

Questions and Answers

Transitioning to the new Adult Care qualifications and apprenticeship standards in England update

12.02.2018

Are the optional units for the 3095-31 Level 3 Diploma in Adult Care split into competence and knowledge-based units?

Yes, we have separated the competence and knowledge units in most instances. The qualification has 58 credits altogether and we've specified the following rules of combination:

- 28 credits from the mandatory units.

And for the options:

- group B - competence – minimum of 20 credits
- group C - knowledge – maximum of 10 credits, with no minimum.

There is also a requirement for at least 43 of the credits to be at Level 3.

Can witness testimonies be completed by a patient's relatives?

Yes they can if the service user is not able to provide testimony or does not wish to. We will provide guidance around this in our EPA pack, which is currently being updated to reflect the revised assessment plan.

Should learners who've signed up to the Level 2 and 3 standards in January be registered on the old QCF qualifications or the new diplomas?

We appreciate January was a difficult time due to the delay of the publication of the revised standard containing the new qualifications.

We've been in touch with the ESFA to highlight centre concerns regarding apprentices registered between the 31 December 2017 and the date the revised standards were published by the IfA.

We've been advised the ESFA are working with the IfA on this. Centres are recommended to register to receive ESFA provider updates as these have the latest information on apprentice registrations and ILR requirements. The link to the ESFA Provider Update is [here](#).

Subcontractors don't book the EPA as this is done by the lead provider. Can subcontractors access the EPA resources?

Only organisations who apply to offer City & Guilds end-point assessment products should have access to the support materials. A subcontractor should request access to the materials via the main contract holder if needed.

Please clarify why a learner would be capped at a pass grade during the professional discussion.

This decision has been made by the employer group and is detailed in the revised assessment plan.

If an apprentice leaves the course after the training provider has paid the £25 EPA registration fee, do they get it back?

No – unfortunately not. The registration fee sets in motion a planning process to ensure that the apprentice can access their EPA. This activity incurs costs to the EPA organisation.

Where can I find the most up to date version of the 3095 qualification handbook?

The handbooks are available from the [3095 webpage](#) and found under the documents tab. As of 12 February 2018 the latest versions of the handbooks are version 1.1 January 2018 for Level 2 and version 2, 15 January 2018 for the Level 3.

Are there current or planned equivalent qualifications for Early Years and Childcare/Children and Young People's Workforce and Children and Young People's Residential Care?

Below is a summary of both Early Years and Childcare/Children and Young People's Workforce and Children and Young People's Residential Care qualifications.

- 4222-01 Level 2 Certificate for the Children and Young People's Workforce.
This qualification has been extended to 31 August 2019. City & Guilds has been involved in a piece of work managed by the Department for Education which has resulted in a set of criteria on which a new Level 2 qualification will be based. These criteria are currently being consulted on and the consultation ends on 28 February 2018. You can find more information on the consultation process [here](#). The criteria is expected to be released to awarding organisations from September 2018 to facilitate the development of a new Level 2 early years qualification.
- 3605-03 Level 3 Diploma for the Early Years Practitioner (Early Years Educator).
This qualification currently has an end registration date of 31 July 2018. The qualification will be extended, probably until 2020.

- The 4227-04 Level 3 Diploma for CYPW (Children's Social Care pathway). This has been extended until 31 October 2018 and may well be extended again. This qualification is not suitable for those workers who work in residential childcare.
- The 4340-31 Level 3 Diploma in Children's Residential Care (England) and the Level 5 4340-51 Diploma in Leadership and Management for Residential Childcare (England). Both qualifications have end dates of 31 August 2019.

I work for a mental health trust. Do you feel the Adult Care certificate is the best way to go?

The best approach to deciding the most appropriate apprenticeship standard or qualification is to carry out an initial assessment that compares the job role of the learner against the content of the standard and/or qualification to see it meets the learner/employer need. Initial assessment should also check to ensure the learner will have the opportunities to be able to achieve the required outcomes.

The Senior Healthcare Support Worker standard has an option for mental health support and the mandatory qualification (4245-31 Level 3 Diploma in Healthcare Support) contains mental health specific units. This is also supported by a Skills for Health document which suggests appropriate optional units relevant to mental health support. This document and the qualification handbook can be found on the [4345 webpage](#).

Are any of the knowledge units assignment based?

We decided not to produce assignments to support the knowledge units following feedback from centres. It was felt that it would be too challenging to create an assignment that covered all the contexts in which apprentices work.

Can you APL (accredit prior learning) from old diplomas?

There are two ways of answering this question:

1. if the units are identical they will have the same UAN number which would look like this - H/615/7923. If the learner has completed a previous unit with the same UAN number then there is no need to repeat this unit
2. if the units are not identical, then an assessor must use the RPL (recognition of prior learning) process in the assessment process. This means the evidence must:
 - be assessed against the new standard
 - meet the assessment criteria
 - be at the appropriate level.

City & Guilds have an RPL policy which can be found [here](#).

When will the new Level 4 and 5 diplomas be added to the FE loans catalogue?

The Level 4 Diploma in Adult Care is already on the loans catalogue, as is the current Level 5 diploma. The new Level 5 Diploma in Leadership and Management in Adult Care will be added to the loans catalogue once it has been accredited and we have the QAN number.

Will we still have EQA visits for the embedded qualifications? If so, will their frequency change?

External quality assurance activities for qualifications will not change. The activities need to take place whether the qualification is included in an apprenticeship or not.

Can apprentices use the 4222 qualifications for the new standards and have you had clarity from the IFA as to whether learners who started prior to February can remain on 3095?

Any apprentices starting after 6 February 2018 must be registered on the new qualifications. We've been in touch with the ESFA to highlight centre concerns regarding apprentices registered between the 31 December 2017 and the date the revised standards were published by the IfA.

We've been advised the ESFA are working with the IfA on this. Centres are recommended to register to receive ESFA provider updates as these have the latest information on apprentice registrations and ILR requirements. The link to the ESFA Provider Update is [here](#).

What's the biggest difference between the Adult Care and Healthcare Support Worker standards?

The differences are the context in which the apprentice works and whether the occupation described in the standard has a clinically focused approach. Healthcare Support Worker does not contain a qualification. End-point assessment in the healthcare standards is different and has more elements, including observation of practice in the workplace.

How many service user witness testimonies are needed for the Adult Care standard?

As an end-point assessment organisation we will provide further guidance on the collation of service user witness testimonies. A minimum of two service user witness testimonies must be collated by the apprentice and City & Guilds will provide a service user witness testimony template for the apprentice to complete. This document must be authenticated by the care service manager and must not contain any information which would identify the individual providing the testimony. Testimonies can describe feedback on overall satisfaction with the care service and/or on the contribution of the apprentice to the experience of the service user. Where a service user is not able or does not wish to provide testimonies, these can be requested from service user families/carers.

Under no circumstances should an individual or their family members be coerced into providing testimonies.

If existing systems exist to collate service user feedback – extracts from these may be used but must relate to a period of time when the apprentice has been working in the service. These need to be authenticated by the manager.

The independent end-point assessor may ask questions and further explore the content of the testimonies during the professional discussion.

The template and further guidance will be included in the EPA packs for the Adult Care Worker and Lead Adult Care Worker standards.

Where do we send gateway evidence?

Organisations using our end-point assessment service will be advised by the EPA team regarding how and when to submit evidence for assessment by the independent end-point assessor (IEPA).

Does the Care Certificate have to be completed by the employer or provider?

It's the employer's responsibility to award the Care Certificate. Training providers may support delivery and/or assessment of the Care Certificate if agreed with the employer. Further guidance on the role of training providers and the Care Certificate can be found on the [Skills for Care website](#).

At what point during the apprenticeship does the Care Certificate need to be completed?

The Care Certificate is part of induction – hence it should be delivered and completed at the beginning of the apprenticeship and definitely prior to the assessment gateway. Not all employers are using the Care Certificate standard.

When the standalone (3565) dementia and (3571) end of life qualifications end, will they be replaced with other qualifications on the loans catalogue?

There are currently no plans to replace these qualifications. If there is sufficient evidence of demand then the current qualifications can be further extended. New developments can be explored, however they would be subject to proof of demand.

Do apprentices studying Level 2 have to attempt all three elements of Functional Skills (writing, reading and speaking and listening)?

Apprentices who do not already have suitable maths and/or English qualifications at Level 2 will need to sit a formal test at Level 2 prior to the gateway. We continue to seek guidance on whether there is a requirement to sit all aspects of the English test and what evidence is acceptable at the gateway regarding "attempting" the test at Level 2.

The [ESFA funding rules](#) contain useful information.

Where do I find dates for other webinars?

View our latest apprenticeship events and webinars on our [webpage](#). We update this page regularly so check back often. If you'd like to receive relevant email updates straight to your inbox, sign up for our email updates [here](#).

When the Care Certificate is completed can the provider use Recognition of Prior Learning (RPL) to cover the standards?

RPL can and should be used, however there are several considerations when using RPL from the Care Certificate to a qualification.

1. The Care Certificate is not levelled.
2. There is no requirement for a Care Certificate assessor to have assessor qualifications.
3. The Care Certificate outcomes are different to those in a qualification and may partly or fully cover the qualification content.
4. RPL must be planned and documented and any gaps in evidence covered through the usual assessment planning process. Requirements for observation of practice in the qualification must take place within the registration period of the qualification, so further observations may need to take place following achievement of the Care Certificate.
5. A care certificate itself is not sufficient evidence for RPL. The evidence generated through the Care Certificate must be used and it must meet the assessment criteria being assessed at the required level.

Please refer to the City & Guilds RPL [here](#).

What evidence is required to be held by providers for Disclosure and Barring Service (DBS) checks, and should these be done prior to the apprentice starting?

As it is a requirement for an individual to be employed in order to be an apprentice, and the apprenticeship assessment plan requirement specifies an enhanced DBA check, then this check must be completed prior to the start of the apprenticeship. Both the provider and the employer will need evidence that this has been carried out and that the apprentice has not been barred from working in adult social care.