



Qualified Care Workforce Pathways

Topic / Area:

Qualified Care Workforce Pathways

Target Audience

- Adult Provider Services - Service Management
- Adult Provider Services – Care Workers and Team Managers.
- Learning and Development (Social Care)

Outline

Advice and information on the *Qualified Care Workforce Pathways* for Care Workers, Practitioners and Managers in Adult Provider Services.

Version and Issue Date

3.0 FINAL / 3 August 2022

About Qualified Care Workforce Pathways

A skilled and knowledgeable workforce is essential for the provision of high quality service user focussed services. For some care workers, an Adult Social Care Qualification is required under regulatory and inspection rules. For others, they are a further opportunity to develop and gain recognition for their knowledge, skills and competence in providing high quality care and support. There is an expectation within the East Riding that all Care Workers should hold a minimum job relevant qualification in Adult Social Care.

Adult Provider Services have introduced the *Qualified Care Workforce Pathways* to:

- Meet regulatory and inspection rules.
- Enable workers to gain nationally recognised accreditation.
- Provide opportunities for workers to further develop, which in turn can support career progression.

Introducing the Pathways

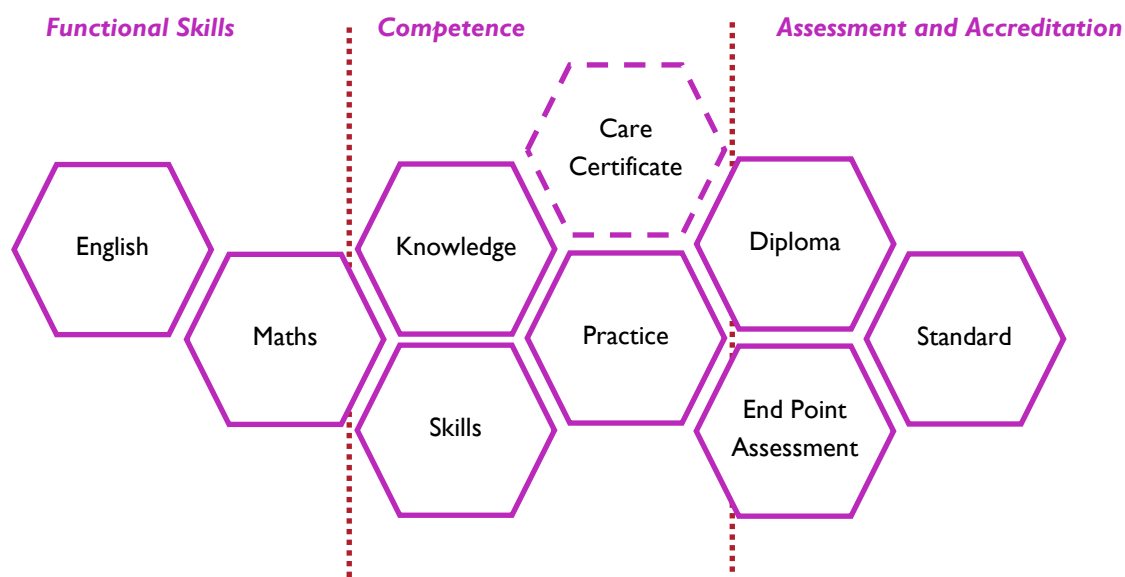
The *Qualified Care Workforce Pathways* approach sets out paths for care workers that utilise the Apprenticeship Standards across **4** levels:

- Level 2 – Adult Care Worker.
- Level 3 – Lead Adult Care Worker.
- Level 4 – Lead Practitioner in Adult Care.
- Level 5 – Leader in Adult Care.

What are Apprenticeships?

Apprenticeships have existed in various forms since the 1560s by setting out essential learning and practical work based skills. They focussed on trade related roles, but this changed in the 1990s when they extended to include other work areas.

The current Apprenticeships in Adult Social Care include the following key elements:



Functional Skills

Literacy and numeracy is essential for all effective care workers. Therefore, workers **must** achieve Functional Skills in English and Maths **unless** they already hold them or an approved equivalent.

Level 1 Functional Skills are needed for Level 2 Apprenticeships and Level 2 Functional Skills for all other levels.

Competence

Care workers will develop their knowledge and skills as part of the programme and apply these in practice in their day-to-day duties.

Those that do not already hold a Care Certificate will need to achieve this whilst completing a Level 2 or Level 3 Apprenticeship.

Assessment and Accreditation

Care workers provide evidence of their knowledge and competence to support the completion of the Diploma. This is also used to demonstrate how they meet many of the requirements in the Apprenticeship Standard.

The End Point Assessment is the final stage in the completion of the Apprenticeship as it validates the care workers overall learning, knowledge, skills and abilities. Successful achievement of the End Point Assessment enables the care worker to achieve the Apprenticeship Standard.

Level 2 – Adult Care Worker				
Overview	Type of Roles	ERYC Grades	Range and Context of Work	Use of Knowledge and Skills
<p>Adult care workers work on the frontline and help adults with care and support needs to achieve their personal goals and live as independently and safely as possible.</p> <p>They may work in the community, day services or residential services and follow instruction / guidance from senior care workers.</p>	Care Assistant, Support Worker, Community Support, Supported Living, Basic Support Worker, etc.	3 (Scp 11) and above	Variety of care and support duties, some of which may be complex. The care worker will have some individual responsibility and autonomy, whilst been supported by senior care workers.	Care workers will select and apply knowledge and skills to provide quality care and support. They may seek instruction / guidance where necessary.

Level 3 – Lead Adult Care Worker				
Overview	Type of Roles	ERYC Grades	Range and Context of Work	Use of Knowledge and Skills
<p>Lead adult care workers work on the frontline to support service users to achieve their personal goals and live as independently and safely as possible.</p> <p>They may work in community, day services or residential services and they may support and guide others, work autonomously and use their judgement to solve problems.</p>	Support Worker, Care Worker, Care Officer, Senior Care Worker, etc.	5 (Scp 17) and above, but may be suitable for some 3s (Scp 11) and 4s (Scp 14) depending on role and on <i>stretch</i> basis.	Broad range of care and support duties, which are usually complex. The lead care worker will have individual responsibility and autonomy and often guides or supports others.	Lead care workers consider situations and circumstances to determine the best course of action. They will utilise their knowledge and skills to provide quality care and support. They often share their knowledge and skills to develop others.

Level 4 – Lead Practitioner in Adult Care				
Overview	Type of Roles	ERYC Grades	Range and Context of Work	Use of Knowledge and Skills
Lead practitioners guide and inspire others to make positive differences to service user's lives. They have a greater depth of knowledge and expertise in their area of responsibility.	Team Leaders, Senior Care Officers, Deputy Managers.	7 (Scp 25) and above depending on role and on <i>stretch</i> basis.	Broad range of duties, which are complex and often technical. The lead practitioner will have a high degree of personal responsibility and autonomy and often lead others.	Lead practitioners consider complex situations and circumstances and implement courses of action. They ensure that quality of care and support is maintained.

Level 5 – Leader in Adult Care				
Overview	Type of Roles	ERYC Grades	Range and Context of Work	Use of Knowledge and Skills
The leader will guide and inspire teams to make positive differences to service user's lives. They lead care teams and will develop and implement a value-based culture at a Unit or Service Level.	Deputy Manager, Manager, Registered Manager, Leader.	9 (Scp 31) and above.	Significant range of duties, which are complex and technical. The lead practitioner will have substantial personal responsibility and autonomy and lead others.	Lead practitioners synthesise complex situations and circumstances and formulate courses of action, which are continuously reviewed and revised as required. They ensure their Unit / Service delivers quality care and support.

Time to Complete an Apprenticeship

It typically takes 12 months to complete a Level 2 Apprenticeship and 18 months for the other Levels. The planned time to complete the Apprenticeship will be determined and consider the care workers experience and the number of hours they work each week. However, the minimum duration of any Apprenticeship is 12 months and 1 day (366 days).

Care workers must undertake an element of off-the-job training, which takes up 20% of the time completing the Apprenticeship. Off-the-job training is learning that is not part of the care worker's normal duties, but part of paid work time.

For example:

- Learning new knowledge, such as; attending courses, lectures, role-playing, online or distance learning, etc.
- Practical training, such as; shadowing, mentoring, visiting other work areas, etc.
- Learning support and time spent working on portfolio evidence.
- Supervision sessions and parts of meets where learning takes place.

Care workers need to complete a range of statutory and mandatory training each year, which supports the ongoing development of knowledge and skills. In turn, this can contribute towards the 20% off-the-job training requirements, particularly at Levels 2 and 3.

As a minimum, care workers will have:

- 3 hours (pro-rata for part-time workers) per week off-the-job time allocated.
- 1 hour per week to complete Functional Skills Maths
- 1 hour per week to complete Functional Skills English.

The time allocated for Functional Skills is separate to the allocation for the off-the-job training. For Level 3 Apprenticeships and above, care workers needing to achieve Level 2 Functional Skills **must** be assessed as working at Level 1 or above in the relevant Function Skill. Any that are assessed as Entry Level 1, Entry Level 2 or Entry Level 3 **must** complete a Functional Skills development programme on a standalone basis before they will be supported to complete a Level 3 Apprenticeship and above.

It is recognised that due to business priorities, there may be occasions where the time allocation may not be provided. However, this will be allocated as lieu time and taken as soon as possible to ensure compliance with Apprenticeship off-the-job training rules.

First and Future Care Qualifications

The *Qualified Care Workforce Pathways* provides routes for care workers to achieve their first care qualification, if they do not already hold one and future opportunities to progress their career in care.

The starting level depends on the care workers knowledge, skill and experience along with their jobs role. Therefore, it is not always a requirement to achieve each level in turn.

There is an expectation within the East Riding that all Care Workers should hold a minimum job relevant qualification in Adult Social Care. Existing qualifications held will be considered to determine if they meet requirements. If not, the Care Worker should be referred for completion of the relevant qualification. Care Workers requests not to complete a qualification will be considered on an individual basis, but the overall requirement to comply with regulatory requirement for *right qualifications* and *qualified* remains.

	ERYC 3 (Scp 11) and ERYC 4 (Scp 14)	ERYC 5 (Scp 17) and 6 (Scp 21)	ERYC 7 (Scp 25) and 8 (Scp 28)	ERYC 9 (Scp 31) and Above	
				Senior Role, Deputy, etc.	Manager / Registered Manager
Level 2	Essential / Achieve within 15 months	Essential / Achieve within 15 months or Level 3 within 24 months	↓	↓	↓
Level 3	Developmental (Stretch)	Developmental / Achieve within 24 months as alternative to Level 2	Essential / Achieve within 24 months of commencing in role	Essential / Achieve within 24 months of commencing in role	↓
Level 4			Developmental (Stretch)	Developmental	↓
Level 5				Developmental (Stretch)	Essential / Achieve within 24 months of commencing in role

Note

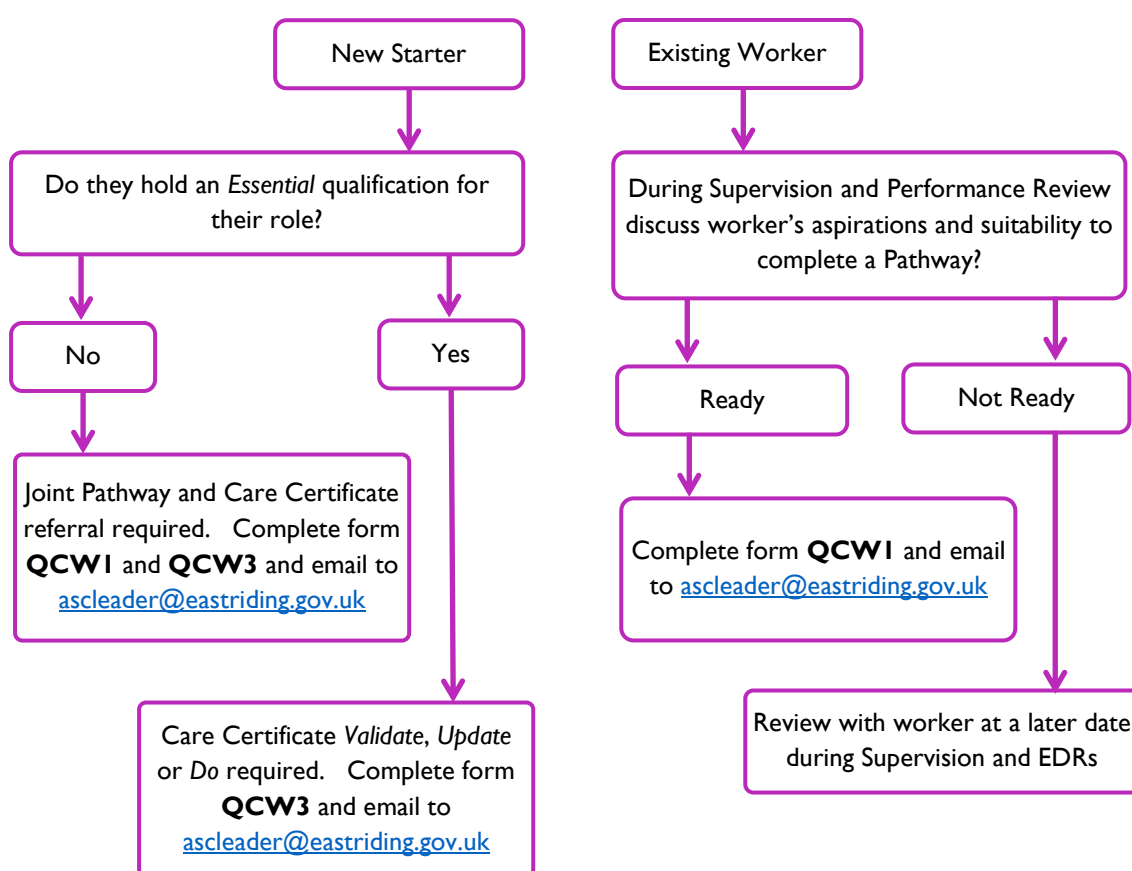
- The term *Stretch* means that the care worker may need to carry out stretching and / or additional tasks and activities to support them to achieve the requirements of the Apprenticeship. This will vary and depend on the particular job role and the worker's Line Manager must commit to provide the additional support required.

Application and Approval Process

The *Qualified Care Workforce Pathway* **must** be considered on appointment of new care workers and during Supervision / EDRs. This should consider:

- Meeting regulatory and inspection rules.
- Encouraging workers to gain nationally recognised accreditation.
- Provide opportunities for workers to further develop, which in turn can support career progression.

It is not possible to support all care workers to complete a Pathway at the same time. Therefore, priority will be given to those that require a first qualification to meet organisation, regulatory and inspection rules. In some instances care workers will be placed on a waiting list and allocated a place when practicable.



Note

- Learning and Skills (Adult Social Care) will liaise with Service Managers on referrals to complete a Pathway and determine priority for completion.
- **All** new care workers in a care giving role are required to achieve or hold the Care Certificate. Those holding a Care Certificate issued externally to the East Riding will be required to Validate, Update or Do it depending on their knowledge, skills and experience.

Common Questions and Answers

The following is available for additional guidance and information.

Where have QCFs gone?

The Qualifications and Credit Framework (QCF) was a qualification framework introduced in 2010, but the term QCF was often used to refer to care related qualifications. QCF in care were actually Diplomas, i.e. Level 2 Diploma in Health and Social Care.

The QCF was replaced by the Regulated Qualification Framework (RQF) in 2015.

Why are we using Apprenticeships?

Apprenticeships are a structured learning approach that enables care workers to develop a broad range of knowledge, skills and abilities. The Apprenticeship Levy is a charge on all large employers, which means money is taken from the organisation and placed in a special account that can only be used to cover the cost of delivering Apprenticeships. It is essential that the Council maximises the use of the Levy monies that it has paid into otherwise it is lost.

Can care workers complete the Diploma only?

Diploma only routes will only be considered if no Apprenticeship Standard exists. This is because Adult Provider Services needs to maximise the use of the Levy monies that they have paid into otherwise it is lost.

At the present time, all Diplomas are available through an Apprenticeship Standard and Diploma only routes will not be funded.

Why is the level linked to a worker's job and grade?

The Diploma and Apprenticeships are competency-based qualifications, which means the worker **must** be able to demonstrate the required knowledge, skills and practical work based tasks within their day-to-day duties.

The different levels require higher levels of knowledge, skills and practical work based tasks, which a worker may not be able to demonstrate in their day-to-day duties.

The *Qualified Care Workforce Pathways* approach does recognise that some roles, with additional tasks and activities may be able to achieve higher levels. Therefore, the *Stretch* approach has been introduced.

A worker is leaving, do we recover any costs for the Apprenticeship?

Although the Levy is funded by the Council, it is subject to the national Apprenticeship funding rules. Therefore, the Council is not able to recover any monies paid for the delivery of the Apprenticeship Standard and linked qualifications.

A worker is refusing to complete the work for the Apprenticeship?

Workers should be actively encouraged to complete any work required as part of the Apprenticeship, which they signed up to completing.

For those completing an Apprenticeship to meet organisation / registration / inspection requirements, it is essential that the worker completes and achieves it. Support should be provided to identify if they experiencing any difficulties and arrangements can be put in place to resolve this. However, if the worker continues to refuse, this should be dealt with in line with the Council's HR Policies and Procedures.

Is the off-the-job training time mandatory?

The off-the-job training time is mandatory and over the period of the Apprenticeship must equate to 20% of the time. In real terms, this includes attending relevant statutory and mandatory training and certain other activities set out earlier in this document.

Workers should be allocated a minimum of 3 hours, pro-rata for part-time workers, per week. In addition, if required, workers should be allocated 1 hour for each Functional Skill they need to achieve as set out earlier in this document.

Why do those completing Level 3 and above have to hold the Functional Skills at Level 2 or be assessed as working at Level 1 or above before starting an Apprenticeships?

A number of learners have found it difficult to work on the Diploma and Standard at the same time as the Functional Skills. This has led to some learners struggling to complete the Apprenticeship. Therefore, it has been decided that within Adult Provider Services, care workers wishing to progress with a Level 3 or above Apprenticeship need to either hold or be assessed as working at Level 1 or above in the Functional Skill topics. Workers that hold approved alternatives to Functional Skills, such as GCSEs, do not need to complete them.

The Government provides funding to complete Functional Skills and GCSEs in English and Maths for people of any age. Workers should seek advice from local Colleges or Adult Education Providers about accessing courses.

Existing Qualifications

Some Care Workers will hold existing qualifications, some of which may meet the organisation, regulatory and inspection rules / requirements. These type of qualifications fall into the 2 key categories:

- Previous Adult Social Care Qualifications.
- Other Adult Social Care Qualifications.

Previous Adult Social Care Qualifications

This category includes the previous versions of Health and Social Care related Apprenticeships and Competence-Based Qualifications. These remain valid and continue to meet the requirement.

The list below highlights the main qualification names, but is not exhaustive:

- NVQ Level 2 – Health and Social Care
- NVQ Level 3 – Health and Social Care
- NVQ Level 4 – Registered Managers Award
- Level 2 Diploma in Health and Social Care
- Level 3 Diploma in Health and Social Care.

Other Adult Social Care Qualifications

This category includes a number of qualification names, but is not exhaustive. Each qualification will be considered as required.

- GNVQ Health and Social Care
- Advanced GNVA Health and Social Care
- BTEC First Health and Social Care
- BTEC National Health and Social Care
- Adult Nursing ^{1 2}
- Social Work Diploma or Degree ^{1 2}

¹ For Deputy and Registered Managers – the qualifications may support the care related elements, but not the management / leadership. Therefore, a qualification in management / leadership is required.

² Holding an Adult Nursing or Social Work qualification **does not** satisfy the Care Certificate requirement in their own right.

Further Information and Guidance

Further information and guidance can be sought from:

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Record of Amendments

Version	Date	Details
1.0	18/12/2020	<ul style="list-style-type: none"> First issue.
2.0	29/03/2021	<p>About Qualified Care Workforce Pathways</p> <ul style="list-style-type: none"> Added - There is an expectation within the East Riding that all Care Workers should hold a minimum job relevant qualification in Adult Social Care. Revised – Encourage to Enable. <p>First and Future Care Qualifications</p> <ul style="list-style-type: none"> Added - There is an expectation within the East Riding that all Care Workers should hold a minimum job relevant qualification in Adult Social Care. Existing qualifications held will be considered to determine if they meet this requirement. If not, the Care Worker should be referred for completion of the relevant qualification. Care Workers requests not to complete a qualification will be considered on an individual basis, but the overall requirement to comply with regulatory requirement for right qualifications and qualified remains. <p>Application and Approval Process.</p> <ul style="list-style-type: none"> Revision of regulatory and inspection rules to organisation, regulatory and inspection rules. <p>A worker is refusing to complete the work for the Apprenticeship?</p> <ul style="list-style-type: none"> Revision of regulatory / inspection requirements to organisation / regulatory / inspection requirements. <p>Existing Qualifications</p> <ul style="list-style-type: none"> New section added to give guidance and clarity on the acceptance of other qualifications to meet the organisation / regulatory / inspection requirements. Clarity that Adult Nursing and Social Work qualifications does not satisfy the Care Certificate requirement in their own right.
3.0	03/08/2022	<p>Application and Approval Process</p> <ul style="list-style-type: none"> Remove of reference to form QCW2 – Form QCW1 applies to all levels. Requirement for form QCW3 for Care Certificate. <p>Further information and Guidance</p> <ul style="list-style-type: none"> Update to contact details.