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Qualifications case study

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 that 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 of care”.

Philip, individual employer
Training

It is important that your personal assistant has the training they need to be able to work for you.

If they have the right training you can:

- be sure your personal assistant can work safely with you
- meet the requirements of your insurer
- help your personal assistant to be good at the job and to develop their skills
- keep up to date with practice, like new laws and better ways of doing things
- give your personal assistant confidence and a sense of achievement
- improve your personal assistant’s skills in supporting you and make the job more interesting.

During induction and then performance reviews (supervision) with your personal assistant, you should discuss any training they need to carry out their job properly.

If you have a care plan in place, you should think about what training your personal assistant needs to meet that plan. This should include any clinical responsibilities they may have.

Recording what your PA needs to learn on a training needs form will help you think through what you want your personal assistant to get out of training. Training topics might include:

- moving and handling
- food hygiene
- emergency first aid
- infection control.

You should talk to your personal assistant about any training they may need.
Training for the employer

You may also have some learning and development needs, particularly if you are new to employing staff. Your personal assistant is working for you, and you are their manager. Training topics might include:

- recruitment and selection
- being a good boss
- employment law
- managing and supervising
- record keeping.

Your direct payment adviser, local authority or local support organisation may be able to help you find training in your local area. Personal Health Budget holders should ask their Clinical Commissioning Group (CCG) about available training. Skills for Care has a list of user-led and other support organisations that could help you find training.

**NOTE:** Keep a record of all training you or your PA complete and make sure you are given a certificate, if one is available.

**More information:**

- [www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)
- [www.personalhealthbudgets.england.nhs.uk](http://www.personalhealthbudgets.england.nhs.uk)
- [www.skillsforcare.org.uk/findaprovider](http://www.skillsforcare.org.uk/findaprovider)
- There is an example of a training needs form in the templates booklet
You or your personal assistant may want to do some more formal training that means you gain a qualification.

Skills for Care has developed **Adult social care qualifications** in partnership with employers to give individuals the opportunity to learn in a flexible way. The qualifications are made up of a wide range of units that can be mixed and matched to meet different needs, and reflect what workers need to ‘know’ and ‘do’ for their job.

There are three different sizes of qualification:

**awards**  
(1 to 12 credits)

**certificates**  
(13 to 36 credits)

**diplomas**  
(37 credits or more)

Every unit and qualification has a credit value (where one credit represents 10 hours of learning time). Your direct payment adviser, local support organisation, local authority or the organisation that provides any funding you receive will be able to help you and your personal assistant to find a suitable training course and training provider.

**More information:**  
You can find out more about adult social care qualifications at: [www.skillsforcare.org.uk/qualifications](http://www.skillsforcare.org.uk/qualifications)
Money for training and qualifications

If you employ a personal assistant using a direct payment, a Personal Health Budget, your own money or another source of funding, you can apply for a grant from Skills for Care to pay for training for you and/or your personal assistant.

A leaflet with more information is included in this toolkit.

Or more information is available at:
www.skillsforcare.org.uk/individualemployerfunding or contact Skills for Care on 0113 245 1275
Supporting your personal assistant to gain the skills they need

We have lots of resources to help you think about training for your personal assistant. It is useful whether you already employ a personal assistant or are thinking about employing a personal assistant for the first time.

More information:
You can find more information at www.skillsforcare.org.uk/PAt raining

What is an Apprenticeship?

An Apprenticeship is a combination of on and off the job training and learning that leads to nationally recognised qualifications. It is another way for your personal assistant to complete training.

Quick facts about Apprenticeships:

- they are open to people of all ages
- Apprenticeships aren’t just for new staff, an experienced personal assistant already working for you can also do one
- an Apprenticeship allows your personal assistant to develop their skills while you get the support you need
- they usually last between one and two years.
How does an Apprenticeship work?

Over the next few years, the government is making changes to Apprenticeships.

The frameworks system will be phased out by 29 December 2017 and replaced by:

- Adult Care Worker (equivalent to level 2)
- Lead Adult Care Worker (level 3)
- Lead Practitioner in Adult Care (level 4)
- Leader in Adult Care (level 5)

You can find out more about Apprenticeships at: [www.skillsforcare.org.uk/Apprenticeships](http://www.skillsforcare.org.uk/Apprenticeships)

An Apprenticeship is made up of different parts, including qualifications, to show that someone has a good level of knowledge and understanding and can perform skills that are relevant to their job.

Under the new system, as well as doing a qualification, the learner will complete an assessment at the end of their Apprenticeship. This is carried out by an independent assessor.

How do I pay an apprentice?

Funding for apprenticeship starts from 1 May 2017 is available to employers either through their payment of the new apprenticeship levy (for organisations with a payroll bill of over £3m) or from a co-financing system from the Education and Skills Funding Agency.

As an individual employer it is most likely that you would only be asked to pay 10% of the cost of training. The remaining 90% of the cost of the training will be paid by the Education and Skills Funding Agency. You will need an Apprenticeship Service (AS) account; these are under development and will not be available until at least April 2018.

To find out more about funding for Apprenticeships visit www.skillsforcare.org.uk/Apprenticeshipfunding

Some or all of the training fees and other related costs such as PA cover can be funded via Skills for Care’s individual employer funding.

Or more information is available at www.skillsforcare.org.uk/individualemployerfunding or by calling 0113 245 1275
Next steps

For more information about Apprenticeships please visit www.skillsforcare.org.uk/apprenticeships.

Please turn the page to read a case study about how an individual employer has used the Apprenticeship programme to train his team of personal assistants.
Case study:

Cheshire Centre for Independent Living

“The Apprenticeship scheme is just perfect for training your staff. They have picked up, in my experience, a lot of useful skills and have made my life a lot easier.”

Rory Moss, individual employer

The individual employer’s point of view

Rory Moss uses a personal budget to employ personal assistants (PAs). He has used the Apprenticeship programme for his team of personal assistants with support from Cheshire Centre for Independent Living (CCIL). Rory says:

“Obviously the benefits for the apprentices transfer to me at home and I find things now happen naturally. Things they were doing that used to irritate me they aren’t doing any more and my personal assistants get on with their job much more professionally.”

The big selling point for Rory was the emphasis on assessors working round his schedule:

“It’s been completely worked round my convenience and also around my carers’ convenience, fitting in with their timetables as well.”

The personal assistant’s point of view

Donna Candland is a personal assistant and apprentice who is one of the team that supports Rory’s day to day needs:

“Our role with Rory is literally helping him to live in the community and getting him out and about.”
“We help him employ staff and make sure everyone who works for him does things properly so he doesn’t have to worry about it. Basically we just help him live.”

Donna has actively embraced her Apprenticeship as a learning and development opportunity gaining an Advanced (level 3) Apprenticeship:

“He’s taught me how to do things correctly rather than the way we think they should be done and we follow guidelines now.”

“They said the Apprenticeship would be structured round and fitted into your work patterns which it was. It worked very well and Total People and the assessors were always on hand. Everything was arranged round our work patterns.”

**How did the programme work**

The programme is overseen by CCIL’s Learning co-ordinator Jonathan Taylor:

“Accessing the Apprenticeship programme means personal assistants can get recognised qualifications, giving their employers some kind of assurance that they have been trained to a certain standard to provide the care they want to receive. For personal assistants it presents an opportunity to gain a portfolio of qualifications that are recognition of their importance in the wider social care workforce.”

Rory works closely with a team of apprentice assessors who come to his home to make sure that the apprentices meet all their milestones as they progress through their Apprenticeship. Elycia Averty from Total People (the training provider Rory identified with CCIL as the organisation best suited to deliver the programme the way he wanted) says:

“We build up a relationship with the employers and we tell them when we are going to come beforehand.”

“We tell employers exactly what we are going to assess and when we’re actually observing so we don’t intrude on the employer’s personal space. After a couple of times doing that they get used to us being around and they can see us giving feedback to the PAs.”
Notes
Different formats of this toolkit are available on request from Skills for Care.

Please email marketing@skillsforcare.org.uk or call 0113 245 1716