

**Training & Development Policy and  
Procedure for Evidencing Competence**

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**Purpose of this Document**

This document outlines the policy of Agincare in relation to the training of employees to ensure that the skills and knowledge sets are current, relevant and in line with legislative requirements for the benefit of the people in our care. The policy is held in accordance with the requirements of the Regulations of the Health and Social Care Act (Regulated Activity) Regulation 2014. Our policy is also in line with the Skills for Care/Skills for Health Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England and Care Certificate Standards introduced for all health and social care workers in April 2015.

**Policy Statement**

Agincare’s success is dependent on the skills of all of our staff and particularly care workers who are at our front line and are the Ambassadors / Leaders to the customer market. Their performance impacts on the quality and effectiveness of our service to our customers and other stakeholders and is critical to our business success.

The key processes to ensure Agincare front line care workers, staff and managers are performing to the required level of competency and standards are as follows:

- More targeted effective recruitment of employees who have the potential skills, or who have already attained their Health and Social Care level 2, 3, Leadership and Management and level 5 QCF as appropriate to skill level ( or equivalent NVQ);
- Behavioural value competency based selection and training will better ensure that the right candidate is successful and continuous performance is ensured;
- Trained to an industry standard level of competence including:
  - Nationally recognised occupational standards (care worker and managers induction)
  - Level 2/3 or Level 3 Leadership and management or Level 5 Diploma in Leadership in Health and Social Care as appropriate or already have an equivalent qualification;
- Competency based skills testing;
- Supervision, support, appraisal and learning development opportunities. Continuous Professional Development will be competency based and linked to evidence based competency and for managers will be linked to the National Skills Academy /QCF Leadership Quality Framework;

## **Training Requirements**

The **Fundamental Standard Regulations; the Health and Social Care Act (Regulated Activities) Regulations 2014, regulation 18** requires that:

*18(1) Sufficient numbers of suitably qualified, competent, skilled and experienced persons must be deployed in order to meet the requirements of this Part*

*(2) Persons employed by the service provider in the provision of a regulated activity must –*

- (a) Receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform*
- (b) be enabled where appropriate to obtain further qualifications appropriate to the work they perform, and*
- (c) where such persons are health care professionals, social workers or other professionals registered with a health care or social care regulator, be enabled to provide evidence to the regulator in question demonstrating, where it is possible to do so, that they continue to meet the professional standards which are a condition of their ability to practise or a requirement of their role*

**Skills for Care** and **Skills for Health** provide the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England to alongside Care Certificate Training Standards.

The Code describes the standards of conduct, behaviour and attitudes that the public and the people who need healthcare, care and support services should expect of workers. The Care Certificate Standards sets out explicitly the learning outcomes, competencies and standards of behaviour expected of a Health Care Support Worker and Adult Social Care Worker ensuring that such staff are caring, compassionate and provide quality care.

**Skills for Care** and **Skills for Health** provide guidance on training and qualifications that can be undertaken to enhance knowledge and skill to aid practice and contribute to professional development and career progression.

There is no advice from either Skills for Care, Skills for Health, or CQC in the regulations on the frequency of refresher training in what are commonly known as 'mandatory' subjects; all guidance leads a provider to establish that staff are '*appropriately trained*' or '*suitably qualified*'; Agincare therefore interprets the need for mandatory subjects requiring an annual refresher or update as Moving and Handling, Medication, Infection, Prevention and Control, Safeguarding Adults at Risk and Information Governance and two yearly Health and Safety and Mental Capacity Act updates.

The **Health and Safety Executive** website states about the frequency of Moving and Handling training that:

*'There is no firm rule about this. You will need training if new lifting aids are introduced, or there are changes to the method of work. To maintain skills and awareness, refresher courses should be run; it might be useful to combine these with a review of the risk assessment.'*

The **Nursing and Midwifery Council (NMC)** place expectations on Registered Nurse to maintain the registration through a process of revalidation to ensure they continue to be fit to practise. All nurses need to meet a range of requirements designed to show they are keeping up to date and are actively maintaining their ability to practice safely and effectively.

So to summarise regulatory requirements, there is no single, defined requirement for training other than the Care Certificate Training Standards and the ability to demonstrate competence although all Managers must read and understand their **Local Authority Contractual Requirements** which may dictate certain training requirements as mandatory

To determine whether staff are *appropriately trained* or *suitably qualified* **Agincare expects** its managers to ensure their workforce is trained for the role they are required to undertake so for instance, where a service has a high number of people receiving a service who have dementia, there is an expectation that staff will be trained in dementia care; similarly where staff are scheduled to provide care and support to people receiving palliative or end of life care, they should be trained to do so and if supporting just one client with a specific condition, multiple sclerosis or a learning disability for example, the staff must be competent in this level of support. The extent of the training will be dependent on available resources, the personal development plan of the member of staff and on the needs of the service.

#### **Agincare commit to:**

- Placing value on getting the best performance from its employees
- Prioritising training to industry standards

- Accessing the fully funded Workforce Development Fund opportunities making these available to employees and management as a career succession programme
- Measure evidence of impact from training on the business performance e.g. investment on delivery of a cost effective service which is compliant
- Explore modern apprenticeships to create a pool of future competent employees
- Adapting the National Skills Academy of Social Care's "Leadership Quality Framework" to fit our culture and values and deliver results.

This policy applies to all employees within the Agincare Group, whether they are full or part time, and empowers managers to use their judgment within a set of basic guiding principles. This policy incorporates more information and guidance on:

- Selection assessment process and induction
- Shadowing and probationary period learning
- Mandatory training
- Continuous Professional Development
- Revalidation
- Continued competency i.e. behavioural, attitude, skills and knowledge focused learning
- Supervision & Appraisal
- Learning methods

## **Training and Development Initiatives**

The Company provides a range of training and development opportunities to staff. These fall into four broad categories:

1. **Enhancement of skills for an employee's current position.** These include internal and external courses providing mandatory and specialist training relating to the skills that employees require for their job.
2. **Health and safety training.** This includes mandatory courses in manual handling, risk assessment, fire safety, and first aid as well as more advanced health and safety courses being accessed externally where required by the business.
3. **Programmes that have a specific management or supervisory focus.** These include internal and external courses on management development, supervisory skills for line managers, coaching, etc.
4. **Professional or academic qualification.** The Company encourages employees who wish to do so to pursue continuous professional development, and where appropriate, to gain further qualifications.

Decisions on the suitability and applicability of programmes will be determined through the supervision/and appraisal process, during which individual training and development needs are identified.

A learning and development plan will be established following the assessment period/induction and probation for each staff member.

### **Roles and Responsibilities for Implementation**

Employees and their managers have a responsibility to implement training and development initiatives. There will be an opportunity to identify the training needs through the supervision/appraisal process and agree appropriate courses of training or study, and their suitability and applicability. Employees are expected to take up the opportunities provided and report back to their line manager on how applicable the training was and how they have applied the learning in their job role.

Agincare Trainers have a responsibility to maintain their own professional development with support of their line management and self-directed learning. Trainers are responsible for maintaining the training calendar for the group and ensuring the training facilities and resources are maintained.

### **Training Agreement**

All staff taking up training opportunities which have a direct cost associated to them will be required to sign a Training Agreement. This agreement looks for reimbursement from the employee for all or part of the cost of the training should they leave the employment of Agincare, during the course itself or within a year following it. The amounts repayable vary based on the amount of time elapsed between completion of the course and leaving employment. Staff will also be passed the cost of missed assessor appointment or missed external training associated with an overall accredited learning programme. A Training Agreement must be signed for such courses that are either paid for by the Employer or require study time away from the normal place of work to be permitted by the Employer, such courses include diploma or equivalent or degree courses. Mandatory training is not included.

### **Individual requests for Training and Development**

Employees can request training and development at any time when an opportunity presents (external available resources) and within the supervision / appraisal process, as outlined above. Employees should channel all requests for training through their manager.

### **Planning and Implementing New Initiatives**

Any new training initiatives will be planned as a result of a combination of service contract requirements and training needs analysis activities, which in turn are part of the Company's performance review process.

### **Monitoring and Evaluating Investment in Training and Development**

Training and development activities and resources are monitored and the outcomes achieved are measured through staff competency assessments and performance objectives.

### **Recording of Training and Development Activities**

All training attended will be recorded by the company, on completion of any internal training course/workshop the employee will complete a course evaluation form and return to HR. Analysis of the evaluation forms gathered will be undertaken and used within the overall evaluation of training and development.

### **Coaching and Mentoring**

Agincare encourages line managers to provide coaching and mentoring support for staff who are undergoing training and development. Managers have a responsibility to ensure that the skills and knowledge of more experienced staff members are shared with more junior employees to ensure that learning occurs in a planned way; for example, managers should utilise experienced and competent care workers in a 'buddy' role for new and less experienced care workers.

### **Cascade Training**

On completion of externally approved training courses where the learner is confident and competent to cascade their learning to other workers, the manager can arrange for formal or informal sessions to be held. The staff member cascading their learning should complete a 'Cascaded Training Record sheet' available on share-point. Cascaded training is only appropriate regarding an invasive procedure for an individual where the relevant a health care professional has agreed the content of the course meets the learning expectations.

### **Induction**

All new members of staff will receive an induction pertinent to their job role. Agincare provides a full programme following the Care Certificate Training Standards which is delivered during three days Selection Assessment Training/Induction and via work based learning during the probationary period of the new employee's employment. The induction period of 12 weeks forms part of the probationary period and is to enable the Manager to determine the suitability of the candidate to become a permanent competent member of staff; the 12 week induction consists of completion of the 3 day Selection Assessment training where group and written work is assessed and a series of work based competency assessments which will be reviewed at probationary meetings. A successful probation will be indicated by the evidence held that a care worker has competently achieved the required standards.

Induction for other staff (non care staff, office staff and Managers) will follow the Companies internal induction process; all staff of all grades in all departments are to attend the 3 day induction/selection assessment training which will be followed by internal local induction in the new staff member's workplace with their line manager and other delegated

staff dependent on the role/position of a new member of staff, a head office induction day will be completed followed by a series of relevant sessions with relevant personnel.

### **Shadowing and Probation**

As part of the probationary period, depending on business needs, new workers will spend a period of time 'shadowing' a more senior member of staff; the length of time will be determined by the manager who has decided the time period necessary based on the learning achieved through the assessment/induction process and the staff members previous experience. For Care Workers, shadowing shifts must be recorded and document their understanding and competency of the given tasks. Please find further information in the Evidencing Competency procedure at the end of this policy.

### **Continuous Professional Development**

All members of staff are encouraged to maintain their professional knowledge and expertise by undertaking a range of developmental activities, ranging from regular reading of professional articles and journals, attendance at training or conference, or e-learning. Support through this process will come from the employee's manager who will monitor the staff members developing competence through supervision and appraisal. A bespoke CPD programme based on the Skills for Care Leadership Quality Framework is currently being implemented.

### **Revalidation**

As well as being able to evidence 450 hours' practice in 3 years Registered Nurses must demonstrate they have received a minimum of 40 hours of continuous professional development 20 hours of which must be participatory learning (group/classroom based); the remaining 20 hours can be self-directed.

Nurses must also show at least 5 pieces of practice related feedback over 3 years, this can be from a variety of sources (residents, care or health colleagues, external agencies such as CQC (a good or outstanding rating) and can be on individual performance or on that of their team/care home.

A minimum of 5 written reflections on the NMC Code of Practice, CPD and practice related feedback.

There are also requirements for professional development discussions with another NMC registrant and a third party confirmation statement; these are referred to in Agincare's Staff support, supervision and appraisal policy.

### **Supervision and Performance Appraisal**

As an outcome of Supervisions and Appraisals, Managers can identify suitable learning opportunities whether informal or formal for their staff; discussion and agreement should be reached on the most suitable approach to learning for the staff member, and support where necessary will be provided to ensure the learning objectives are reached.

## **Learning Methods**

Agincare will provide learning opportunities in a range of methods which will include workshops, class room based activities, work-books, self-directed study, coaching and e-learning. New opportunities will be explored as appropriate to the company.

## **Competency**

Competency is defined as the technical and generic behavioural, attitude, skills and knowledge to deliver the correct level of performance for the particular role.

Agincare is committed to ensuring that staff attain the competency level necessary for their role and career progressions.

## **Equal Opportunities**

Decisions relating to training and development should be made fairly and consistently, and equality of opportunity should be provided for all staff in this area.

## **Demonstrating Competence**

Competencies can be demonstrated through a variety of means; a certificate of attendance at a training event alone is not sufficient. Competencies should be assessed at regular times during employment:

- 1) At interview
- 2) During selection and assessment training
- 3) During spot competency checks
- 4) During supervision (including probationary review)
- 5) For specific health care tasks observed competencies

### **1. At Interview**

Agincare's recruitment process includes interview and the assessment period which must include, at a minimum, an assessment of the competency of the individual evidenced through observed practice. There are three types of employee to consider:

- a) Those with previous, relevant experience in the sector
- b) Those with previous care experience but in a different sector
- c) Those with no previous experience (this includes those who have been out of the sector for over 3 years).

a) An applicant with previous experience

As well as other employment checks, to demonstrate competency the interview should establish the person is '*suitably qualified, competent, skilled and experienced*' Health and Social Care Act (Regulated Activities) Regulations 2014: Regulation 18. The applicant should show certificates and provide copies relating to any training undertaken in previous employment although a certificate alone does not demonstrate knowledge and skills in the given subject. The Care Certificate is portable between employers so it is up to the interviewer to establish, using a competency based interview technique what support and training the person may need if they were to employ them, all new staff however regardless of previous experience are to attend the 3 day training which will familiarise them with Agincare's agreed ways of working.

b) Those with previous care experience but in a different sector

As above, where an applicant has previous experience but in a different sector, their knowledge and skills can be assessed at interview and the interviewer can look at transferable skills so for example where a person has previous experience in child care and has a good working knowledge of child protection issues, their knowledge must be assessed regarding adult protection and any deficits can be addressed through the appropriate training

c) Those with no previous experience (this includes those who have been out of the sector for over 3 years).

For applicants with no (or out of date) experience, the competency based interview can concentrate and probe examples of how they have demonstrated their values and behaviours, and can be used to establish whether the applicant has the right approach to working with vulnerable adults even though they may not have prior learning and experiences.

## 2. Following selection assessment training and after all training events

When a staff member attends a training event they should gain knowledge on the subject, the knowledge base however differs from the practical application of that knowledge so this must be assessed in the workplace. In some subjects however, assessing practical application is not possible for example Safeguarding Adults at Risk. A person will learn the principles of safeguarding and how, when and what to report but cannot be expected to then go into the field and apply this knowledge at a time when their supervisor is present to assess them. Any occurrence of abuse or suspected abuse will randomly arise and cannot be pre-determined for the purpose of assessment. Therefore, the test of a person's knowledge and understanding must be undertaken at the conclusion of the training and the trainer must provide the manager with an evaluation of the person's, knowledge and

understanding. The manager can use these and other scenarios for discussion in supervision with the care worker.

Where a care worker has attended training which is both knowledge and practical skill based such as moving and handling or medication, the practical application of the knowledge (the competency) must be assessed in the field. Managers are to use the tools available (see procedure below) to assess a person's practical application of, and competency, in the given activity.

### 3. During shadowing, double ups and at spot checks (Competency checks)

The purpose of shadowing a new employee or of them working with a more experienced staff member (double ups – AHH) and of conducting spot checks is to assess their competence in any given situation.

For a new employee, shadow shifts/double ups must be undertaken until they are competent and confident to work alone. Agincare's Competency Assessment form is to be used for all checks to ensure the manager has a record of their observed practice and competence. Additional practical competency assessment forms must also be used where the purpose is to assess competence in activity specific areas such as moving and handling and medication administration.

Shadowing can also be undertaken for long standing staff where it has been identified that they need mentoring or supervision with a role or task that they have either not previously undertaken or have been found deficient in.

Competency checks are an ongoing process of monitoring a person's ability to perform the role they are charged with and should be carried out at random, unannounced intervals (a supervisor/manager should always announce their visit and explain the purpose of their observations to the person using the service. Competency checks can either be a general review of the person's performance to assess their maintained competency where all or part of the Competency Form can be completed depending on the practices observed, or it can be targeted for a specific activity for example where performance issues have been raised following complaints, safeguarding allegation, on return from absence, for a new client with specific care needs the care worker has not supported before or specifically to follow up on applied learning from a training event.

### 4. During supervision (including probationary review)

Supervision should be used to discuss a person's performance and development needs as well as their working arrangements; it provides staff with guidance, support and direction. The purpose of supervision is to:

- Improve practice and effectiveness.
- Increase understanding of work-related issues.
- Provide employees with support and a Learning development plan

During Supervision, both the employee and supervisor should have to hand reports of previous competency assessments to identify areas of development needed and the discussion should veer toward the manager's assessment of the person's understanding of their role and of any specific learning and competency issues.

#### 5. For specific health care tasks

Where a service user has a need for a specific healthcare task to be carried out such as administering oxygen or managing a peg feed, if the care worker is to take on this task, they must be trained by the healthcare professional who is responsible for the service user and a signed form confirming of the training has occurred must be made (Confirmation of Training for health care procedure or administration of medicine by special technique).

### **Contractual impact**

Agincare's policies and procedures are to be followed in conjunction with the requirements of the contracts under which you provide services. There may be occasions where the contract contains requirements which appear to contradict or be in addition to, standard Company policy. In these instances you are to:

- If the requirement is in addition to standard Company policy - adhere to the terms and conditions of your contracts
- If the requirement is lesser than standard Company Policy - follow Company policies and procedures

If you require any further clarification please contact the Commercial Department for guidance.

### **Training**

The management team of Agincare believe that, in order to provide a quality service, Agincare requires high quality staff who are suitably trained, supervised and supported.

Agincare policies and procedures are referenced in the induction programme and are available for staff in their work place (Care Home or Branch office). Staff will be informed of how to access all policies, procedures and related documentation and of how to seek further advice regarding Agincare's agreed ways of working. Staff should be provided with regular updates to encourage continuous improvement and include latest good practice.

Agincare is committed to provide an ongoing programme of support for all staff. This includes supervisions, appraisals and training which will be in line with company policy, contractual obligations and current best practice

### **REVIEW OF THIS POLICY**

Review of this document is recorded on the controlled index and reviewed annually as part of the management review process.

**Name:** Policy Review Group

**Date:** March 2019

### **Procedure for Evidencing Competency**

Agincare has set its training standard as follows:

Care workers should receive training to the selection assessment standards on recruitment.

Care Staff (and nurses) should receive training in the following **annually**:

- Safeguarding Adults at Risk
- Moving and Handling
- Medication Management and Administration
- Infection Control
- Information Governance

and two yearly training for all staff in:

- Health and Safety (including Food Hygiene, COSHH, Fire Safety, risk assessment and dynamic risk assessment)
- Mental Capacity Act

All care workers must receive training and support in the subjects relevant to their roles; these could include Dementia Care, Person Centred Support, Managing Behaviours etc. There are a variety of internal training tools available to staff to access through Agincare's information portal (sharepoint), through the e-learning resource ([www.agincaretraining.co.uk](http://www.agincaretraining.co.uk)) or externally sourced depending on the needs of the service.

<b>Stage</b>	<b>Activity</b>	<b>Supporting Documentation</b>
	<b>Recruitment, Induction and Probation</b>	
1	Interview a candidate; use the competency based interview assessment questions to assess	Recruitment and Selection policy, <a href="#">Job Description and</a>

	attitude, values and behaviours as well as technical competence as relevant to job role.	<a href="#">Personal Specification, interview assessment questions</a>
2	A new employee will attend Agincare's selection assessment programme covering the Care Certificate Standards During this assessment the knowledge set and a workbook will be provided and the workbook will be assessed by the trainer on completion; the learner is to keep their assessed workbook to inform the remainder of their probationary period and the knowledge set as a learning reference and guide to good practice. On completion of the 3 days selection assessment/induction training the trainer will forward to the manager of the employing service a report on the learners conduct, performance, attitude and engagement with the training.	Assessment Centre leaflet
3	<p>The manager must provide the new employee with</p> <ul style="list-style-type: none"> <li>• A Local induction</li> <li>• The Employee Handbook and Code of Practice</li> </ul> <p>and must:</p> <ul style="list-style-type: none"> <li>• Arrange shadowing shifts/double up with competent senior</li> <li>• Diary the employee's first probationary review</li> </ul> <p>The Manager must file on the new staffs personnel file the Trainers report and confirmation of receipt of the Employee Handbook, the Code of Conduct, medication policy and evidence of the local induction.</p>	<p><a href="#">CM3/Training Matrix if used</a></p> <p><a href="#">Local induction checklist</a></p> <p><a href="#">Competency Check form</a></p> <p>Employee Handbook</p> <p>Code of Conduct and confirmation of receipt of medication policy</p>
4	The employee will have 12 weeks to complete the competencies required of their role; the Competency Assessment form must be used to inform probationary meetings	

5	<p>The manager must ensure that the occupationally competent staff who are allocated to supervise the new employee through their shadowing and competency checks have copies of the competency form; the extent of shadowing will be based on the person's proven competence and experience,</p>	<p><a href="#">Competency Form Moving and handling workplace competency assessment form</a></p> <p><a href="#">Practical competency assessment for the administration of medication form</a></p>
	<p>If the person is found not to be competent, additional shadowing shifts must be arranged during which competency must continue to be assessed.</p>	<p><a href="#">Competency (spot) check form</a></p> <p><a href="#">Moving and handling workplace competency assessment form</a></p> <p><a href="#">Practical competency assessment for the administration of medication form</a></p>
6	<p>At the midway point the manager must carry out the first probationary review meeting; the manager must review the employee's progress in developing and evidencing their competency for the work expected of them. Diary the end probationary review meeting</p>	<p><a href="#">Probationary Review Form</a></p>
7	<p>At the end of the probationary period the manager must review the employee's competencies</p> <p>Agincare uses a 3 star competency system; 1 star is achieved following 3 days selection assessment training, 2 stars can be achieved if the person is on target at their midway probation and 3 star competency is achieved when they complete their final probation and have demonstrated competency in the areas of practice required of them</p> <p>If the person has not successfully demonstrated their competence, the manager must follow the guidance for extending or failing probation</p>	<p><a href="#">Probationary Review Form</a></p> <p>Care Certificate</p> <p><a href="#">Probationary Period Policy</a></p>

	<b>Competency check and supervision</b>	
1	At the end of the probationary period, the Manager must diary competency check and supervision dates; (see supervision, appraisal and staff support policy). The manager must book the first Appraisal for one year from date of commencement. The employee must be informed of the dates	Diary/CM3  <a href="#">Supervision, appraisal and employees' support policy</a>
2	Formal one to one supervision must be carried out no less than once each year although can be carried out more frequently depending on the needs of the staff member or any issues arising. An agenda for supervision must include performance with relevant evidence for example: <ul style="list-style-type: none"> <li>• complaints,</li> <li>• compliments,</li> <li>• incidents</li> <li>• safeguarding concerns ;</li> <li>• comments made by service users on returned satisfaction surveys or in telephone surveys,</li> <li>• any issues arising from training or competency checks,</li> <li>• any areas of excellence and commitment noted etc.</li> </ul>	<a href="#">Supervision form</a>
3	At the conclusion of any supervision (whether via probation, face to face supervision or appraisal), a learning and development plan can be agreed as necessary.	<a href="#">Learning and development plan</a>
4	The Manager must arrange for the employee to attend any training events, engage in more shadow shifts with an occupationally competent member of staff or complete the appropriate workbook if required as identified in the learning and development plan following from the competency check, supervision or appraisal.	<a href="#">Training directory</a> <a href="#">Training calendar</a>
	<b>Continued training and competency assessment</b>	
1	Annual refresher/update courses must be	

	<p>undertaken by all staff whose duties include moving and assisting people they support and they must attend a practical, classroom based Moving and Handling course; other mandatory training can be taken as either classroom based or by workbooks/e-learning at <a href="http://www.agincaretraining.com">www.agincaretraining.com</a>:</p> <ul style="list-style-type: none"> <li>• Medication Management</li> <li>• Infection Prevention and Control</li> <li>• Safeguarding Adults at Risk</li> <li>• Information Governance</li> </ul> <p>For classroom based courses, the employee must complete the knowledge assessment. The Trainer must send the marked, knowledge assessment and a certificate of completion to the manager.</p> <p>Where Workbooks are used, the Manager must set a deadline for completion and when the completed book is returned, the Manager must assess the responses and a) issue a certificate if an acceptable pass mark is achieved or b) refer the employee for further training. The learner must complete a feedback form</p> <p>Where e-learning using Agincare’s Training portal is used, the manager must review the results and print the certificate for the staffs file (results are marked and certificates sent automatically to the manager)</p> <p><b>NB:</b> Whilst Agincare have identified an annual requirement for 5 ‘mandatory’ subjects and 2 yearly for Health and Safety and Mental Capacity Act, the employee must attend additional training if required for their role and required by their local contractual arrangements. Training in use of specific equipment or health procedure can be provided by the relevant health care professional for the individual service user (See Subject Specific Training below) Additional training may be required as ‘mandatory’ through the local authority contract for the service for other skills and capabilities such as those who work with a</p>	
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	learning disability, children's or mental health service for instance	
2	<p>For all completed training, the Registered manager or delegate must file the certificate of attendance and knowledge test results in the staff file and must:</p> <ul style="list-style-type: none"> <li>• Log the training on CM3</li> <li>• Diary an unannounced competency check visit to undertake a practical competency assessment in the field to follow up on the practical application of the learning</li> </ul>	CM3
3	The supervisor/competent person must carry out the competency check	<a href="#">Competency check form</a> <a href="#">Practical competency assessment for the administration of medication form</a> <a href="#">Moving and Handling Workplace Competency Form</a>
	<b>Sector/subject specific learning</b>	
1	<p>Some care workers work predominantly with certain groups of service users and therefore need to demonstrate competency and skill in those areas. Agincare has a range of workbooks available providing an overview of certain topics and knowledge assessments.</p> <p>When any workbook is used, the Manager must, as above, assess the responses and issue a completion certificate. These must then be filed in the staff file and logged on CM3/the training matrix.</p> <p>External training courses can be sourced as required where more in depth subject specific knowledge is required</p> <p>Competency checks can follow completion of workbooks as a continued measure of</p>	

	monitoring competence.	
2	<p>Some service users require support with specific health care tasks. These tasks are the responsibility of the health care professional who prescribed the task or who manage and monitor the service user's health in relation to the condition, diagnosis or healthcare need.</p> <p>In some instances, healthcare professionals will hand the management of such tasks over to social care staff but in doing so must satisfy themselves that the care worker is equipped to carry out the task and understand any complications in order to report them appropriately.</p> <p>Such tasks can include catheter care, monitoring blood sugar or giving insulin, managing a peg feed, managing oxygen or stoma care for example</p> <p>The Agincare Healthcare Procedures Staff Workbook gives a basic awareness and understanding of these procedures and can be completed and used by the care worker for reference. Care workers must not carry out any task they are not competent to do and must seek advice, guidance and training from the healthcare worker who must be asked to complete the Confirmation of training form when they are satisfied the care worker understands and is skilled at the process. If a healthcare worker declines to provide this training, they must be informed that Agincare cannot take responsibility for that aspect of the person's care.</p>	Confirmation of Training for health care procedure or administration of medicine by special technique
	<b>Clinical competency</b>	
	Registered Nurses employed by Agincare must demonstrate their competency with the clinical procedures they are required to undertake.	
	Registered nurses are subject to the same recruitment, selection and probationary period as all other staff detailed above	

	<p>Registered nurses are expected to undertake Agincare's induction programme alongside care workers to gain an understanding of the role of the care workers who they will at times be managing and in order to develop an understanding of Agincare's agreed ways of working. Registered nurses are expected to be competent in all 15 of the Care Certificate Standards</p>	
	<p>A clinical competency expectation form should be started for each registered nurse employed. Some registered nurses may not have to practice particular clinical skills for which there is no requirement for them to be competent ie: where a nursing home does not have a patient resident at the home who uses a syringe driver. This form is to be completed following training (subject specific) to demonstrate a period of observed practice until competence is achieved.</p>	<p><a href="#">Clinical Competency Expectations for Registered Nurses</a></p>