



**Guide to qualifications  
and standards in  
adult social care  
2014/15**

This guide details all the current adult social care qualifications recommended by Skills for Care. The qualifications have been developed in partnership with employers, people who need care and support, carers, learning providers, sector experts, awarding organisations and other key organisations within the adult social care sector.

Skills for Care strongly believes that, when delivered well, these qualifications will provide a capable, confident and skilled workforce. These qualifications will support workers to deliver compassionate care based on strong values and ensure dignity is experienced by all those who need care and support and their carers.

The guide is divided into three main sections:



#### **Entry into social care**

For those new to the sector considering a career in social care



#### **Occupational competence**

'Core' qualifications that can be used to demonstrate professional competence



#### **Continuing professional development**

Ongoing learning opportunities

There are also helpful sections on key standards for the sector, funding, Apprenticeships, information on choosing a learning provider and other tools and resources to support learning.

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### Notes

# 1. Introduction

“ Having skilled and flexible staff leads directly to better quality service provision ”



**Sharon Allen**  
CEO, Skills for Care

**Adult social care qualifications provide a flexible ‘mix and match’ approach to the different needs of the workforce.**

There are three types of qualifications on the Qualifications and Credit Framework (QCF) - awards, certificates and diplomas – all available at different levels. The type of qualification reflects its size, rather than how difficult it is to complete.

Each one is made up of units, some mandatory and some optional, so that the qualification can be built to include the areas of knowledge and skill that will be specifically relevant to the role, or to match possible future roles.



## Knowledge and competence

The units that make up the qualifications reflect what workers should 'know', knowledge units, and 'do', competence units.

Knowledge qualifications can be completed without demonstrating competence, so can be achieved if learners aren't actually working in a setting. This helps meet the needs of learners at different stages in their career, possibly even before starting in adult social care.

The main qualifications achieved through the demonstration of competence are diplomas. They ensure that workers are fit to practice and are equipped to offer quality care and support.

The diplomas are the core qualifications for social care and it is recommended that all care staff have at least a level 2 or 3 diploma in health and social care (or the equivalent NVQ if studied before 2010).

The Level 5 Diploma in Leadership in Health, Social Care and Children and Young People's Services is the recommended qualification for managers and senior practitioners.

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## Making learning count

The qualifications are designed in a way that learners won't need to repeat learning. Knowledge gained at entry level will play a big part in the next step into induction.

Knowledge from the Common Induction Standards will underpin further development as learners undertake occupational competence qualifications. None of the previous learning will be disregarded as it can all count as recognised prior learning.

## Embedding values

Having the right values is really important in social care practice and can ensure that individuals provide compassionate care and support tailored to individual needs.

Social care values underpin all the units and qualifications developed by Skills for Care but are particularly evident in units HSC026 and HSC036 which are a mandatory unit within the core social care diplomas at level 2 and 3.

Dignity is a basic human right and poor practice can affect some of the most vulnerable people in our society. Skills for Care believes that dignity should run throughout social care organisations. It should start from the moment a care worker joins, supported by clear working practices, strong management and continuing professional development.

Dignity can be taught and Skills for Care has developed common core principles for dignity that should underpin all learning and development in the sector.

These can be viewed at

[www.skillsforcare.org.uk/dignity](http://www.skillsforcare.org.uk/dignity).



## 2. Standards for a better life

Recognised standards in adult social care are essential, not only for care workers and management, but also for those using their services.

### Common Induction Standards

The Care Quality Commission's (CQC) Essential Standards of Quality and Safety highlight the importance and value of strong, comprehensive and relevant induction. CQC will need to be assured that all staff have undergone thorough training and development.

Skills for Care's Common Induction Standards (CIS) are the standards people working in adult social care need to meet before they can safely work unsupervised. They are for people new to social care and those changing roles or employers.

All adult social care workers should complete the CIS within 12 weeks of starting a new role. Lone working should not be permitted until they are completed. The manager has the responsibility of signing off these standards whether for workers starting a new role or for those workers new to the social care sector.

The CIS need to be delivered in a context relevant to the service and job role. Completion is therefore subject to a recorded assessment, which identifies the areas of work that the practitioner is competent to undertake at that point in time.

Skills for Care has published *Starting out*, a workbook to help workers being inducted and *Supporting starters*, a workbook for managers. The CIS are explained in both and suggestions made for assessing and recording induction to ensure the worker has the knowledge required. Both workbooks are available to purchase through our bookshop.

Visit

[www.skillsforcare.org.uk/publications](http://www.skillsforcare.org.uk/publications)

During 2014 we will work with partners to develop the new Care Certificate. The agreed draft content of the Care Certificate will build on the Common Induction Standards and the additional focus of the National Minimum Training Standards. The Care Certificate will formally replace these once it is launched (expected April 2015). Adult social care organisations should continue to deliver the Common Induction Standards until they are replaced in 2015.

**“They realise and appreciate that we are investing in them.”**

**Nikki Boon**

Qualifications Centre Manager  
Alternative Futures Group





## Manager Induction Standards

Skills for Care's Manager Induction Standards (MIS) clearly set out what a new manager needs to know and understand. They are aimed at anyone new to management, as well as those new in a post, who may have previously managed other care services. They are also intended for aspiring or potential managers needing support, or direction in their development.

The standards can be used in a wide variety of settings, including those people who employ their own care and support and manage their own services, micro-employers and small, medium and large organisations across the public, private and voluntary sectors.

Although not mandatory, these standards are a measure of good practice. The MIS includes eight core and recommended standards and four optional standards for those in different types of managerial roles.

For more information please visit [www.skillsforcare.org.uk/mis](http://www.skillsforcare.org.uk/mis)

To support the use of the MIS, Skills for Care has published ***Becoming the new manager***, a workbook that gives additional guidance on the standards. This can be purchased through our bookshop.



## 3. Entry level qualifications

A suite of knowledge-only qualifications is available for those interested in working in adult social care in England. The learner does not need to be working in a social care environment so these qualifications can be completed before a worker takes up a role and will serve as ‘preparation’ for a career in social care.

### Level 1 qualifications

The qualifications at level 1 focus on a basic level of knowledge that will be contextualised and developed once they start to work in a care environment.

#### Level 1 Award in Preparing to Work in Adult Social Care

This qualification is aimed at those interested in finding out more about working in adult social care. It can be delivered as part of pre-employment training and covers employability skills relevant to adult social care.

The award is made up of the following mandatory units:

Unit	Title
PWCS 01	Introduction to the adult social care sector
PWCS 02	Introduction to the values and principles of adult social care
PWCS 08	Awareness of skills and attitudes needed to work in adult social care
PWCS 09	Awareness of communication in adult social care
PWCS 10	Awareness of the roles and responsibilities of adult social care worker

#### Level 1 Award in Introduction to Health, Social Care and Children’s and Young People’s Settings

This qualification offers learners the opportunity to develop their knowledge about the wider health and social care sector. The award provides a starting point for learners who may not be ready to take on the challenge of a larger certificate and allows for progression to the certificate at a later date, if appropriate.



The award is made up of the two mandatory units below and a choice of optional units:

Unit	Title
Intro MU 1.1	Understand the range of service provision and roles within health and social care (adults and children and young people), early years and childcare
Intro MU 1.2	Understand the principles and values in health and social care (adults and children and young people), early years and childcare

### **Level 1 Certificate in Introduction to Health, Social Care and Children's and Young People's Settings**

This certificate can be delivered as part of any pre-employment training and one of the units covers employability skills relevant to adult social care. It may also have a use in schools or colleges for learners interested in finding out more about working in adult social care in particular. It is for use in England only.

The qualification is made up of the mandatory units below and a choice of optional units:

Unit	Title
Intro MU 1.1	Understand the range of service provision and roles within health and social care (adults and children and young people), early years and childcare
Intro MU 1.1	Understand the principles and values in health and social care (adults and children and young people), early years and childcare
Intro MU 1.4	Awareness of protection and safeguarding in health and social care (adults and children and young people), early years and childcare
Intro MU 1.6	Introduction to communication in health and social care (adults and children and young people), early years and childcare
PWCS 03	Introductory awareness of equality and inclusion in health, social care and children's and young people's settings
PWCS 04	Introductory awareness of health and safety in health, social care and children's and young people's settings
PWCS 05	Introductory awareness of person-centred support in health, social care and children's and young people's settings

## **Level 2 and 3 qualifications**

### **Level 2 and Level 3 Certificate in Preparing to Work in Adult Social Care**

These qualifications relate to knowledge elements of the level 2 and 3 health and social care diplomas but do not confirm competence. Learners progressing to the diploma will be able to have their unit achievement counted towards the diploma via recognised prior learning (RPL) at the discretion of their awarding organisation.

Both of these certificates are used within the Apprenticeship framework as the knowledge component for the health and social care frameworks.

The **level 2 certificate** is made up of the nine mandatory units below:

Unit	Title
PWCS 21	Principles of communication in adult social care settings
PWCS 22	Principles of personal development in adult social care settings
PWCS 23	Principles of diversity, equality and inclusion in adult social care settings
HSC 024	Principles of safeguarding and protection in health and social care
SHC 024	Introduction to duty of care in health, social care or children's and young people's settings
PWCS 25	Understand the role of the social care worker
PWCS 26	Understand person-centred approaches in adult social care settings
PWCS 27	Understand health and safety in social care settings
PWCS 28	Understand how to handle information in social care settings

The **level 3 certificate** is made up of the nine mandatory units below:

Unit	Title
PWCS 31	Principles of communication in adult social care settings
PWCS 32	Principles of personal development in adult social care settings
PWCS 33	Principles of diversity, equality and inclusion in adult social care settings
HSC 024	Principles of safeguarding and protection in health and social care
SHC 034	Introduction to duty of care in health, social care or children's and young people's settings
PWCS 25	Understand the role of the social care worker
PWCS 36	Understand person-centred approaches in adult social care settings
PWCS 37	Understand health and safety in social care settings
PWCS 38	Understand how to handle information in social care settings

### **Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People's Settings**

This one unit award is used in the Apprenticeship framework. It provides the knowledge to equip learners with an understanding of the sector and their role within it. It covers areas including statutory responsibilities and rights, awareness of own occupational role and agreed ways of working with employers.

## 4. Occupational competence qualifications

The qualifications that demonstrate occupational competence for social care workers are the larger diplomas in health and social care. Competence is the behaviour, knowledge and values expected of workers to fulfil a specific role competently.



Workers will benefit from gaining confidence and knowledge via a formal qualification, which benefits the organisation in which they work.

The diplomas are made up of a range of mandatory and optional units, both knowledge and competence based. This type of learning enables workers to support individuals in any care setting and can be tailored to meet individual needs.

Skills for Care has developed a number of suggested options for tailoring qualifications to a variety of roles across the sector. These profiles are available on our Skill Selector - an online tool to help build qualifications. For more information on the Skill Selector see section 6.

### Level 2 and 3 diplomas

The mandatory units at level 2 and 3 are very closely aligned to the learning covered by new workers in the Common Induction Standards (CIS) and the aim is for learners from any part of the sector to complete these standards and contextualise their learning to their service/job role.

**There is the option to take a generic pathway or a specialist dementia or learning disability pathway, providing a different way to gain contextualised knowledge and skills.**

## Level 2 Diploma in Health and Social Care

The level 2 diploma will benefit care assistants, key workers, healthcare assistants and support workers. It is made up of the following mandatory units, which ensure a standard of learning across the whole workforce at this level, and a choice of optional units:

Unit	Title
SHC 21	Understand the range of service provision and roles within health and social care (adults and children and young people), early years and childcare
SHC 22	Introduction to personal development in health, social care or children's and young people's settings
SHC 23	Introduction to equality and inclusion in health, social care or children's and young people's settings
SHC 24	Introduction to duty of care in health, social care or children's and young people's settings
HSC 024	Principles of safeguarding and protection in health and social care
HSC 025	The role of the health and social care worker
HSC 026	Implement person centred approaches in health and social care
HSC 027	Contribute to health and safety in health and social care
HSC 028	Handle information in health and social care settings

The optional units then allow the diploma to be tailored to particular job roles and settings. Each unit is made up of credits and a minimum number of credits must be met to achieve the diploma.

### Philip Barton, Birkenhead

Carol is a personal assistant to Philip and has worked for him for eight hours a week for nearly seven years. Carol recently completed her Level 2 Diploma in Health and Social Care.

**“I did leap at the chance, I thought yes I do need to do this. I just think it's really important to have a qualification to do what we do.”**

**Carol, personal assistant**

**“I don't think you can develop skills without knowledge. So 'skills for care' requires knowledge for care.”**

**Philip, individual employer**

## Level 3 Diploma in Health and Social Care

The level 3 diploma is for more experienced workers who have added responsibilities and offers them the chance to plan, carry out and evaluate activities. It is made up of the following mandatory units, which ensure a standard of learning across the whole workforce at this level, and a choice of optional units:

Unit	Title
SHC 21	Promote communication in health, social care or children's and young people's settings
SHC 32	Engage in personal development in health, social care or children's and young people's settings
SHC 33	Promote equality and inclusion in health, social care or children's and young people's settings
SHC 34	Principles for implementing duty of care in health, social care or children's and young people's settings
HSC 024	Principles of safeguarding and protection in health and social care
HSC 025	The role of the health and social care worker
HSC 036	Promote person centred approaches in health and social care
HSC 037	Promote and implement health and safety in health and social care
HSC 028	Promote good practice in handling information in health and social care settings

The optional units then allow the diploma to be tailored to particular job roles and settings. Each unit is made up of credits and a minimum number of credits must be met to achieve the diploma.



## Everycare, East Surrey

Everycare is a well-established private health and social care organisation that provides a comprehensive and flexible range of homecare services. The East Surrey franchise has 72 staff with 13 of them completing the Level 3 Health and Social Care Diploma.

“When you first start the job you feel like you’re invading their privacy. The qualification gives you the confidence to go into unknown situations.”

**Theresa, care worker completing level 3 diploma**

“They have a deeper knowledge and understanding, and improved communication skills. They are better observers and more alert.”

**Gill Dunlop, Registered Manager, Everycare**

## Level 5 diploma

All social care organisations need to develop strong leaders and managers to meet the challenges ahead amid the growing complexity of the social care sector.

The **Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services** is aimed at managers and senior practitioners. It has replaced and combined the level 4 Leadership and Management in Care Services NVQ and the level 4 Health and Social Care NVQ qualifications. By combining two qualifications, this diploma delivers a comprehensive health and social care qualification.

Learners can choose one of six pathways, allowing them the flexibility to tailor the qualification to their job role. There are pathways for adult services and ones for children’s services. The adult pathways are:

- Adult Residential Management
- Adult Management
- Adults’ Advanced Practice.

The diploma is made up of a number of groups involving some mandatory units and some optional units for each pathway. Some units are mandatory across all adult care pathways, but some are only mandatory for specific pathways.

The mandatory units for all adult care pathways are:

Unit	Title
SHC 51	Use and develop systems that promote communication
SHC 52	Promote professional development
SHC 53	Champion equality, diversity and inclusion
M1	Develop health and safety and risk management policies, procedures and practices in health and social care or children and young people's settings
M2c	Work in partnership in health and social care or children and young people's settings
M3	Manage health and social care practice to ensure positive outcomes for individuals
P1	Safeguarding and protection of vulnerable adults
P5	Understand safeguarding of children and young people for those working in the adult sector

The mandatory units for specific pathways as shown below:

Adult Residential Management	Adult Management	Adults Advanced Practice
P3 Lead and manage group living for adults	SS 5.1 Assess the individual in a health and social care setting	SS 5.1 Assess the individual in a health and social care setting
LM1c Lead and manage a team within a health and social care or children and young people's setting	LM1c Lead and manage a team within a health and social care or children and young people's setting	
LM2c Develop professional supervision practice in health and social care or children and young people's work settings	LM2c Develop professional supervision practice in health and social care or children and young people's work settings	

Each pathway then has optional units to allow the diploma to be tailored to particular job roles and settings. Each unit is made up of credits and a minimum number credits must be met to achieve the diploma.





## Commissioning, procurement and contracting for care services

Commissioning, procurement and contracting for care and support services are increasingly important. The people responsible for this play a crucial role in ensuring services are of a high quality and are available when needed. They are at the forefront of the move towards personalised services, including self-directed support.

Diplomas are available at level 3, 5 and 7 to provide consistent and clear benchmarks for the delivery of a quality commissioning service.

They are aimed at those directly employed in commissioning, procurement and contracting, at various levels and in various capacities. They assess whether someone is competent in their work role, so will be assessed mainly in the workplace.

Full details of these qualifications and the units available within them can be found on our Skill Selector (see section 6 for more information)

[www.skillsforcare.org.uk/skillselector](http://www.skillsforcare.org.uk/skillselector)

## Allambie Court Nursing Home, Nuneaton

Allambie Court in Nuneaton is part of a small group of eight nursing homes. It is registered for 30 residents, primarily living with dementia, although there are some with mental health problems or who are frail. A team of six carers, supported by housekeeping, catering and domestic staff, care for residents. Every member of the Allambie Court care team has taken specialist dementia pathways as part of their qualifications.

“On the course it was like seeing jigsaw pieces coming together. The course really helped me to see the bigger picture.”

**Care worker, Allambie Court**

“It is so noticeable that staff change during the training, down to the way they support residents. This was noticed by the inspectors during their last visit.”

**Manager, Allambie Court**

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## Barchester Healthcare, UK

Barchester Healthcare provides award-winning care and services for over 11,000 people at more than 230 different locations.

“The diploma fosters the ability to question, to use problem-solving skills and to be more autonomous. It’s absolutely a different mindset.”

**Annie Burisky, Regional Vocational Training Manager, Barchester Healthcare**

# 5. Continuing professional development (CPD)



## Activity provision qualifications

Growing evidence suggests that disease or conditions that cause loss of function and independence in later life are preventable. In fact, physical activity can have a positive effect on this and other relevant issues to older people such as loss of mobility, falls, fractures, muscle strength, mental health and wellbeing, independence and quality of life. Health and social care agencies promoting physical activity can significantly improve older people's quality of life.

### Knowledge qualification

#### Level 2 Award in Supporting Activity Provision in Social Care

This qualification enables those working, or intending to work in health and social care, develop their understanding of the potential benefits for individuals engaging in both every day and programmed activities. It supports learners in contributing to planning and delivering individual and group activities. It also increases understanding of the importance of activities in person-centred care.

The qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
ACT 201	Understand activity provision in social care
ACT 202	Understand the benefits of engaging in activities in social care
ACT 204	Understand the delivery of activities in social care

### Competence qualification

#### Level 3 Certificate in Activity Provision

This qualification is aimed at those currently responsible for coordinating activity provision in care settings or intending to take on this role. It enables them to develop skills in coordinating activity provision, including resource allocation, planning, working with others and evaluating provision. The qualification will also increase learners' understanding of how coordinated activity provision plays an important role in person-centred care.

The qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
ACT 301	Coordination of activity provision in social care
ACT 307	Quality and diversity in activities provision
HSC 3008	Implement therapeutic group activities

## Assisting and moving qualifications

Every employer has a responsibility for the health and safety of their employees. There is a legal requirement to ensure that employees are competent to perform their tasks. The Health and Safety at Work Act 1974 stipulates that employers should 'ensure so far as is reasonably practicable, the health, safety and welfare at work of all staff'.

### Competence qualifications

There are two qualifications available to enable employers to fulfill this requirement. They were developed with the National Back Exchange and other specialists and experts to reflect current best practice.

### Level 2 Certificate in Assisting and Moving Individuals for Social Care Settings

This qualification supplements employers' existing responsibilities for specific duties in accordance with The Management of Health and Safety at Work Regulations 1999 and The Manual Handling Operations Regulations 1992, (amended 2004). This includes avoiding hazardous manual handling, or where unavoidable, carrying out assessments to reduce risks as far as is reasonably practicable.

This qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
MH 203	Understanding and enabling assisting individuals
MH 204	Select and use appropriate techniques and equipment when dealing with falls
MH 205	Select and use appropriate techniques and equipment when assisting and moving individuals
MH 206	Moving inanimate loads

### Level 3 Award in Inducting Others in the Assisting and Moving of Individuals in Social Care

This qualification will equip supervisors and managers with the skills to offer their workers an effective induction into assisting and moving. It should be completed and combined with an appropriate 'train the trainer' course. The qualification is made up of one mandatory unit:

Unit	Title
MH 301	Provide a workplace induction in the assisting and moving of individuals

When combined with an appropriate 'train the trainer' course the full level 3 award can be completed.

# Qualifications framework in adult social care

## Entry into the care sector

Introduction to working  
in the care sector

- L1 award
- L1 certificate

Preparing for work  
in the care sector

- L1 award
- L2 certificate
- L3 certificate

Employer rights  
and responsibilities

- L2 award

## Before starting in social care

## Occupational competence

Starting role in social care - core qualifications

Level 2 Health and  
Social Care Diploma

2

Level 3 Health and  
Social Care Diploma

3

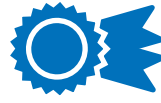
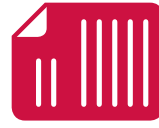
Level 5 Diploma in  
Leadership for Health

5

# Continuing professional development

## Now qualified - what's next?

Activity provision	Assisting and moving	Dementia	Diabetes	End of life	Food safety and nutrition
<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L3 certificate</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 certificate</li> <li>■ L3 award</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L2 certificate</li> <li>■ L3 award</li> <li>■ L3 certificate</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L3 certificate</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L3 award</li> <li>■ L3 certificate</li> <li>■ L5 diploma</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L2 award in promotion</li> </ul>
I Care... Ambassador	Learning Disability	Mental capacity act	Seated physical activity	Stroke	
<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L2 certificate</li> <li>■ L3 award</li> <li>■ L3 certificate</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L2 certificate</li> <li>■ L3 award</li> <li>■ L3 certificate</li> </ul>	<ul style="list-style-type: none"> <li>■ L3 award</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L2 award chair based</li> </ul>	<ul style="list-style-type: none"> <li>■ L2 award</li> <li>■ L3 certificate</li> </ul>	



Skills for Care is working with the Department of Health to implement the Cavendish recommendations which may result in some changes in due course.

## Chair based exercise qualification

### Competence qualification

#### Level 2 Award in Delivering Chair-Based Exercise

This qualification provides the knowledge, understanding and competence required to provide chair based exercise for frailer older adults and disabled adults.

It is made up of the following mandatory units and a choice of optional units:

Unit	Title
PWCS 02	Introduction to the values and principles of adult social care
CBE 201	Understand the value of chair-based exercise for frailer older adults and disabled adults

## Dementia qualifications

As the number of people with dementia increases it is important that the adult social care workforce has the skills and knowledge to meet their needs and provide high quality services. Specific dementia qualifications are available at level 2 and 3 in addition to the pathways within the level 2 and 3 diplomas. These qualifications will support employers to meet Care Quality Commission standards including ensuring those with dementia have opportunities for stimulation through leisure and recreational activities which suits their needs, preferences and capacities.

### Knowledge qualifications

Knowledge only awards are available at level 2 and 3 for those who wish to learn about dementia but are not able to demonstrate competence. This might include people who already have a level 2 or level 3 NVQ or current health and social care diploma and would like to understand more about working with individuals with dementia, but are not working in dementia care.

#### Level 2 Award in Awareness of Dementia

This qualification is made up of the following mandatory units:

Unit	Title
DEM 201	Dementia awareness
DEM 202	The person centred approach to the care and support of individuals with dementia
DEM 205	Understand the factors that can influence communication and interaction with individuals who have dementia
DEM 207	Understand equality, diversity and inclusion in dementia care



## Level 3 Award in Awareness of Dementia

This qualification is made up of the following mandatory units:

Unit	Title
DEM 301	Understand the process and experience of dementia
DEM 305	Understand the administration of medication to individuals with dementia using a person centred approach
DEM 308	Understand the role of communication and interactions with individuals who have dementia
DEM 310	Understand the diversity of individuals with dementia and the importance of inclusion

## Competence qualifications

Learners taking the certificates in dementia care need to be able to demonstrate competence so must be working in dementia care. Learners can use units achieved in the level 2 or 3 awards towards the certificates so they don't have to repeat learning. The certificates also have units that are transferable within the specialist dementia pathway of the health and social care diplomas at level 2 and 3.

## Level 2 Certificate in Dementia Care

This qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
DEM 201	Dementia awareness
DEM 204	Understand and implement a person centred approach to the care and support of individuals with dementia
DEM 209	Equality, diversity and inclusion in dementia care practice
DEM 210	Understand and enable interaction and communication with individuals with dementia care
DEM 211	Approaches to enable rights and choices for individual with dementia whilst minimising risks

## Level 3 Certificate in Dementia Care

This qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
DEM 301	Dementia awareness
DEM 304	Enable rights and choices of individuals with dementia whilst minimising risk
DEM 312	Understand and enable interaction and communication with individual with dementia
DEM 313	Equality, diversity and inclusion in dementia care practice

## Diabetes qualifications

Diabetes is a growing area of concern for many individuals receiving support through health and social care services. It's important that social care workers understand the disease and how it can complicate issues of care and support.

### Knowledge qualification

#### Level 2 Award in Basic Awareness of Diabetes

This knowledge-based qualification is designed to provide a basic understanding of diabetes for those who work in adult social care, including care assistants, domiciliary care workers and support workers. It covers the risks associated with the development of diabetes and explores treatment options, including self care.

It is made up of the following mandatory unit:

Unit	Title
DIB 212	Basic awareness of diabetes

### Competence qualification

#### Level 3 Certificate in Working with Individuals with Diabetes

This qualification is designed specifically for individuals from diverse roles in adult social care who are supporting the management or direct delivery of care to individuals with diabetes. It develops learners' diabetes knowledge and assesses their competence in caring for people with the disease.

It is made up of the following mandatory units and a choice of optional units:

Unit	Title
DIB 201	Diabetes awareness
DIB 202	Understand the risks associated with diabetes emergencies
DIB 203	Diabetes prevention and early detection
DIB 302	Understand conditions associated with diabetes

**“You see their faces light up when they get their qualification.”**

## End of life qualifications

Traditionally end of life care has been viewed as a specialist area of work. In reality it incorporates all elements of the daily lives of people nearing the end of their lives. A quality experience of social care is now seen as pivotal to those individuals at the end of their lives.

The end of life qualifications have been developed in conjunction with a wide range of employers, including Marie Curie Cancer Care, the UK Home Care Association and Barchester Care, to equip workers to not only recognise end of life situations but to manage them more effectively. They are aimed at all learners in health and social care with an interest in end of life care.

### Knowledge qualifications

Knowledge only awards at level 2 and 3 are available for those who want to learn about end of life care but are not able to demonstrate competence.

#### Level 2 Award Awareness of End of Life Care

This qualification provides a basic understanding of end of life care for those who work in the health and social care sector. It is made up of one unit:

Unit	Title
EOL 201	Understand how to work in end of life care

#### Level 3 Award Awareness of End of Life Care

This qualification helps to develop understanding of how to provide support to individuals and their families in end of life care, and in particular during the last days of life. It is made up of the following mandatory units:

Unit	Title
EOL 201	Understand how to work in end of life care
EOL 301	Understand how to provide support when working in end of life care
EOL 307	Understand how to support individuals during last days of life

### Competence qualifications

Learners taking these qualifications must be working in end of life care to demonstrate competence. Learners can carry credit from the knowledge of the level 2 or level 3 awards for progression without repeating learning as units already completed in the awards are included within the certificates.

#### Level 3 Certificate in Working in End of Life Care

This qualification supports the learner to further develop their understanding and skills in end of life care, especially around advance care planning, specific communication skills and to demonstrate competence in managing symptoms, planning in end of life care, supporting individuals with loss and grief before death and in their spirituality.

It is made up of the following five mandatory units and a choice of optional units:

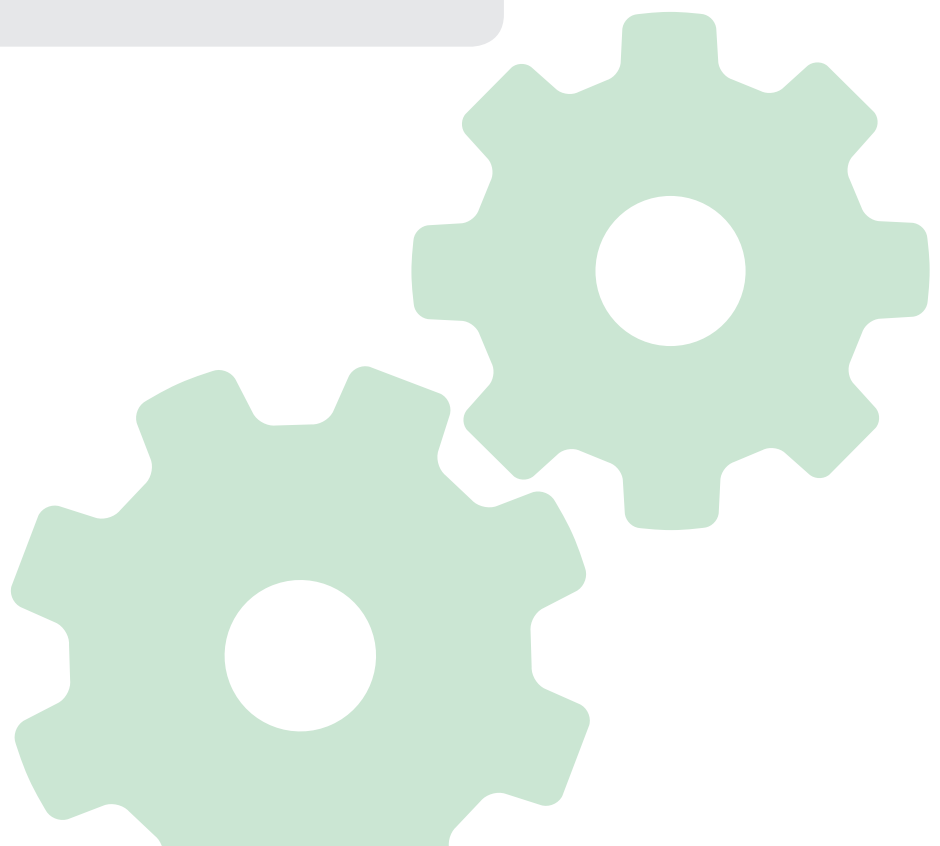
Unit	Title
EOL 301	Understand how to provide support when working in end of life care
EOL 302	Managing symptoms in end of life care
EOL 303	Understand advance care planning
EOL 305	Support individuals with loss and grief before death
HSC 3029	Support individuals with specific communication needs

### **Level 5 Certificate in Leading and Managing Services to Support End of Life and Significant Life Events**

This qualification supports managers to demonstrate how they can lead and manage end of life care services that promote positive experiences for individuals and their families at the end of life. It is made up of the following mandatory units and a choice of optional units:

Unit	Title
EOL 501	Lead and manage end of life care services
EOL 502	Lead a service that supports individuals through significant life events

“Being able to do the training today and put it into practice tomorrow is very motivating.”



## Food safety and nutrition qualifications

Many workers have a role in the nutritional wellbeing of the people they care for, whether delivering direct care, catering, domestic duties or support within a wider multi-disciplinary team.

The importance of good nutritional care is highlighted by its inclusion in the 'Essential Standards of the Care Quality Commission (CQC)'. The Department of Health's joint action plan 'Improving Nutritional Care' highlights the importance of training workers to ensure they have the appropriate skills and competences to enable people in receipt of social care services to receive good nutritional care.

These qualifications will promote this understanding and can ensure that workers across care settings are able to provide improved standards of nutritional care.

### Competence qualifications

#### Level 2 Award in Food Safety in Health and Social Care and Early Years and Childcare Settings

This qualification is designed for anyone working in health and social care that is undertaking their initial training in food safety. It is made up of the following mandatory units:

Unit	Title
HSC 2029	Meet food safety requirements when providing food and drink for individuals
HSC 2029K	Principles of food safety when providing food and drink for individuals

#### Level 2 Award in Promoting Food Safety and Nutrition in Health and Social Care or Early Years and Childcare Settings

This qualification assesses the competence of learners working in health and social care settings where diet and nutrition is important. Anyone working in adult or early years and childcare settings can choose units relevant to their role to complete the qualification. It is made up of the following mandatory units and a choice of optional units:

Unit	Title
HSC 2014	Support individuals to eat and drink
HSC 2029	Meet food and safety requirements when providing food and drink for individuals

“Being able to show that staff are trained to nationally recognised standards is important for our reputation.”

## *I Care...Ambassador* qualification

### Competence qualification

#### Level 2 Award in Promoting Employment in Social Care

This new qualification for *I Care...Ambassadors* supports the vision to create a new, sustainable care ambassador model. *I Care...Ambassadors* can gain this qualification as a way of supporting their personal development and ensuring the quality and consistency of ambassador services.

The award is made up of the following two mandatory units:

#### Unit title

Provide information on employment in social care

Practical presentation skills

## Learning disability qualifications

Specific learning disability qualifications are available in addition to the learning disability pathways in the level 2 and 3 diplomas. A broad range of units provide flexibility to focus on what learners need to know and what is relevant to their role.

### Competence qualifications

#### Awards

These smaller qualifications offer accredited learning in small chunks and have a variety of potential uses for:

- workers new to learning disability services but familiar with social care
- workers in learning disability services wanting a shorter qualification for their personal development
- people whose job role is not exclusively focused around supporting individuals with learning disabilities, but who come into contact with people as part of their role who want more information to do a better job
- community and volunteer carers who come into contact with disabled people as part of their role
- employment support workers, dementia care advisers and palliative care professionals wishing to tailor their service to the needs of people using their services.

**“You’re working to improve service users’ lives, and not just doing your job week in and week out.”**

## Level 2 Award in Supporting Individuals with Learning Disabilities

This qualification is made up of the following mandatory unit and a choice of optional units:

Unit	Title
LD 201	Understand the context of supporting individuals with learning disabilities

## Level 3 Award in Supporting Individuals with Learning Disabilities

This qualification is made up of the following mandatory unit and a choice of optional units:

Unit	Title
LD 201	Understand the context of supporting individuals with learning disabilities

## Certificates

These qualifications provide the opportunity for contextualised development around supporting individuals with a learning disability for those workers with experience in social care. This enables learners to develop their knowledge and skills to provide high quality person-centred support. It is not intended that the certificates confirm competence in the social care role, as this can only be truly achieved through the health and social care diplomas.

## Level 2 Certificate in Supporting Individuals with Learning Disabilities

This qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
LD 201	Understand the context of supporting individuals with learning disabilities
LD 202	Support person-centred thinking and planning
SHC 21	Introduction to communication in health, social care or children's and young people's settings

## Level 3 Certificate in Supporting Individuals with Learning Disabilities

This qualification is made up of the following mandatory units and a choice of optional units:

Unit	Title
LD 201	Understand the context of supporting individuals with learning disabilities
LD 302	Support person-centred thinking and planning
SHC 31	Promote communication in health, social care or children's and young people's settings



## Mental Capacity Act qualification

### Knowledge qualification

#### Level 3 Award in Awareness of Mental Capacity Act 2005

This qualification provides the knowledge and understanding required by a learner to provide care and treatment to individuals in accordance with the value base that underpins the Mental Capacity Act 2005.

The award is made up of the following mandatory unit:

Unit	Title
MCA 01	Awareness of the Mental Capacity Act 2005

## Seated recreational activities qualification

### Competence qualification

#### Level 2 Award in Delivering Seated Recreational Physical Activities

This qualification provides the knowledge, understanding and competence required to provide seated recreational physical activities and the considerations which need to be given whilst providing this activity.

The award is made up of the following mandatory units:

Unit	Title
PWCS 02	Introduction to the values and principles of adult social care
SRPA 201	Considerations for the safe delivery of seated recreational activities

“The ability to gain recognised qualifications seems to attract younger staff who see a career in caring.”

## Stroke care qualifications

Dealing with strokes and subsequent rehabilitation requires unique types of care. Social care providers have an important role to play in delivering the National Stroke Strategy, which recommends training on stroke management for a wide range of organisations.

These qualifications are for all health and social care workers with an interest in strokes and the impact on individuals, even if they are not currently supporting individuals with strokes.

### Knowledge qualification

#### Level 2 Award in Stroke Awareness

This qualification helps develop understanding of the different types of strokes, signs and symptoms and effects on individuals. It also helps learners to gain knowledge of the response needed in the event of an emergency stroke incident.

It is made up of the following mandatory unit:

Unit	Title
SCM 201	Stroke awareness

### Competence qualification

#### Level 3 Certificate in Stroke Care Management

This qualification provides the opportunity to further develop knowledge and post-stroke support skills. It helps learners to understand the impact of a stroke on daily living, associated complications, changing physical needs and any communication factors affecting individuals following a stroke.

It is made up of the following mandatory units and a choice of optional units:

Unit	Title
SCM 201	Stroke awareness
HSC 3029	Support individual with specific communication needs
SCM 301	Understand stroke care management
	Support individual to manage dysphagia

“The qualification gives you the confidence to go into situations and into the unknown.”

# 6. Skill Selector

– further support in choosing and building qualifications

Skills for Care’s Skill Selector is a simple step-by-step interactive tool for building adult social care qualifications and identifying learning opportunities that are right for your organisation.

It’s designed to help those working in the social care sector get to grips with the units and qualifications available that recognise what people know and do. The tool can be used by learners, employers and learning providers.

It allows you to explore the different qualifications available and the units that make up these qualifications. If you know the qualification you want you can go straight to it and select the units most appropriate for your job role. Within each qualification you will see the full list of units available. The mandatory units that have to be completed are pre-selected. Others are optional and you can choose which ones to complete.

Each unit has a credit level and qualifications have a minimum number of credits required. As well as keeping a count of the number of credits, the Skill Selector will let you know if the units you have chosen are not compatible or do not meet the required rules of combination to make the qualification selected – so you don’t need to worry! There are also links to Ofqual to view the learning outcomes of each one.

Once you’ve finished building a qualification you can download a qualifications summary, allowing you to print and discuss with you manager, employees and learning providers. The Skill Selector also lets you search units already achieved and identify which qualifications they can contribute towards.

For more information and to use the Skill Selector, visit [www.skillsforcare.org.uk/skillselector](http://www.skillsforcare.org.uk/skillselector)



# 7. Apprenticeships in social care

An Apprenticeship is a work-based learning programme designed around the needs of employers, which leads to nationally recognised qualifications. You can use Apprenticeships to train both new and existing staff of any age and funding is available.

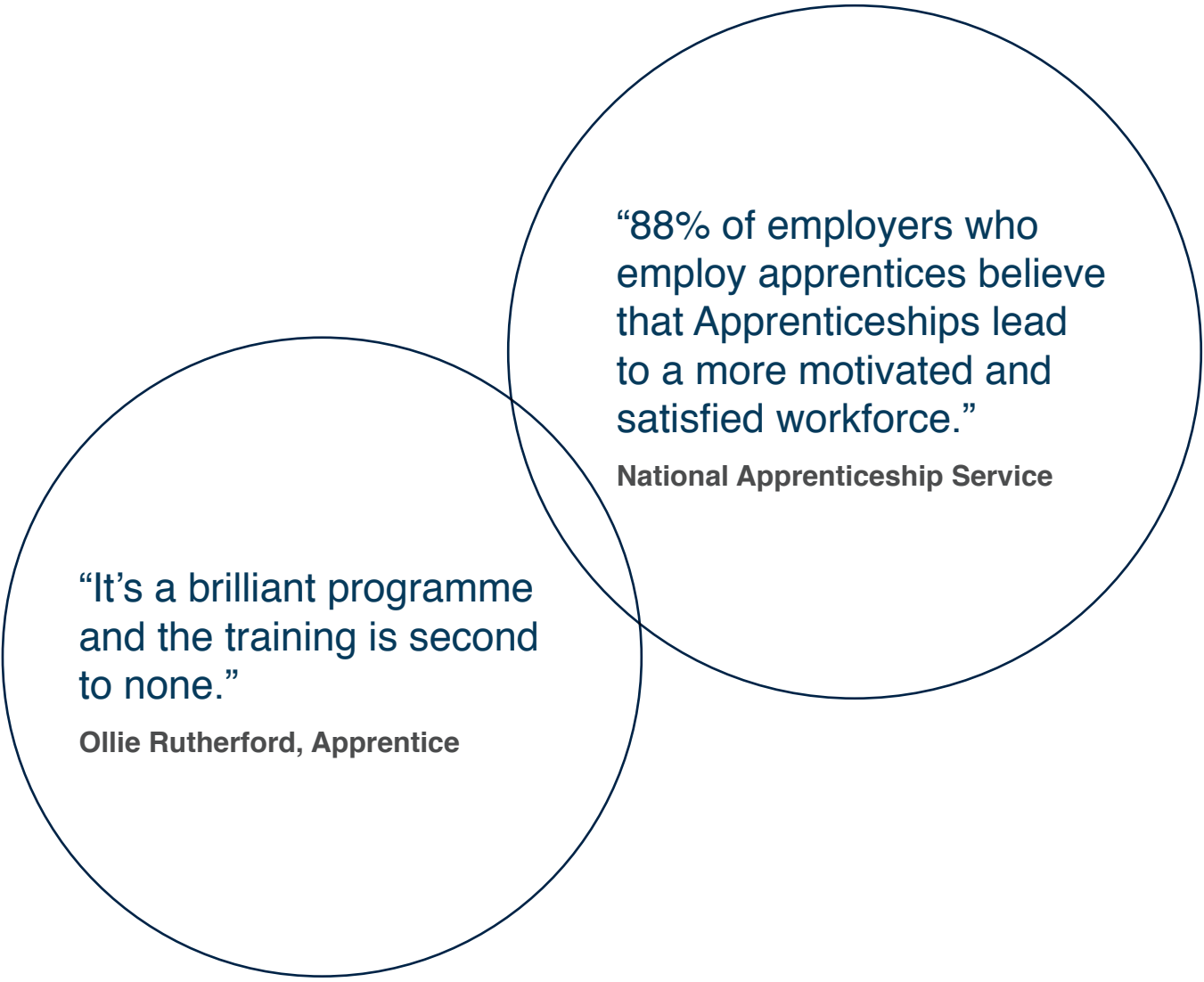
Currently there are three levels of social care Apprenticeships available:

- Intermediate Apprenticeship in Health and Social Care - level 2
- Advanced Apprenticeship in Health and Social Care - level 3
- Higher Apprenticeship in Health and Social Care – Care Leadership and Management (England) – level 5

An Apprenticeship is made up of different parts that give learners a range of skills and knowledge. Each component plays a key role in developing a capable, confident and skilled worker.

## Intermediate and Advanced Apprenticeship





“It’s a brilliant programme and the training is second to none.”

**Ollie Rutherford, Apprentice**

“88% of employers who employ apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce.”

**National Apprenticeship Service**

The Higher Apprenticeship, Care Leadership and Management (England) has two pathways.

The General Pathway is based on the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People’s Services.

As well as taking the General Pathway, learners have the option to take an additional Higher Education (HE) Specialist Pathway in an area of specialist care knowledge or enterprise skills and gain credits towards a university qualification at level 5.

### **Flexibility**

Apprenticeships offer complete flexibility for the employer and the apprentice, depending on their needs. Each programme is different as it is designed by a business with its own needs and challenges in mind.

Skills for Care has created a guide for employers implementing social care Apprenticeships. For more information visit [www.skillsforcare.org.uk/apprenticeshipsguide](http://www.skillsforcare.org.uk/apprenticeshipsguide)

Funding for Apprenticeships is available through the National Apprenticeship Service. This varies according to the sector, location, the age of the apprentice and employer size.

For more information on Apprenticeships visit [www.skillsforcare.org.uk/apprenticeships](http://www.skillsforcare.org.uk/apprenticeships)

# 8. Funding

## Workforce Development Fund

To help organisations to develop their staff, Skills for Care disburses the Workforce Development Fund (WDF), a Department of Health funding stream. It is designed to support the professional development of adult social care workers by providing funding for qualification units.

WDF significantly contributes towards the learning costs of those workers completing units and qualifications within this brochure – e.g. for a member of staff working towards a Level 2 Diploma in Health and Social Care (minimum of 46 credits) up to £690. Employers can claim a maximum of 60 credits per learner per funding year, with larger qualifications being claimed for over two funding years.

It can also be used to help fund the delivery of the qualifications within the Apprenticeship framework in social care.

The fund is distributed via a network of employer-led partnerships and large national organisations. Awarded annually, it can be utilised by adult social care providers that employ social care staff within England.

For further information about the Workforce Development Fund, visit [www.skillsforcare.org.uk/wdf](http://www.skillsforcare.org.uk/wdf)



## Skills Funding Agency

The Skills Funding Agency regulates and funds further education colleges and other skills providers to deliver learning for adults. Funds go directly towards approved providers that can decide which courses to offer, usually reflecting local needs. The level of funding is determined by the learner's personal circumstances. The type of funds and eligibility changes regularly so you should discuss any availability of funding with your chosen learning provider.

For more information, visit [www.skillsfundingagency.bis.gov.uk](http://www.skillsfundingagency.bis.gov.uk)

# 9. Choosing a learning provider

Skills for Care has developed a number of tools to help those working in adult social care to identify the right learning for their organisation and find the right provider to deliver it.

There are numerous providers offering a whole range of learning services and qualifications, so ensuring organisations get support from the right one is not always an easy process.

***Choosing workforce learning*** is a practical guide to help those responsible for selecting and purchasing learning and development for their workforce.

In the guide you will find helpful tips on:

- identifying the learning needs of your workers
- the questions you need to ask to develop a learning package for your organisation
- finding the right learning provider.

At the end of the guide there is a checklist to help you choose a suitable learning provider and we also have a handy 'top 10 tips' pack.

Skills for Care's online **learning provider directory** is available from April 2014 to help you search for learning provision for accredited social care qualifications across England.

The directory captures all the qualifications a particular provider offers, including how, when and where they deliver.

The providers on the directory are not approved by Skills for Care, so make sure you use the advice in ***Choosing workforce learning*** to ensure they meet your specific needs.

For more information and to view these resources, visit [www.skillsforcare.org.uk/learningproviders](http://www.skillsforcare.org.uk/learningproviders)





## Learning materials to support learning and qualifications

Skills for Care has commissioned a range of learning materials which are freely available on our website. They correspond directly to specific units within the qualifications identified in this guide. They can be used by learning providers in delivery of the qualifications and units, but can also be used as information and guidance for learners undertaking the qualifications. In addition a number of employers have highlighted how specific activities within the materials can be used in small group settings within the workplace or as refresher information and learning for workers undertaking continuing professional development (CPD) opportunities, whether accredited or otherwise.

Current topics can be found on our website at [www.skillsforcare.org.uk/learningmaterials](http://www.skillsforcare.org.uk/learningmaterials)

They include:

End of life care

Stroke care

Dementia

Medication

Values

Activities

Diabetes



# 10. Other relevant qualifications

There is a range of other qualifications in adult social care that are not covered in this guide. Here we've detailed all the qualifications for adult social care that are recommended by Skills for Care. There are no equivalences within other current qualifications available.

It is essential when selecting learning that you ensure the qualification is approved and provides the credibility your organisation needs. It may be that some learning completed within alternative qualifications is of value and relevant to the qualifications in this guide.

Assessors, and ultimately awarding organisations, will make the decisions about recognised prior learning (RPL). However, some of the qualifications listed are equivalent to previous, older qualifications, e.g. NVQs.

A list of these can be found on the Skills for Care website [www.skillsforcare.org.uk/qcf](http://www.skillsforcare.org.uk/qcf)



## Mapping learning

It is possible to map non accredited learning to these qualifications by clearly matching any similar or overlapping learning outcomes from the non accredited learning. You may then be able to use this learning in assessment towards these qualifications. You need to discuss this with your assigned assessor who will be able to discuss any opportunities for recognition of prior learning (RPL) depending on the sufficiency, validity and currency of any previous evidence of learning.



## Learning for 14 – 19 year olds

A wide range of qualifications are available for 14 – 19 year olds. They are mostly delivered in schools and colleges, but don't usually include any element of demonstration of competence. However the knowledge gained in these qualifications can sometimes be used as RPL towards the qualifications listed in this guide. You will need to discuss this with your assigned assessor and show them any formal evidence you have from this previous learning.





## **Skills for Care**

West Gate  
6 Grace Street  
Leeds  
LS1 2RP

Tel 0113 245 1716  
Fax 0113 243 6417  
Email [info@skillsforcare.org.uk](mailto:info@skillsforcare.org.uk)

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