care Certificate learning and a mixture of all approaches can be helpful. However, the Care Certificate includes skills that must be assessed in the workplace. The Care Certificate Framework providers further clarity.

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**Related Resources:** [Care Certificate Framework](#), [Care Certificate Guidance Document](#), [Care Certificate Workbook](#) and [Presentations](#), [Care Certificate and Learning Providers statement](#)

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## 21. What happens if the care we provide means some parts of the Care Certificate cannot be completed?

If the worker is unable to complete all the standards and their related assessments successfully, the Care Certificate cannot be awarded. Employers may choose to certificate for the elements completed but must not use the Care Certificate logo.

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**Related Resources:** [Care Certificate Framework](#), [Care Certificate Guidance Document](#)

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## 22. Can the Care Certificate be used by Individual Employers and Personal Assistants?

Yes. Individual employers wishing to induct their personal assistants using the Care Certificate can do so. As individual employers are not regulated by the Care Quality Commission (CQC), the use of the Care Certificate to support the induction of new personal assistants is completely optional.

How much of the Care Certificate training, supervision and workplace assessment can be undertaken by the individual employer may depend on their own training and experience. However, individual employers can use external learning providers to support this process.

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**Related Resources:** [FAQs about Personal Assistants doing the Care Certificate](#)

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## 23. Are the Care Certificate standards and resources provided in other languages and formats?

The standards, workbooks and associated guidance for the Care Certificate are only available in English. Employers and training providers are free to have all, or parts, of these documents translated into other languages, but must seek permission from the copyright holders before doing so.

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**Related Resources:** [Care Certificate Standards](#), [Self-assessment tool](#), [Care Certificate Workbooks](#), [Care Certificate Presentations](#)

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## 24. Can an employer use the Care Certificate standards and resources as part of the induction for their health or adult care support workers where the worker has a disability?

Employers or learning providers (where one is used) have a duty under the Equality Act 2010 to make reasonable adjustments to facilitate access to the teaching, learning and assessment necessary to meet the standards in the Care Certificate.

The standards and workbooks can be used by any employer but this is not mandatory and other assessment methods which meet the Care Certificate standards can be used should these be needed to facilitate such adjustments.

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**Related Resources:** [Care Certificate Standards](#), [Self-assessment tool](#), [Care Certificate Workbooks](#), [Care Certificate Presentations](#)

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