**Care Certificate - Approved Awarder questionnaire**

Dear Colleagues,

Apologies if you have received this message more than once.

The Care Certificate is the national minimum standard of competence for care and support staff. It is however sometimes difficult for an employer to know whether they should recognise a care certificate issued elsewhere, as there is no common standard or measure applied to those who issue the award.

Within the South Yorkshire Region, the Education and Careers team (SYREC) aim to provide a degree of assurance across the health and social care sector by maintaining a list of approved awarders. Those appearing on the list are able to demonstrate that they support staff to develop in a structured manner.

We would like you to complete the attached survey on behalf of your organisation, so that we can add you to our website list of approved employers. Appearing on the [SYREC website](https://www.syrexcellencecentre.co.uk/) as an approved awarder will not only promote employers as examples of good employment practice, it will also be evidence to CQC and contractual partners that staff training commitments are addressed.

It is also important to SYREC to support employers to reduce costs and training workload by reducing unnecessary repetition of training. This is possible with transferability of the care certificate and this in turn is supportable where a comprehensive list of employers is available.

To find out more about SYREC and how it can support your organisation in other ways please contact Joanne.barrott1@nhs.net

All completed surveys will be reviewed and validated at the next Care Certificate meeting – dates can be supplied by Joanne Barrott. Should you require any support, you can contact any of the following people:

Brian Burke: [brian.burke1@nhs.net](mailto:brian.burke1@nhs.net)

Joanne Barrott: [Joanne.barrott1@nhs.net](mailto:Joanne.barrott1@nhs.net)

Zoe Thomas: [zoe.thomas@skillsforcare.org.uk](mailto:zoe.thomas@skillsforcare.org.uk)

**Please return your completed survey to joanne.barrott1@nhs.net**

|  |  |
| --- | --- |
| **Your organisation Name:** | |
| **Your details** | **Name:**  **Job Title:**  **Email:** |

|  |  |  |
| --- | --- | --- |
| No | Question | Response |
|  | Who is the lead contact for Care Certificate within your organisation?  **(if different from above)** | Name:  Job Title:  Email: |
|  | Who provides your care certificate training?   * If you provide the training in-house, please write ‘in-house’ * If you use an external training provider please provide details | *Please provide details here:* |

**Knowledge**

|  |  |  |
| --- | --- | --- |
|  | How is the knowledge element of the Care Certificate delivered?   * If you use different delivery formats for different standards please include all * Forms of delivery often used include:   E-learning; Face to face; Group activity; Discussions; Workbooks; Other | *Please provide details here:* |
|  | Do you use the SfC / SfH / HEE knowledge workbooks? | *Yes / No (please delete as appropriate)* |
|  | If you answered ‘No’ to Q4, please state the titles of your workbooks and describe their contents (briefly) | *Please provide details here:*  *Description:* |
|  | Who assesses the learner’s knowledge?  Please identify the role or position held, not including names of individuals.   * Examples may be, Team leaders, shift leaders, clinical educators, qualified nursing staff, other care and support staff, home manager | *Please provide details here:* |

**Competence**

|  |  |  |
| --- | --- | --- |
|  | How is the competence element of the Care Certificate assessed?  Please identify the role or position held, not including names of individuals.  Examples may be, Team leaders, shift leaders, clinical educators, qualified nursing staff, other care and support staff, home manager | *Please provide details here:* |
|  | Do you have a competencies pack that you use? | *Yes / No (please delete as appropriate)* |
|  | Who assesses the learner’s competence?  Please identify the role or position held. Please do not include names of individuals. | *Please provide details here:* |

**Assessors**

|  |  |  |
| --- | --- | --- |
|  | How do you identify who can be an assessor for the Care Certificate? | *Please provide details here:* |
|  | Do you have minimum qualification requirements for assessors | *Yes / No (please delete as appropriate)* |
|  | If you answered ‘Yes’ to Question 10  please state what these requirements are | *Please provide details here:* |
|  | How is the competency of the assessor maintained? | *Please provide details here:* |

**Certificates**

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| --- | --- | --- |
|  | How do you evidence completion of the different parts of the Care Certificate? | *Please provide details here:* |
|  | How do you store information regarding the awarded Care Certificate?  If an electronic system is used please identify this, and where it is saved | *Please provide details here:* |

**Quality Assurance**

|  |  |  |
| --- | --- | --- |
|  | Do you have a mapping tool, demonstrating how your workbooks / training materials reference to Care Certificate standards | *Yes / No (please delete as appropriate)* |
|  | If you answered ‘Yes’ to Question 16 please describe the contents (briefly) | *Title(s):*  *Description:* |
|  | What process do you follow if a new member of staff presents with a Care Certificate from another organisation? | *Please provide details here:* |
|  | Do you issue the care certificate if a learner can’t achieve all 15 standards? | *Yes / No (please delete as appropriate)* |
|  | If you answered ‘Yes’ to Question 19 please what you will accept as sufficient | *Please provide details here:* |
|  | What is your process for managing those who are failing to complete the care certificate?  Please provide an example of when you have applied this | *Please provide details here:*  *Example:* |
|  | Please return your completed survey to Joanne Barrott at Joanne.barrott1@nhs.net | |