

External FAQs for rapid induction and volunteer training

How can endorsed providers ensure competence particularly in areas such as assisting and moving people?

Online competence assessments can be undertaken via video link. Skills for Care recognises these aren't perfect, but they're appropriate given the COVID-19 crisis. This is driven by the need to train and ensure competence at pace. The Skills for Care team has talked to endorsed providers and made it part of the requirement of their training offer to social care employers. Assessment around assisting and moving people will need to be carried out in a location that has the relevant equipment by a suitably qualified person.

Rapid induction – what else will employers need to carry out to further support staff after the COVID-19 crisis?

Skills for Care is already considering this. After the crisis, Skills for Care will put in place further support for employers. Skills for Care would expect a return to the core and mandatory training standards.

What will employer requirements be in order to be eligible for this opportunity

To access funded training, it is necessary to be an adult social care employer operating in England. There is no requirement to register with, or to update, the Adult Social Care Workforce Data Set.

Can social care employers who have in house trainers deliver this training themselves, and can they claim from the Workforce Development Fund (WDF)?

Unfortunately, social care employers can't access funding for this from the WDF. The training can only be accessed through one of the 12 endorsed providers who have been awarded funding by Skills for Care.

Can Personal Assistants (PAs) access this and if they can should this be the PA or the individual employer who contacts the endorsed provider?

PAs can access this. The individual employer should contact one of the endorsed training providers.

Can social care employers or individuals approach an endorsed provider for the volunteer training programme?

Individuals and social care employers can approach endorsed providers for the volunteer programme.

Who can approach endorsed providers for the rapid training programmes for new, redeployed or existing direct care staff?

Only social care employers can approach endorsed providers to access this training.

Will you be revising the current Care Certificate assessment tool?

The existing tool has been revised and made more interactive for use by social care employers. This is available [here](#).

How long do the programmes take?

The volunteer programme takes up to half a day. The newly recruited or staff returning to the sector training takes approximately 5 days including the workplace induction which is completed by the employer. The time requirements may vary depending on the needs of the learner. Social care employers should choose what works best for them from the list of 12 endorsed providers.

Is all of the training eLearning?

The endorsed learning providers are offering a blend of learning solutions. This will include videos, eLearning, streaming live learning as well as other methods. In addition to this, endorsed providers will offer wrap around support to answer any questions or concerns.

Who designed the content for the training programmes?

Skills for Care developed the volunteers programme. The other learning is based on courses that endorsed providers already offer.

We're learning more about COVID-19 all the time – how will endorsed providers respond to this need?

If something changes for the requirements for the training, Skills for Care will ask endorsed providers to adjust their training. The training already takes account of COVID-19 emerging good practice.

Once someone has been through the training, will they have the full Care Certificate?

No learners will only have met the knowledge element of the Care Certificate. The responsibility for Care Certificate sign-off rests with the social care employer who will assess competence and sign people off using the revised and updated assessment process.

Does the essential training cover stress management and wellbeing?

This important area is covered under health and safety awareness.

What do you mean by training and what do you mean by assessment?

By training we mean any intervention that supports the learning of knowledge. By assessment we mean someone who is qualified and competent (e.g. registered manager or trainer) to consider and check whether someone can carry out a specific task safely and effectively.

Are you saying that I don't have to pay for this training?

Yes we are!

We employ adult social care staff, but are not a social care employer directly, can we access this?

Please [contact your local Skills for Care team](#) about your specific circumstances.

I am concerned about how I can access this online learning. What help is available for me?

Our endorsed providers are highly skilled and experienced at delivering digital learning. Please contact them for further support and to discuss your requirements.

Will there be an essential training certificate?

Your endorsed training provider will be able to provide you with these.