



Quality Standards for Adult Social Care training provision

September 2024

Department for Health and Social Care foreword

The government is fully committed to a professional, well supported social care workforce, and are committed to enhancing skills for staff working in social care. It is of critical importance that the learning, development and training is of high quality, relevant and accessible.

Care providers currently have to replace almost a third of their workers each year due to staff leaving their jobs. High turnover worsens the quality of care. The Department

f Provided with a Quality Assured Care Learning logo that can be used in

amongst quality assured training providers to meet the needs of the sector before moving to a position where employers will not be able to claim for funding for courses and qualifications identified in the Adult Social Care Learning and Development Support Scheme that are not quality assured.

Context

The Quality Standards are a bespoke measure of quality learning and development for the adult social care workforce. They are designed to set a benchmark for quality training delivery and ensure that training identified, recommended, and funded by the government is of good quality and meets the needs of the sector whilst supporting employers to make informed choices.

Training providers applying to the scheme will have to provide evidence which meets the Quality Standards designed for all training providers delivering to the adult social care sector, as well as providing evidence for the Quality Standards related to specific accredited qualification(s) and/or learning programmes.

All training providers applying to have their courses quality assured will be asked to provide evidence to meet the following nine Quality Standards.

1. Organisational values align to the values of the social care sector: Kind, compassionate and empathetic; Honest, trustworthy and reliable; Respect; Courageous and principled; See the whole person; Flexible, open and learning; Proud and positive. They are actively implemented and upheld.
2. Policies and practices which support equality, diversity and inclusion within learning provision are in place and are actively implemented and monitored.
3. Organisational quality assurance processes are in place, are actively implemented and monitored and lead to quality improvement.
4. Staff members and associates receive feedback, support and developmental opportunities to improve their practice and ensure their subject and sector knowledge remains current.
5. Learning offers are shaped by robust analysis of customer and sector needs to determine key requirements and learning outcomes.
6. Robust initial assessments of learners are carried out to understand the learners' aspirations and needs to determine the most appropriate course of learning and the individualised support required to achieve that learning.
7. All learners are provided with information, advice, and guidance to support further learning and development, proportionate to the programme of learning undertaken.

8. The employer is actively engaged in the learner journey where appropriate to ensure learning is supported and embedded in the workplace to improve the quality of care delivered.
9. Learner and commissioner satisfaction is regularly measured, and acted upon to improve customer experiences.

Training providers who are applying with regards to their delivery of accredited qualifications will be asked to provide evidence to meet the following Quality Standard.

1. External Quality Assurance reports, relevant to a range of adult social care qualifications, demonstrate they meet the awarding organisation's standards.

Training providers who are applying with regards to their non accredited

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