

**CareSkills**  
*Training in Health and Social Care*

**Learner Induction Pack**





# CareSkills

*Training in Health and Social Care*

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### **About Us**

Founded in 1989, CareSkills is a privately owned Training and Development business delivering to the Health and Social Care Sector in the Yorkshire & Humber region. We aim to consistently deliver a high quality learning and training experience to people of all ages employed in the sector in North and West Yorkshire.

We deliver UK government funded Apprenticeship provision as a sub-contractor to YH Training Services Ltd (UKPRN 10007697) and specialise in the delivery of the Health and Social Care Apprenticeship programme at all levels. CareSkills has previously been inspected by the Adult Learning Inspectorate and was rated as outstanding.

### **Mission Statement**

Careskills aims to deliver excellent education and skills for life and work, and works to the following principles:

- To be an inclusive training provider where each individual is respected and valued
- To ensure successful learning outcomes for each individual, their employer and CareSkills and its partners
- To deliver a high quality service to learners and employers
- To inspire and challenge learners, staff and managers to excel in a supportive culture of high expectations
- To provide an enjoyable, safe, supportive and caring environment building confidence and providing excellent skills development for life and work
- To provide excellent resources for learners and staff motivating high performance and innovation
- To provide good value for money
- To significantly contribute to the welfare and economic development of the local communities we operate in and the wider Yorkshire and Humber region



## **What are Apprenticeships?**

They are work-based training programmes designed around the needs of employers, which lead to national recognised qualifications such as Diplomas and Functional Skills. Apprenticeships can be used to train both new and existing employees who are moving into a new or changed job role and need to learn new skills. Depending on the sector and job role an Apprenticeship can take anything between one and four years to complete.

Three levels of Apprenticeship are available:

### **Intermediate Level Apprenticeships (Level 2)**

Apprentices work towards work-based learning qualifications such as a Level 2 Competence Qualification, Functional Skills and, in most cases, a relevant knowledge-based qualification.

### **Advanced Level Apprenticeships (Level 3)**

Apprentices work towards work-based learning such as a Level 3 Competence Qualification, Functional Skills and, in most cases, a relevant knowledge-based qualification. This programme normally takes 18-24 months to complete.

### **Higher Apprenticeships (Level 4/ 5)**

Apprentices undertake a framework at Level 4 and above which will include a competence based qualification, Functional Skills and in some cases a broader vocationally related qualification which could be a Foundation degree.

You will receive a certificate for each of the qualifications that you achieve and you will also receive an Apprenticeship certificate when you have completed the whole programme. If you have previously achieved one of the qualifications which make up your level of Apprenticeship, then you will not have to study it again provided you can supply the relevant certificate and, in relation to English and Maths, it meets certain time requirements.

## **Benefits of Completing an Apprenticeship**

By undertaking an Apprenticeship you will significantly improve your career progression prospects. Employers value the extra skills that Apprentices acquire during their training, such as the English and Maths, and research has proven that Apprentices earn more during their working lifetime than non Apprentices.

In addition to the longer term career benefits, Apprentices can take advantage of the NUS Apprentice extra scheme (<http://www.apprenticeextra.co.uk/>) where you can get discounts on fashion, food, music and travel with major retailers for £11 per annum.



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### **Health and Social Care Apprenticeships**

#### **Intermediate Level Apprenticeships (Level 2)**

This programme normally takes 18 months to complete and upon completion you and your employer can apply for you to progress to the Advanced Apprenticeship. You will have a learning review session with your appointed trainer every four to six weeks.

In order to obtain your Level 2 Apprenticeship, you will need to achieve the following qualifications:

- Level 2 Certificate In Preparing to Work in Adult Social Care
- Level 2 Award in Employment Responsibilities and Rights in Health, Social Care, Children and Young Peoples Services
- Level 1 Functional Skills in English
- Level 1 Functional Skills in Mathematics
- Level 2 Diploma in Health and Social Care (Adults) for England

The Award, Certificate and Diploma require you to complete portfolios of evidence which will comprise written work. In addition you will be observed on at least two occasions in your workplace for the Diploma.

#### **Advanced Level Apprenticeships (Level 3)**

This programme normally takes between 18 and 24 months to complete. If you are progressing to the Advanced Apprenticeship from the Intermediate Apprenticeship, you will be exempt from completing some of the units at this level as they are carried forward from the Intermediate level Apprenticeship.

In order to obtain your Advanced Apprenticeship, you will need to achieve the following qualifications:

- Level 3 Certificate In Preparing to Work in Adult Social Care
- Level 2 Award in Employment Responsibilities and Rights in Health, Social Care, Children and Young Peoples Services
- Level 2 Functional Skills in English
- Level 2 Functional Skills in Mathematics
- Level 3 Diploma in Health and Social Care (Adults) for England

The Award, Certificate and Diploma require you to complete portfolios of evidence which will comprise written work. In addition you will be observed on at least two occasions in your workplace for the Diploma.



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### What are Functional Skills?

Functional Skills are the essential skills needed for English, Maths and ICT, vital for young people and adults to participate in life, learning and work. They feature in most educational and training choices and are a compulsory element of your Apprenticeship. In order to achieve your Functional Skills, you will need to pass a number of tests.

For English, you will need to successfully pass two tests (reading and writing) and give a presentation on two subjects to a small group of people. For Maths, you will need to pass one test. The average time taken to complete both English and Maths at Careskills is six months.

**If you achieve the Level 1 English and Maths before the end of your Apprenticeship programme, you will be offered the opportunity to start your Level 2 English and Maths. This is greatly beneficial if you intend to progress to the Level 3 Apprenticeship.**

**If you already have the required level of English and/ or Maths when you start your Level 2, the Government requires you to start the Level 2 qualification for that subject. However, successful completion of your Level 2 Apprenticeship is not dependent on you achieving the Level 2 qualification (s).**

### Help with English and Maths

As part of your initial assessment, we will check your English and Maths skills, and if applicable, we will provide you with a programme of additional support to help you improve your skills. As part of the support we will increase the frequency of your review visits and aim for you to have two reviews a month with your trainer.

### Progression to Higher Education

If you have a longer term ambition to study for a degree, normal entry requirements for most university Health and Social Care courses are English and Maths GCSE plus A-levels which attract UCAS points. For those without A-levels, the principal alternative qualifications are a BTEC Level 3 Extended Diploma in Health and Social Care or an Access to Nursing qualification, both of which are mainly offered by FE colleges.

### *What about my Apprenticeship?*

Unfortunately neither the Certificate in Preparing to Work in Adult Social Care nor the Diploma in Health and Social Care (Adults) attract UCAS points. The Functional Skills English and Maths Level 2 qualifications do attract UCAS points, although not all universities will accept them as a substitute for GCSE English and Maths.

However, many universities understand that some people do not have a “typical” educational background and may be prepared to consider alternative qualifications if an individual has for example significant experience working in the Care sector. Even if your chosen university will not accept the Diploma, they should take your achievement into account when considering your application. Furthermore your achievement will be of great help to you when writing your personal statement and making the case as to why the university should favourably consider your application above those of other applications.



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If you need more information, you should contact the admissions department at the relevant university and talk to them about your qualifications and experiences. If you are unsure where you would like to study, CareSkills can provide a list of the principal universities in the north of England which run nursing degree courses along with their entry requirements.

### **Cost of Training**

The cost of your Apprenticeship is met principally by a funding grant from the UK Government with the European Union also providing some funding. In some instances, your employer will also make a financial contribution on top of this grant. Although some training providers will charge learners for items such as exam registration fees, CareSkills does not currently levy any fees directly on Apprentices.

The funding is paid to CareSkills by the Skills Funding Agency (SFA) and lasts for the length of your planned programme duration as decided by your trainer on the basis of your assessed learning needs and previous achievements. It is important to understand that if you go beyond your planned end date, there is no guarantee that your training will be funded beyond that planned end date. For this reason you must advise your trainer of any changes in your circumstances which could affect your continued participation on the training programme as soon as possible.



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### Health and Safety Statement

The Health and Safety at Work Act 1974 protects people at work and the general public. Under the Act everyone has a legal duty that is employers, employees, the self employed, suppliers and those who rent out premises where people work.

Careskills is committed to ensuring all our learners work in a safe and healthy environment and that you understand what is expected of Careskills, your employer and yourself in relation to Health and Safety.

### Careskills Health and Safety Responsibilities

- Ensure that learners are working in an environment which meets the SFA Health and Safety Protocols (HASPs 1-10)
- Ensure that all learners understand their Health and Safety responsibilities in their place of work
- Regularly monitor learner accident/ incident reporting
- Investigate learner accidents/ incidents in the workplace and report findings to the SFA if necessary
- Ensure that all staff understand their Health and Safety responsibilities
- Ensure that Careskills' offices are safe environment for staff, learners and visitors

### Employer Health and Safety Responsibilities

- A written Health and Safety policy which promotes safe working methods
- Safe working environment
- Information, training and supervision, to ensure safety of staff
- Risk Assessments :-
  - COSHH
  - Manual Handling
  - Other activities which may be hazardous to individuals.
- Safe entrances and exits, clear guidance and training in Fire evacuation procedures
- Training of staff in the use of any machinery/ equipment e.g. hoists
- Protective clothing, equipment and safety devices
- Ensure all employees are fully informed of Incident / Accident Reporting procedures

### Learner Health and Safety Responsibilities

- Follow the Health and Safety policy
- Co-operate with employer
- Practise safe working habits
- Participate in all training, both mandatory and job specific
- Be aware of potential Health and Safety hazards and report problems promptly. Work according to risk assessments
- Know emergency procedures
- Never try to perform work you aren't qualified to do
- Inform your line manager of any incidents / accidents. Use protective clothing
- Record all personal accidents in the Incident Record Book (incident record forms)
- Store materials, equipment and tools properly



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### **Equality & Diversity Statement**

Careskills is committed to equality and diversity in all its activities for those who learn, work and visit us. We will respect differences in race and ethnic origin, gender, disability, mental health, sexuality, age, religion and belief, additional learning needs and economic and social needs.

### **What This Means for Learners and Staff**

Careskills will:

- Ensure that all learners and those who work for us have the opportunity to participate fully and achieve their full potential
- Take positive steps to eliminate physical, social and economic barriers to access
- Reduce any form of unlawful and/or unacceptable behaviour
- Continue the drive to increase levels of under-represented groups
- Ensure that all learners, staff and visitors accept their responsibility to uphold equality and show respect to others
- Promote equality in learner admissions and their experiences whilst studying with Careskills

### **How Careskills Will Show Its Commitment**

Careskills will:

- Actively promote equality by valuing and respecting differences between people
- Actively promote and embed equality and diversity into all curriculum
- Ensure staff are equipped to recognise diversity and challenge discrimination
- Investigate all allegations of discrimination sensitively
- Monitor the curriculum and learning to ensure they are free from discrimination and reflect the needs of the wider community
- Monitor policies, procedures and practices to ensure they are free from discrimination and respond to the needs of the wider community
- Reflect the contributions of all members of the community in promoting Careskills activities



### **Equality of Opportunity in the Workplace**

Everyone has the right to equality and fairness of treatment from others. Society in general must support diversity among people.

There are two aspects of equality of opportunity of which you should be particularly aware:

1. The rights you, and other workers, have in the workplace
2. The rights of the clients you care for in your place of work

### **Your rights in the workplace**

- Your employer must treat all employees equally in matters related to employment, e.g. payment for work at the correct rate, holiday rights, sick leave entitlement, promotion and opportunities for training
- You have the right to be assessed for your Diploma in Care, because this is part of the partnership agreement CareSkills has with your employer

### **The rights of your clients**

- You should make sure that your respect for clients is visible in everything you do
- You should treat all your clients equally as you deliver care to them
- You should always gain their consent for any activity
- If you see, or experience, an action or situation that denies the rights and freedom of others you must inform both your manager and CareSkills

### **Workplace Grievances**

You should be able to discuss any problems relating to work and your work colleagues with a senior member of staff. If you personally experience any discrimination, abuse, victimisation or harassment when at work, you should report the event to your manager.

However, if you feel that there is no one in the workplace whom you can trust you should talk to your CareSkills trainer who will listen to you and help to decide on an appropriate course of action. They will either advise you how to deal with the problem or with your consent, speak to your manager on your behalf.

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### Disability Statement

Careskills welcomes all learners, regardless of any learning difficulty and/ or physical disability. We are committed to ensuring that everyone is treated fairly. We will make all reasonable adjustments to ensure anyone with a learning difficulty and / or physical disability is not substantially disadvantaged.

### Our commitment to Learners:

We recognise that everyone's needs are different and will work with learners to identify and overcome any barriers that exist. We will provide a support package designed to meet the needs of individual and enable learners to maximise their potential.

Careskills will endeavour to:

- Ensure that all learners are made aware of our (Equality Act, S6:2010) definition of disability,
- Encourage learners to disclose a disability,
- Create a culture that enables all learners with disabilities to feel comfortable in so doing,
- Ensure that our systems are robust enough to deal effectively with disclosure
- Inform all learners of the impact of non-disclosure of disabilities.

### What is a Disability?

'an impairment with a substantial (i.e. more than minor or trivial) long term effect on a person's ability to carry out normal day to day activities (without specifying what those activities might be)'

### Learning Difficulties and Disabilities

This area covers a whole range of learning difficulties and/or disabilities including Autism, Asperger's Syndrome, Down's Syndrome, Cerebral Palsy, etc, as well general learning difficulties.

In order to facilitate learning, support for learners with a learning difficulty and/or disability may include:

- Assessment of need prior to entry
- Adaptation of resources
- Greater frequency of one to one contact time with trainer
- Special examination arrangements
- Additional pastoral support



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### **Specific Learning Difficulties**

Specific learning difficulties include Dyslexia, Dyspraxia, Dyscalculia and Dysgraphia. In order to facilitate learning, support for learners with a specific learning difficulty may include:

- A diagnostic assessment
- Full assessment of individual needs to support learners with their study
- Colour overlays
- Greater frequency of one to one contact time with trainer
- Additional trainer support for literacy, numeracy, organisation and coursework
- Adaptation of resources, for example: enlargement of texts, colour paper, etc
- Guidance and support with the choice of course, transition into higher education and future careers
- Special examination arrangements
- Additional pastoral support

### **Disclosure Statement**

Careskills is keen to ensure that learners with a range of disabilities, including hidden disabilities, disclose their support needs and receive support that is appropriate to individual need, enabling learners to maximise their potential.

However, we also accept that learners with a disability have the right to keep their support needs confidential. Where learners do not disclose their disability, it is clear under Equality Act, 2010 that Careskills cannot be expected to make any reasonable adjustments.

### **How to Disclose a Disability**

In order for a learner to highlight any potential barriers to learning, opportunities are provided in a range of Careskills' procedures, including:

- Enrolment (enrolment form has questions relating to support needs)
- Initial Screening and Diagnostics (assessment tool which may act as an identifier and/or catalyst for disclosure)
- Induction (discussion of the role of Supported Learning)
- Progress Reviews (monitoring of attendance, progress and achievement and opportunity to discuss these issues and any yet to be identified support needs)
- Examination arrangements



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### **Safeguarding Statement**

Careskills is committed to the well-being and development of all its learners and recognises its contribution and duties towards safeguarding all learners, especially those who are vulnerable.

Safeguarding is a term used to describe the overall safety and well-being of an individual and includes:

- Protecting children and young people from maltreatment
- Preventing the impairment of children and young peoples' health and wellbeing
- Ensuring that children and young people are growing up in circumstances consistent with the provision of safe and effective care
- Protecting vulnerable adults (PoVA) from maltreatment and exploitation

Careskills will:

- Strive to maintain a trusting ethos, so that learners communicate well with staff
- Be proactive in ensuring the safety of young people and vulnerable adults
- Provide clear guidelines and procedures for all staff so that they can respond appropriately to safeguarding concerns
- Develop and deliver a staff training package which keeps all staff up-to-date with procedures and safeguarding issues and evaluate its effectiveness in meeting this objective
- Offer support to staff and learners who have any safeguarding concerns (including referral to external agencies where this is deemed appropriate)
- Act promptly and diligently on any safeguarding concerns
- Liaise with the appropriate key partners and develop collaborative working practices which facilitate and promote the safeguarding of children and vulnerable adults both within the company and within the wider community
- Carefully screen and monitor all company employees and volunteers to ensure they are, and remain suitable to work with the young and vulnerable

### **Prevention of Radicalisation**

As part of our Safeguarding activity, Careskills has a responsibility to follow the UK government's Prevention of Radicalisation agenda. Prevent is the counter-terrorist programme which aims to stop people being drawn into terrorist-related activity. It is about tackling the factors that can cause people to become drawn into violent extremism and empowering individuals and communities to stand up to violent extremists.

Prevent is not about singling out a particular group. It is about addressing the real threat to the security of this country and is delivered in partnership by a wide range of organisations including the police service. Working closely with other organisations, our aim is to support local communities and institutions to challenge and reject the message of extremism.

Prevent is one of the key elements of CONTEST, the Government's counter- terrorism strategy

Careskills aims to raise awareness among all employees to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support. We have resources in place to help identify



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and provide support for people at risk of radicalisation, along with information to tackle the challenge of radicalisation on the internet.



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### **Access to Assessment Centre Policy**

Awards offered by CareSkills on behalf of the awarding body City & Guilds are available to all those who are capable of achieving the required National Occupational Standard (NOS), by whatever assessment methods are appropriate and approved.

The process of assessment will be free from any discriminatory practices in regard to gender, ethnicity, culture and language. CareSkills will take into account the special needs of learners, including those with physical or sensory difficulties, learning disabilities or those who may require additional support to participate in the assessment process e.g. learners who work in Domiciliary care settings. Learners will have access to assessment, even when hours of work and the place of work create difficulties e.g. people who work night shifts.

Communication of the access to assessment policy

- Takes place at time of Induction to the learning programme.
- Takes place when staff are training to become assessors (A1/A2).
- The policy is reiterated to assessors at CareSkills meetings.
- The policy is explained to learners when they commence their learning programme, and a copy of this document is issued to them.

Responsibility for implementation and monitoring of the policy rest with the centre co-ordinator. We make all employers aware of their need to provide assessment opportunities appropriate to the individual needs of each learner. Employers also confirm their intention to work within an equal opportunities framework, and to adhere to the requirements of the CareSkills policy on Access to Assessment.

### **Complaints Procedure**

Grounds for complaint include the following:

- Failure to provide suitable assessment opportunities
- Failure to provide you with City & Guilds guidelines and procedures of the Care assessment process.
- The assessment process, including length of time taken to achieve qualifications.

Should you have any issues or complaints to make about the assessment process, you should contact the centre co-ordinator as soon as possible.

Brian Shenton  
Centre Co-ordinator  
CareSkills  
1 Throstle Nest Drive  
Harrogate  
HG2 9PB

01423 879477



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### **Assessment Appeals Process**

If you are dissatisfied with assessor judgements made about your performance, you have the right to appeal. All appeals will be dealt with as swiftly as possible and the times given below are the maximum allowable.

The appeals and complaints procedure comprises three stages:

#### Stage 1

You should appeal/ raise a complaint with your assessor who has five days in which to respond to your complaint. Your assessor will inform the centre co-ordinator of the appeal/ complaint. Your assessor will fully document all relevant details and both you and your assessor must sign and date all the paperwork. Outcomes must be recorded.

If you feel unable to appeal or make a complaint directly to your assessor you should contact the CareSkills centre director directly. CareSkills has five days in which to respond as above.

#### Stage 2

If you are not satisfied with the outcome of stage 1, the centre Internal Verifier (IV) will review all the relevant documentation and discuss the issues with both you and your assessor. The IV will guide both parties towards resolution and plans for continuing the assessment process. The IV must respond within five days.

An audit trail of all communication will be made and signed by the relevant people. In the event of an appeal meeting taking place, you can be supported by a friend or work place colleague.

#### Stage 3

Where appropriate, the centre co-ordinator may refer the matter to City & Guilds for their opinion, advice or guidance. Where such involvement is requested, the outcomes of the consultation will be made available to you. After consideration of the appeal, the City & Guilds will make a decision which will be final and binding. You will be given a written copy of their report.

Please note that City & Guilds will be notified of all appeals and/ or complaints even those which have been successfully resolved within the centre.

### **Recognition of Prior Learning (RPL)**

CareSkills gives recognition to evidence produced by learners as an outcome of prior learning, and/or a previous job role. In order that we can use the evidence, it must be authenticated as relating to you, be of recent origin, and, where created by others, must be from a reliable and named source e.g. former employer or work colleague.



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### **Communication with Careskills**

After each visit, CareSkills will update your action plan of work and this will be sent to you either by email or regular post if you do not have an email account. The action plan will detail what work you have agreed with your trainer to complete for the next session and the date of the planned next session if one has been agreed. Normally your trainer will contact you closer to the date of the next session to reconfirm the date is still convenient.

We understand that sometimes last minute changes in your availability mean that you are unable to keep the appointment at short notice. In such situations, we ask that you contact your trainer to advise them of your unavailability as soon as possible. By giving your trainer as much notice as possible of your unavailability, they can reschedule their visit rota and arrange to meet other learners, thereby avoiding wasting time and money.

### **Compliments, Complaints and Suggestions Procedure**

CareSkills is committed to providing a high quality service to all our learners. As part of our continual quality improvement programme, you will be asked for your opinions about the quality of training you received from CareSkills at the end of your programme. If there is something you feel we could be doing before then, please let your trainer know.

Occasionally, things can go wrong and when this happens we want you to tell us about it. This can be done either through an informal discussion with your trainer or you can bring the matter directly to the attention of Senior Management by contacting:

Phil Shenton  
Operations Manager  
CareSkills  
1 Throstle Nest Drive  
Harrogate  
HG2 9PB

01423 879477

[admin@careskills.co.uk](mailto:admin@careskills.co.uk)

