

“ we help
create a
trained and
qualified
workforce ”

sector route-way for adult social care – pilot version 2

january 2010

foreword

Skills for Care works to ensure the adult social care sector has a modern, flexible and highly skilled workforce to deliver quality care. We are committed to working with employers to ensure we are supporting their needs and those of people who use services.

Skills for Care is one of six partners which make up the Sector Skills Council, Skills for Care and Development. As a Sector Skills Council we are licensed by the government to promote and develop the skills agenda for the workforce for social care, children, early years and young people across the UK.

Skills for Care is currently working with Jobcentre Plus on the development of a national sector route-way for adult social care.

The care sector route-way will be piloted throughout autumn 2009 and we hope to release the final version in Spring 2010.

If you have any questions about the development of the sector route-way for social care, please contact Helen Simpson on 0151 494 9128 or email helen.simpson@skillsforcare.org.uk.

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preparation phase: setting the route-way up locally

introduction

how many jobs are available in social care?

- Skills for Care estimates that by 2025 the adult social care sector in England will need up to 2.5 million workers - an 80% increase on current numbers.
- There is a very broad range of job roles within the adult social care sector that could be available to Jobcentre Plus customers. This sector route-way has been developed to help new and long term unemployed people find suitable openings.

what is social care and what type of jobs are available?

- Social care is about providing personal and practical support to help people live their lives, supporting them to maintain their independence, dignity and control.
- Social care covers a huge variety of services ranging from personal assistants, community support, providing 'at home' care or day services, through to residential or nursing care homes and respite care.
- Jobs in the sector include care assistants, social workers, cleaners, cooks, gardeners, therapists, advocates, managers, trainers, drivers – the list goes on and is constantly changing.
- Around 1.75 million adults used social care in England in 2007-08 and around 1.3 million - one in 25 of the population - are employed in the sector.

what is the sector route-way for adult social care?

- The sector route-way is a form of support that Jobcentre Plus can offer to unemployed people to give them the skills and confidence to move into entry level jobs in the adult social care sector.
- A key part of the route-way is a 60 hour training course that gives learners a good idea of what it would be like to work in adult social care, and at the same time helps them to develop the skills they need to get started.
- The diagram on the next page gives an overview of the five stages of the route-way.

overview of the proposed care sector route-way

preparation phase: setting the routeway up locally

unemployed person enters here

stage 1: marketing and promotion

of the care sector as potential destination and of route-way as possible entry point.

stage 2: recruitment and selection onto the route-way

Jobcentre Plus adviser assesses suitability for route-way with support from skills and sector specialists.

stage 3: 60 hour course

Modular so potential to be taught in different ways - includes sector employability assessment.

stage 4: transition into employment

Those assessed as suitable for employment in the sector move into paid employment (a) directly (b) via a work trial, or (c) after a period waiting for the right type of vacancy. Note that paid employment includes apprenticeships.

stage 5: review and evaluation

Feedback on the effectiveness of the route-way from everyone involved in the process.

where significant skills gaps identified, further support with skills for life and general employability skills before re-entering route-way.

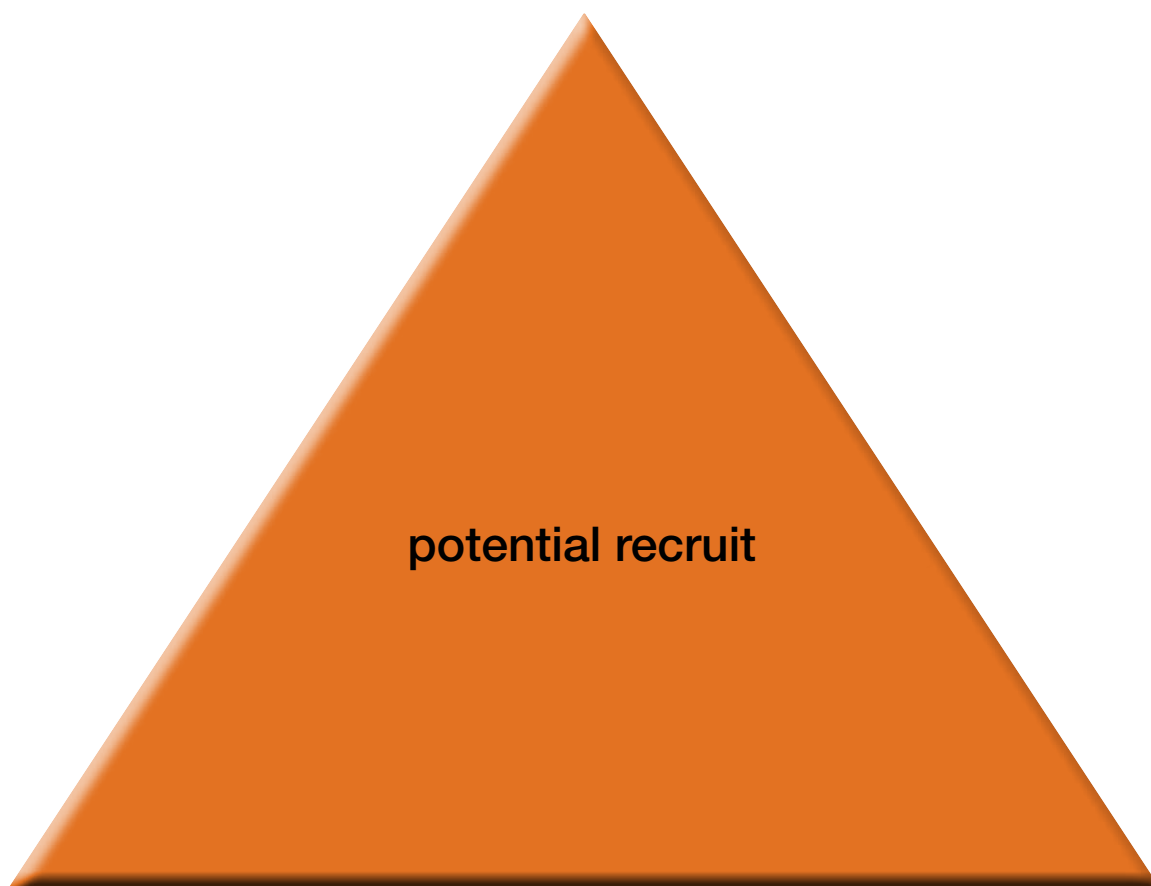
where not assessed as suitable, refer to other employment sector or other type of Jobcentre Plus initiative.

a three-way partnership - what is it and why is it so important?

- The sector route-way for adult social care will only work if it is delivered by an effective district or regional partnership.
- As you will see from the diagram on the next page, every Jobcentre Plus customer that enters the route-way can expect to have contact with three different people during the process.
- Jobcentre Plus is one of the three partners and a number of different staff will need to work together to make sure the route-way is well planned, well promoted and well used. During the pre route-way phase, staff such as employer relationship managers, account managers and care sector champions will be setting up local partnerships and making sure that all the practical arrangements are in place. This will include making sure that sufficient funding is available at a local level for the delivery of the route-way programme. Once the route-way courses are up and running, the personal advisers will take the lead role in promoting the route-way and providing support to individual Jobcentre Plus customers.
- The care sector is another partner and their role is to provide sector expertise to the potential recruit and to the other two partners. Sector specialists could be drawn from various sources and we expect arrangements to vary from one region to another, according to local resources. Sector specialists can help Jobcentre Plus with recruitment by promoting the sector at recruitment events and by supporting personal advisers when they are checking the suitability of potential recruits. They can also help the skills development specialist by arranging guest speakers for the course and supporting in-course assessment.
- The third partner is the skills development and assessment specialist. This role is likely to be filled by one of the route-way course tutors, although local arrangements may vary. The skills specialist will focus on the development needs of the Jobcentre Plus customer, making sure that they have a skills for life assessment before starting the course and that they are able to manage and benefit from level 1 learning. This partner will also be responsible for advising on next steps for the Jobcentre Plus customer after the end of course assessment.

Providing named support to every 'recruit' throughout each stage of the care sector route-way is important.

Named recruitment specialist from Jobcentre Plus – co-ordinates progress through the route-way.



Named care sector specialist – possibly a care ambassador, an employer or someone from a local care partnership (but depends on resourcing of role).

Named skills development and assessment specialist – possibly a route-way course tutor or a skills for life adviser.

the role of Jobcentre Plus

what needs to be done by Jobcentre Plus in the pre route-way phase?

- Three-way partnerships need to be established in any district where the care sector route-way will be made available. Sufficient lead-in time should be allowed so that partnership meetings can be held and so that each partner has time to prepare their own contribution prior to the first route-way courses taking place. See appendix 2 for a guidance leaflet that you could give to other partners to explain what their role in the delivery of the route-way programme might be.
- Personal advisers at Jobcentre Plus need to be made aware of the type of jobs that are available in the care sector, and the skills, values and attitudes that potential recruits would need in order to work in the sector. See appendix 3 for a promotional leaflet for Jobcentre Plus staff. Personal advisers may want to print a copy and keep it by their desk for handy reference.
- Personal advisers also need to be made aware of the practical arrangements for route-way courses in their district. They should be given the contact details of the named partners they can call on for advice or support.

stage 1 – marketing and promoting the care sector and the care sector route-way

what needs to be done by Jobcentre Plus during stage 1?

- During stage 1 of the route-way, Jobcentre Plus staff will be letting their customers know about the type of job opportunities available in the care sector. They will also be promoting the sector route-way as one of the ways that Jobcentre Plus customers could begin a social care career.
- This promotion might take place at job fairs, recruitment events, pre-redundancy support sessions or one-to-one meetings between personal advisers and Jobcentre Plus customers.
- Although the promotion will usually be coordinated by Jobcentre Plus, support from others in the three-way partnership should always be available. For example, Care Ambassadors could be invited to give talks at recruitment events so that potential recruits get a realistic and up-to-date view of what a career in social care might be like.
- Jobcentre Plus staff can also access a range of other useful resources outlined in the appendices of this toolkit.

See **appendix 4** for a leaflet that gives an introduction to job opportunities in the care sector, and a brief explanation of the sector route-way. It also includes a self-assessment checklist to help both customers and personal advisers decide if the care sector route-way is the right choice.

See **appendix 5** for a link to the career pathways e-tool and the 'I-care...' case studies. These resources are extremely useful for anyone wanting to know more about the sector and the type of job opportunities and longer term career development opportunities available. Personal advisers could use the resources to update their own knowledge, or they could give the links to their customers so they can explore the opportunities in their own time.

See **appendix 6** for an overview of the Care Ambassador scheme and for details of how to get in touch with care sector specialists in your local area.

stage 2 – process of recruitment and selection onto the route-way

what needs to be done by Jobcentre Plus during stage 2?

- Stage 2 is all about getting the decision right and making sure that only those suited to a career in social care join the sector route-way.
- Personal advisers already know how important it is to give their customers the right type of support. They also know how important it is to give employers the right type of job applicant. But it is critically important to those who rely on social care for support with their daily lives that only the best possible applicants are recruited into the sector.
- Once people have begun a career in social care they will receive regular ongoing training to develop the skills and knowledge they need for their particular type of work. This means that people do not need social care experience or qualifications to start a social care career.
- They do however need to have the right values and attitudes. Further guidance on this is given within the suitability checklist at **appendix 7**, but personal advisers should also call on the help of their care sector partner when making decisions about recruitment onto the route-way programme.
- The recruits also need to have good communication skills and be able to cope with and benefit from the level 1 learning that takes place on the 60 hour route-way course. Personal advisers should refer their customers to a 'next step adviser' for a full skills for life assessment before confirming their entry on to the route-way programme.
- One other important point to raise with customers at this stage is the policy relating to Criminals Records Bureau (CRB) checks. Everyone who applies for a job in social care has to have a criminal record check before they can start work. Personal advisers should make sure that their customers know about this in case they are unwilling to have the check done, or have a criminal record that could prevent them from being allowed to work in the sector. (Please note that CRB checks will not be made during the route-way process as it is the responsibility of employers to make these checks when appointing social care posts.)
- Some customers who are assessed as being suited to a career in social care may be eligible to follow other routes into the sector instead of or as well as the 60-hour route-way course. Personal advisers should decide on the most appropriate form of support at this point.

See **appendix 7** for a suitability checklist that personal advisers should use to make sure that the care sector route-way is the right choice for their customer. Also see **appendix 4**.

stage 3 – 60 hour pre-employment learning and development programme

what happens during the 60 hour learning and development programme?

- The 60-hour course will be delivered in modules over a number of weeks. The course can be delivered in a variety of ways but will typically be taught over a period of 3 to 6 weeks.
- Throughout the 60 hour course, learners will develop their communication and employability skills and will learn about the values and principles that are central to all types of work in the social care sector. They will also learn about the different types of job opportunities and career development options that are available, hopefully getting a real feel for the social care sector by the time they complete the course.
- Learning will be assessed throughout the course and on completion the course tutor will advise on next steps. At this stage, the options for the learner include:
 1. Moving straight into employment (with or without a work trial).
 2. Being enrolled onto a care job matching system where they can be referred to employers when suitable vacancies arise. Once enrolled, they should continue to receive job-search and skills development support so that the benefits of completing the route-way course don't fade.
 3. For anyone assessed as being unsuited to a career in social care, referral to another form of support via Jobcentre Plus.

what needs to be done by Jobcentre Plus during stage 3?

- As stage 3 is delivered by an external training provider, Jobcentre Plus staff don't need to take any action during this stage other than being ready to provide support on the next steps once they have been agreed at the end of the course.

stage 4 – transition into employment

what needs to be done by Jobcentre Plus during stage 4?

- The primary purpose of the sector route-way is to help unemployed people find sustained employment in social care.
- It is therefore important that everyone who completes the 60 hour course is given ongoing job search support and continued opportunities for skills development, until they find a job.
- It is also just as important that this type of support continues to be available throughout the first few weeks in their new job.
- Once they start work, the new employer will begin the induction process and they will clearly become the main source of support from this point on. However, the continued involvement of others in the route-way partnership could really help to ease the transition into work.
- As the type of support that could be made available will vary according to individual circumstances and local resources, we cannot give detailed instructions within this toolkit.
- We do however recommend that Jobcentre Plus staff encourage members of the local route-way partnership to be as creative as possible when trying to make sure that transition support is put in place, using whatever resources are available.
- For example, the route-way course tutors might arrange a follow-up meeting with the learners to re-assess skills needs once in employment, or they might be brought in by the new employer to help with the induction process.

stage 5 – review and evaluation

The review and evaluation is currently being developed and an outline of the process will be included here once it has been agreed with all partners.

appendix 1: glossary of terms used in this toolkit

Assessment of learning

A judgement about the extent to which a learner has met the intended learning outcomes of a particular training or development activity.

Care Ambassadors

Care Ambassadors are committed and enthusiastic care staff whose aim is to change perceptions about careers in social care. They are trained in presentation skills, given supporting materials and resources, and at all times present a positive and professional image of the social care sector.

Career pathways e-tool

An interactive online tool produced by Skills for Care that shows the different job roles available within social care at each level, and identifies the range of skills and qualifications that are needed for those roles.

Criminal Records Bureau (CRB) check

A check that is made with the Criminal Records Bureau to find out about an individual's criminal record.

Employability skills

Employability defines the knowledge, skills, attitudes and behaviours required by individuals to seek, obtain and sustain employment at all levels in the labour market.

Entry level, level 1 and level 2

These are standardised categories that are used to describe the level of difficulty involved in different qualifications and learning.

I care...

A series of resources produced by Skills for Care to support employers with their recruitment and retention initiatives.

Jobcentre Plus

The organisation that provides help and advice on jobs and training for people who can work, and financial help for those who cannot.

Jobcentre Plus customer

An unemployed person who is being helped into work through support from Jobcentre Plus.

Learning and Skills Council

The organisation that aims to improve the skills of England's young people and adults, to ensure we have a workforce of world-class standard.

Learning outcomes

The things that a learner will be able to do as a result of the training or development they have undertaken.

Learning portfolio

A written or electronic record that includes evidence of an individual's learning needs, plans and achievements.

Qualifications and Credit Framework (QCF)

The Qualifications and Credit framework – the new framework for recognising and accrediting qualifications in England, Wales and Northern Ireland.

Route-way toolkit

The guidance and resource document that enables Jobcentre Plus and its partners to deliver the sector route-way to Jobcentre Plus customers.

Sector route-way for adult social care

The support process that Jobcentre Plus can offer to unemployed people, to help them gain the skills and confidence they need to move into entry level jobs in the adult social care sector.

Skills for Care

The workforce development organisation for the adult social care sector in England, and part of the sector skills council, Skills for Care and Development.

Skills for life

Skills for life includes literacy, language, numeracy and basic ICT skills (information & communications technology).

appendix 2: guidance leaflet for other partners

A promotional leaflet has been developed to offer guidance for other partners involved in the care route-way, including learning providers/assessors, sector links and employers.

The leaflet introduces the sector route-way for adult social care and gives an overview of the stages involved.

It also explains the three-way partnership and why it is important, and describes how it will help social care employers recruit and retain skilled staff.

A copy of the leaflet is available in the back of this document and also to download via **www.skillsforcare.org.uk/caresectorrouteway**.

Hard copies can be requested from Skills for Care – please email **marketing@skillsforcare.org.uk**.

appendix 3: promotional leaflet for Jobcentre Plus staff

A promotional leaflet has been developed for staff across Jobcentre Plus introducing the sector route-way for adult social care and highlighting the vacancies in the care sector.

It also highlights tools where staff can find out more about the care sector and the career opportunities available.

A copy of the leaflet is available in the back of this document and also to download via **www.skillsforcare.org.uk/caresectorouteway**.

Hard copies can be requested from Skills for Care – please email **marketing@skillsforcare.org.uk**.

appendix 4: promotional leaflet for potential recruits

A promotional leaflet has been developed for potential recruits to the care sector route-way.

The leaflet introduces social care, the benefits for choosing a career in this sector and describes the sector route-way for adult social care.

It also explains where people can go to find out more information about working in social care and the career opportunities available.

A copy of the leaflet is available in the back of this document and also to download via **www.skillsforcare.org.uk/caresectorrouteway**.

Hard copies can be requested from Skills for Care – please email **marketing@skillsforcare.org.uk**.

appendix 5: link to career pathways e-tool and 'i-care...' case studies.

I-care...

As part of the recruitment and retention programme of work, Skills for Care have developed a series of resources to support employers with their recruitment and retention initiatives. The series "I-care..." focus mainly on the perception and image of the social care sector by promoting people who use services, our range of employers, different settings, job roles, training and development and career progression.

These resources can be used in a variety of different ways, for example by individual employers, trainers and educators or by those associated with promoting career/employment opportunities. The resources, which presently consist of a series of posters, postcards, case studies, career opportunities, work based learning guides, a care ambassador toolkit and giveaways depict real people within the sector, promoting different aspects of that sector.

The resources are free of charge and we encourage employers/stakeholders to add in regional/local links and information. See the 'entry into social care' section of www.skillsforcare.org.uk for further information.

Career Pathways e-tool

This is an interactive online tool that shows the different job roles available at each level, and identifies the range of skills and qualifications that are needed for those roles.

The Career Pathways e-tool was designed for potential new recruits to the sector and current care workers who are thinking about how to develop their careers. However, it is an extremely useful tool for careers and recruitment staff and anyone else that needs to learn more about working in the social care sector. It can be found at www.skillsforcare.org.uk in the developing skills section.

appendix 6: finding care sector specialists

The care sector specialist will provide sector expertise to the potential recruit and the other two route-way partners.

Sector specialists could be drawn from various sources and we expect arrangements to vary from one region to another according to local resources.

In many cases, it is likely that the care sector specialist will be a Care Ambassador. Care Ambassadors are committed and enthusiastic care staff whose aim is to change perceptions about careers in social care. They do this by being involved in events and activities where they can give positive messages to people of all ages about their own successful and rewarding careers and the career routes available in the sector generally.

In other cases, the care sector specialist might be a social care employer or a person who uses social care services. In some cases, the role might be provided by staff from one of Skills for Care's regional offices.

how to find care sector specialists in your area

Your first point of contact should always be your regional Skills for Care office. The contact details are on the next page.

what role will the care sector specialist play in the route-way partnership?

Although specific responsibilities will vary according to local resources, the overall purpose of the role is to support the effective delivery of the sector route-way by providing sector expertise. Typical duties might include:

- Promote the care sector route-way to local employers.
- Act as a link between local employers and Jobcentre Plus and encourage self-sustaining links to be developed.
- Brief personal advisers from Jobcentre Plus about job opportunities in the care sector.
- Help Jobcentre Plus to promote the care sector at recruitment fairs and large scale redundancy initiatives.

- Support personal advisers when they are checking the suitability of potential recruits.
- Help to arrange guest speakers for the route-way course.
- Support tutors with end of course assessment decisions.
- Monitor progress and help to gather feedback on the effectiveness of the route-way.

region	regional contact	telephone	email
East Midlands	Annette Forbes	01332 345270	afortbes@leics.gov.uk
Eastern	Michelle Vinall	01223 257922	michelle.vinall@skillsforcare.org.uk
London	Laura Anthony	02074 716772	laura.anthony@skillsforcare.org.uk
North East	Anna McLaren	01642 345681	anna.mclaren@skillsforcare.org.uk
North West	Gillian McCormack	01772 459401	gillian.mccormack@skillsforcare.org.uk
South East	Cheryl Spence	01344 766123	cheryl.spence@bracknell.ac.uk
South West	Denise Harrison	01305 751130	denise.harrison@skillsforcaresw.org.uk
West Midlands	Olivia Redgrave	01212 503800	olivia.redgrave@skillsforcare.org.uk
Yorkshire & the Humber	Angela Thompson	01904 461050	angela.thompson@skillsforcare.org.uk

appendix 7: suitability checklist

	yes/no	notes
1. Is the customer keen to work in the social care sector?		
2. Have they answered 'yes' to most of the questions from 'Is a career in social care right for you?' (appendix 4 - promotional leaflet for recruits)		
3. Do they understand that social care employers place much more importance on job applicants' values and attitudes, than on their qualifications or experience?		
4. Is the customer prepared to undertake training and qualifications to develop the skills they will need for a social care job/career?		
5. Have they had a skills for life assessment done by the Next Step Advisor?		
6. Has the Next Step Adviser confirmed that they currently have communication skills at entry level 3 or above, and that they will be able to manage and benefit from the level 1 route-way course?		
7. Is the customer willing to have a CRB check done if they are offered a job in social care?		
8. Is the customer aware that having a criminal record could prevent them from working in the sector?		
checklist completed by:		date:

- Personal advisers should call on the help of others in the local route-way partnership if they are unsure about the answers to any of these questions.
- Jobcentre Plus customers should not be referred to the route-way if the answer to any of the questions is 'no'.
- If the answer to question 6 is 'no', the customer should be referred for appropriate support with a view to them joining the social care route-way after a period of skills development.

appendix 8: units to be completed during 60 hour course

Please note: this is a pilot version developed prior to the full implementation of the Qualification and Credit Framework (QCF). These units will need to be reviewed to ensure a strategic fit with the refreshed Common Induction Standards and with other Foundation Learning units being entered on the QCF.

Learning delivery: the learning outcomes and assessment criteria described within the following two units represent the minimum that must be covered during the 60 hour course. Further guidance on delivery of the course, including sample lesson plans, is given in appendix 9.

Assessment methods and evidence: Course tutors will assess learning throughout the course using tutor observation and discussion, and tutor assessment of written work. This will be supported by reflections on learning recorded each session in individual portfolios or learning logs. Assessment evidence could include tutor notes and lesson plans, tutor record of observation, written summary of discussions, video/audio/photographic record, completed flipcharts or worksheets, and the individual portfolios or learning logs.

pre-employment route-way - introduction to social care

level 1

(30 guided learning hours / 35 notional learning hours)

learning outcomes	assessment criteria
1. Understand what adult social care is	1.1 Define social care. 1.2 Identify a range of jobs available in adult social care. 1.3 Describe different types of care setting. 1.4 Identify different groups of people that use social care.
2. Understand the values and principles of adult social care	2.1 Identify key values to adult social care. 2.2 Outline the reasons why social care workers need to promote these social care values at all times. 2.3 Define what is meant by confidentiality. 2.4 Outline why confidentiality is so important within social care. 2.5 Give two examples where confidentiality might have to be breached.
3. Understand the importance of diversity, equality and inclusion within social care	3.1 Describe what is meant by the terms 'diversity', 'equality' and 'inclusion'. 3.2 Describe what is meant by discrimination. 3.3 Give an example of how discrimination might occur within a social care work setting. 3.4 Outline why it is important to support and respect diversity and different cultures and values. 3.5 Explain why social care workers need to promote equal opportunities for the individuals they support.

<p>4. Understand the importance of meeting the needs of the individuals using the service</p>	<p>4.1 Describe what is meant by person centred support.</p> <p>4.2 Outline why social care workers should make sure that everything they do is based around the individuals they support.</p> <p>4.3 Outline the importance of finding out the history, preferences, wishes and needs of individuals accessing health and social care services.</p> <p>4.2 Indicate why social care workers should enable the individuals they support to control their own lives and make informed choices about the services they receive.</p> <p>4.3 Recognise that people who use social care services have the right to take risks.</p>
<p>5. Be aware of the employability skills needed by everyone working in adult social care</p>	<p>5.1 Reflect on learning from this unit and record observations in learning log or portfolio.</p> <p>5.2 Demonstrate how to use IT to access to find information about working in social care.</p> <p>5.3 Identify any employability skills needing further development at this stage.</p>

additional information

In **defining social care** list at least six activities of daily living that people might need help with.

Different groups of people include people who have:

mental health illness
dementia
physical disabilities
learning disabilities

Key values of social care are:

individuality

rights

choice

privacy

independence

dignity

respect

partnership

In identifying **employability skills** that need further development, learners should carry out a self assessment using the following checklist:

Write and speak so that others listen and understand.

Read and understand information shown in a variety of ways including, written and spoken English.

Listen and ask questions to understand other people's points of view.

Understand the need to be reliable and dependable.

Give examples of a care worker acting responsibly and being accountable in a care work setting.

Understand the purpose of policies and procedures in a social care workplace.

Demonstrate an ability to assess situations and identify problems and suggest solutions in a social care workplace scenario.

Know how to help 'customers' and deal with their questions and problems.

Demonstrate willingness to work in a team.

Demonstrate an ability to work well with others.

Be open and respond well to simple changes.

Show interest, initiative and effort.

Understand the need to gain skills and knowledge to support and develop your work

Be willing to learn from mistakes and accept feedback and offer feedback to others in a positive way.

Be willing to reflect on practice and improve.

Be willing to share skills and to provide feedback to others in a positive way.

Be able to use every day technology such as mobile phones, email applications and basic word processing.

Be able to make estimates and check calculations for accuracy.

Understand how to add, subtract, multiply and divide numbers and give examples of when each should be used in day to day social care work.

Observe and record data accurately and legibly.

pre-employment route-way - preparing for work in social care
level 1
(30 guided learning hours / 35 notional learning hours)

learning outcomes	assessment criteria
1. Understand the role of social care workers	1.1 Outline the main responsibilities of the General Social Care Council. 1.2 Give examples of codes of conduct, policies and procedures that care workers may follow. 1.2 Identify individuals and agencies that social care workers may work in partnership with. 1.3 Outline the responsibilities and limits of the relationship between care workers and the individuals they support.
2. Understand abuse and neglect in social care settings	2.1 Define what is abuse and neglect. 2.2 List the different types of abuse . 2.3 Describe the need to report any suspicions about abuse or neglect. 2.4 Explain what is meant by duty of care.
3. Know the key health and safety issues involved in social care	3.1 List the main areas in health and safety that are relevant to social care. 3.2 Give examples of tasks that social care workers are not allowed to carry out until they have had specific training. 3.3 List the main routes of infection and ways of preventing its spread.
4. Understand the ways that social care workers can meet the communication and language needs of the individuals they support	4.1 List the different types of verbal and non-verbal communication. 4.2 Give examples of barriers to effective communication. 4.3 Give an example of when non-verbal communication may be more appropriate than verbal communication. 4.4 Describe what is meant by active listening.

5. Know how to manage information and maintain accurate and complete records	5.1	Describe the importance of recording information that is understandable, relevant to purpose, clear, concise, factual and checkable in social care settings.
	5.2	List the different purposes for which record keeping might be used for social care settings.
	5.3	Outline three different types of record keeping that might be used in social care settings.
	5.4	Describe why personal information about individuals needs to be handled and shared carefully.

additional information

Codes of conduct, policies and procedures include:

GSCC code of practice for social care workers.

organisational policy on areas such as health and safety or equality.

work-based procedures for activities such as accident-reporting, case recording or the safe handling of medicines.

Individuals and agencies include:

family, friends, informal carers and advocates of the individual they are supporting.

health professionals such as doctors, dentists, nurses and physiotherapists.

social workers, housing officers, care assistants.

organisations providing home services such as cleaning, laundry or meals on wheels.

community groups and other organisations that the individual they are supporting has links with.

Types of abuse are:

physical abuse

sexual abuse

emotional abuse

financial abuse

institutional abuse

self neglect

neglect by others

different types of verbal/non-verbal communication:

verbal:

vocabulary

linguistic tone

pitch

behaviour

non-verbal:

eye contact

touch

physical gestures

body language

appendix 9: guidance for training providers on delivering the 60 hour course

The learning outcomes contained within the two units in appendix 8 represent the minimum that learners should achieve by the end of this 60 hour course.

Training providers should plan delivery of these learning outcomes in whatever way best meets the needs of their learners, adding additional learning outcomes and development activity as appropriate.

Although this course has the same duration as other pre-employment training (60 guided learning hours in total) it doesn't include work trials and should not be delivered within two weeks on a full-time basis.

Given the nature of the learning, it is essential that learners are given time to assimilate and reflect upon their learning, and so we recommend that the course is delivered over a period of four, five or even six weeks, with sessions timetabled according to the availability of different learner groups.

Training providers will decide how best to schedule the sessions, but some sample session plans are given on the following pages to illustrate some of the options available.

Although tutors for this route-way course will be occupationally competent, the sessions should also include direct input from people who currently provide or use social care services. If possible, learners should get the chance to meet a range of people that can give insight into different types of care services and settings, and help them to understand the values and principles in a real work context.

The named care-sector link from the route-way partnership should be able to help organise guest speakers via the Care Ambassador scheme and/or other sources.

Although the learning outcomes relating to generic employability skills have been grouped together into a self-assessment checklist, it is important that they are taught in an embedded way so that learners can confidently apply them in a social care workplace.

Learning providers may therefore prefer to integrate the teaching of generic employability skills into a number of other sessions.

The 'check skills' section of Care Skillsbase has a number of learning and assessment resources relating to communication and number skills within social care.

Care Skillsbase is an online tool for social care employers and supervisors, but learning providers are welcome to make use of the resources to support the delivery of this route-way course. It can be accessed at www.scie-careskillsbase.org.uk.

Activities should include plenty of time for learners to browse the 'career pathways e-tool' which can be accessed via www.skillsforcare.org.uk (see appendix 6 for further details). This could be incorporated into the sessions that explore the different types of social care job roles and settings. It could also be used for job-search activity towards the end of the course.

Sample course schedule A

10 x 6-hour sessions, scheduled 2 days each week over 5 weeks

Each session runs from 9am until 5pm with a 1 hour lunch break.

session	learning
1.	Introduction to the course Overview of social care using 'career pathways e-tool'
2.	Values and principles
3.	Diversity, equality and inclusion Guest speaker slot
4.	Person centred approaches Guest speaker slot
5.	Self-assessment of employability skills Action planning for further development of employability skills
6.	Roles of social care workers Guest speaker slot
7.	Recognise and respond to signs of harm or abuse
8.	Health and safety in social care settings
9.	Communication skills – theory Communication skills - practice
10.	Final assessment and agreeing next steps Job search skills and practice

Sample course schedule B

15 x 4-hour sessions, scheduled 3 days per week over 5 weeks.

Each session runs from 10am until 2:30pm with a half hour lunch break.

(This would be accessible to learners with responsibility for school drop-off or pick-up)

session	learning
1.	Introduction to the course Overview of social care using 'career pathways e-tool'
2.	Values and principles
3.	Values and principles
4.	Diversity, equality and inclusion
5.	Diversity, equality and inclusion Guest speaker slot
6.	Person centred approaches Guest speaker slot
7.	Self-assessment of employability skills Action planning for further development of employability skills
8.	Roles of social care workers Practise using career pathways e-tool
9.	Recognise and respond to signs of harm or abuse Developing employability skills
10.	Health and safety – introduction and moving & handling Health & safety – emergencies and first aid
11.	Health and safety – infection control Communication skills – theory
12.	Communication skills – practice Communication skills – tools and techniques to overcome barriers
13.	Final assessment and agreeing next steps Developing employability skills
14.	Job search skills and practice

Sample course schedule C

12 x 5-hour sessions, scheduled 3 days a week over 4 weeks.

Each session would run from 9:30am until 4:30pm with a 1 hour lunch break.

(A week's break could be timetabled in the middle giving time to rearrange sessions if some learners drop out on completion of the introductory unit)

session	learning
1.	Introduction to the course Overview of social care using 'career pathways e-tool'
2.	Values and principles
3.	Diversity, equality and inclusion Guest speaker slot
4.	Person centred approaches Guest speaker slot
5.	Practise using career pathways e-tool Self-assessment of employability skills
6.	Action planning for further development of employability skills Developing employability skills
7.	Roles of social care workers Guest speaker slot
8.	Recognise and respond to signs of harm or abuse Developing employability skills
9.	Health and safety in social care settings
10.	Communication skills – theory Communication skills - practice
11.	Summing up and review of course Final assessment and agreeing next steps
12.	Job search skills and practice Practise using 'career pathways e-tool'

appendix 10: guidance for commissioners on selecting appropriate training providers

It is essential that course tutors delivering the 60 hour route-way course have occupational competence in the field of social care.

This means that they should have direct personal experience of working in the social care sector as well as up-to-date knowledge of the legislation, policy and issues affecting the sector.

Commissioners should take steps to verify the occupational competence of course tutors when contracting with training providers to deliver the course element of the route-way.

See appendix 9 for additional guidance on arranging input from those who currently provide or use social care services.

appendix 1.1 : guidance for employers - links to additional resources

A promotional leaflet has been developed to provide employers with links to additional resources they may need to support new recruits.

The leaflet includes information that may be useful for induction and developing the skills of their staff.

It also signposts small and medium sized employers to a recruitment and selection toolkit which offers guidance on all aspects of recruitment.

A copy of the leaflet is available in the back of this document and also to download via **www.skillsforcare.org.uk/caresectorrouteway**.

Hard copies can be requested from Skills for Care – please email **marketing@skillsforcare.org.uk**.

appendix 12: feedback forms

These will be designed and included here once the process for evaluation and review has been agreed by all partners.

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