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care

Pathways to the Future for Health and Social Care

## Careers & Progression Guidelines for Employment in Health & Social Care



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# Contents

<b>Introduction</b> .....	2
<b>Table 1: Framework for Qualifications and Jobs in Health and Social Care</b> .....	3
Informal Carer .....	4
<b>Ancillary Care workers</b> .....	5
Care Assistant.....	5
Personal assistant (PA).....	6
<b>Support worker</b> .....	8
<b>Senior care worker</b> .....	9
<b>Rehabilitation worker</b> .....	10
<b>Mental Health Support Worker</b> .....	11
<b>Community Support Worker</b> .....	13
<b>Outreach Development Worker</b> .....	14
<b>Clinical Support Worker (CSW)</b> .....	15
<b>Supervisory</b> .....	16
Care Supervisor/Officer.....	16
Assistant Manager .....	16
<b>Counsellor</b> .....	17
<b>First-Line-Manager</b> .....	18
<b>Registered Manager</b> .....	20
<b>Middle Manager</b> .....	21
<b>Senior Manager</b> .....	22
<b>Social Worker</b> .....	23
<b>Registered Nurse</b> .....	24
<b>Care Certificate &amp; Induction</b> .....	26
<b>QCF Level 1 Award in Preparing to Work in Adult Social Care</b> .....	28
<b>QCF Level 2 Certificate in Preparing to Work in Adult Social Care</b> .....	29
<b>QCF Level 2 Diploma Health and Social Care (Adults)</b> .....	30
<b>QCF Level 3 Diploma Health and Social Care</b> .....	31
<b>QCF Level 4 Diploma in Adult Care</b> .....	31
<b>QCF Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services</b> .....	32
<b>ATHE/ILM Level 6 Diploma in Healthcare Management</b> .....	33
<b>Useful Websites</b> .....	34
<b>CMI Management Courses</b> .....	34
<b>More information on the Care Certificate can be found by accessing the link:</b> .....	34
<b>Further Resources</b> .....	34
<b>References</b> .....	34

## Introduction

As professionals, Adult Health & Social Care Workers make valuable and diverse contributions to the delivery of high quality care and support. There are lots of different job roles available in adult health and social care which require specific skills and qualifications.

The purpose of this Careers & Progression Guide is to provide a framework (mapped against national and European levels) and qualifications route linked to the most common health and social care jobs. This will assist an individual to map out a progression path both in terms of levels of qualifications, continuous professional development and wider careers in health and social care. The guide also maps UK qualification levels against the European Qualifications Framework (EQF) in line with principles shared under the European credit system for vocational education and training (ECVET).

Each job profile provides a brief overview of the role, the skills, experience & qualifications needed to effectively undertake that particular job. Common health and social care job profiles have been selected to cover different care settings ranging from care homes, work in the community, working in hospitals or jobs based working in peoples' homes.

The final section of the document also provides information on a few, selected mainstream health and social care qualifications (mainly competency based). Links to useful websites are also provided. The majority of the links will help supply further detail related to specifications and assessment for both the qualifications covered in this guide alongside other qualifications that may be relevant such as Apprenticeships in Health & Social Care, which are not specifically covered.

## Getting started



**On the jobs you are interested in (found in the Health and Social Care Jobs column in Table 1) and follow the link to access each job profile**

### Once you are in the job profile section



**On the qualifications in each job profile and follow the links to find out more about what each qualification entails.**

**Links to useful websites are also provided within the job profile pages and at the end of the Guide.**

**Table 1: Framework for Qualifications and Jobs in Health and Social Care**

European Qualifications Framework (EQF)	UK Qualifications and Credit Framework (QCF)	Equivalent common mainstream English & Welsh Qualifications	Health and Social Care Jobs
Level 1	Entry Level	Key Stage 3 & E3 Diploma	Informal Carer
Level 2	Level 1	QCF Level 1 Award in Preparing to Work in Adult Social Care GCSE Grades D-G BTEC Foundation Diploma	Informal Carer
Level 3	Level 2	QCF Level 2 Certificate in Preparing to Work in Adult Social Care QCF Level 2 Diploma Health and Social Care (Adults) GCSE Grades A*-C & BTEC First Diploma	Care Assistant Personal Assistant Support Worker } <b>Ancillary Care Workers</b>
Level 4	Level 3	QCF Level 3 Diploma Health and Social Care A-level BTEC Extended Diploma BTEC Diploma	Senior Care Worker Rehabilitation Worker Mental Health Support Worker Community Support Worker Outreach Development Worker Care Supervisor/Officer Clinical Support Worker (CSW)
Level 5	Level 4	QCF Level 4 Diploma in Adult Care Higher National Certificate (HNC)	Counsellor in an Agency setting Deputy/Assistant Care manager
Level 5	Level 5	QCF Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services Higher National Diploma (HND) Foundation Degree	*First-line-Manager: Team leader            Team manager Officer in charge      Service manager Service co-ordinator   Matron Residential warden Counsellor – independent practice Registered Manager
Level 6	Level 6	ATHE/ILM Level 6 Diploma in Healthcare Management (QCF acc) Bachelor Degree without Honours Bachelor Degree (Hons)	Middle Manager Senior Manager Social Worker Registered Nurse

\* First line managers may have a mix of qualifications which could include a professional social work qualification, nursing, medical and management qualifications at Level 6.

# Care Job Profiles

## *Informal Care*

### Informal Carer

#### Overview

An informal carer includes any person, such as a family member, friend or neighbour, who is giving regular, ongoing assistance to someone with a chronic illness, disability or other long lasting health or care need, outside a professional or formal employment framework (i.e. unpaid).

Informal carers although not technically considered as 'professional' carers, still require certain core skills that are common to formal carers to effectively undertake their responsibilities to the individuals they care for. These include: English & basic number skills, basic digital/ IT skills. In addition informal carers will need good communication skills, patience, resilience, time management skills and emotional intelligence.

#### Experience & Qualifications

Being un-paid there are no experience or qualification requirements for this role. However, to improve the standard of care an informal carer can offer, there are various training courses and qualifications that could be accessed to help with this.

- Caring with Confidence
- English, maths and IT
- Help if English is not your first language
- Learn more about tablet computers
- Training to use social media
- Online shopping

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Formal Care

## Ancillary Care workers

### Care Assistant

#### Overview

Ancillary Care workers are the front line staff in all care settings. They work with all types of people who need care and support, who receive direct care. Care Assistants can work in a wide variety of settings such as: domiciliary care (community work), nursing and residential care, outreach care.

Their duties vary depending on the needs of the individual, they are responsible for the individuals' overall comfort and wellbeing and help people who need care and support to live as independently as possible. Duties can include: assisting and enabling, washing and dressing, taking food and refreshment, mobility, toileting, bed making, providing interest and activities to stimulate and engage the service user, monitoring individuals' conditions by taking temperature, pulse, respiration and weight, contributing to record keeping. Care workers work as Care Assistants as part of a larger team and are supervised by a manager or senior care worker. They can work in a residential care home, domiciliary care, or out in the community. Their work is defined by a care plan, which is usually developed by a social worker or care manager to meet the assessed needs of the person requiring care or support.

#### Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as Care Assistant.

- Speaking skills to communicate with someone you are supporting
- Writing skills to fill in a care plan
- Number skills to calculate body mass index (BMI)
- Time management skills to prioritise workload
- Team working skills to put together a care package for someone

Specialist units can be accessed through distance learning (click on [link](#) for more information)

## Experience & Qualifications

There are no specific minimum qualifications to begin this job although workers must undergo the **Care Certificate** (industry standard induction training) and be subject to a criminal records check (Disclosure and Barring Service {DBS}). Experience as an informal carer is also seen as an advantage at the interview stage. Some employers will also stipulate the need for a clean driving licence especially if working in domiciliary care. Training will be given on the job in such areas as food hygiene & manual handling (move and position).

The qualifications you will be expected to undertake to become fully qualified

- **QCF Level 2 Health and Social Care Diploma** or Apprenticeship Level 2 (Health and Social Care)
- Specialist units (depending on the setting) can be accessed through distance learning (click on [link](#) for more information)

**Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care**

## Personal assistant (PA)

### Overview

Personal assistants work directly with one or more individuals to support them in every aspect of their daily living and enable them to live as independently as possible.

A personal assistant (sometimes called a support worker) is employed by a person who needs care and support. They provide support with things such as washing and getting dressed, cooking, feeding, and supporting people to go out and about. They often work from the service users' home. The key skills needed for being a personal assistant (PA) are the ability to listen, be flexible and a willingness to learn and respond.

A PA is usually employed by people who are directing their own care through a direct payment or individual budgets from the local authority or funding their own support. This is about a person having control over their own life, through employing their own PAs and organising their own services. This type of employer is often referred to as an individual employer. Personal assistants can be employed directly by one employer, can work for a number of different people or could be self-employed. They can carry out a wide range of tasks as required by the individual employer. The job can be very flexible, offering part and full time work on different days and at different times.

Typical tasks include: personal care, including assistance with bodily functions such as feeding, bathing, and toileting if required; taking food, refreshment and medication, mobility, bed making, monitoring and recording temperature, pulse, respiration etc., healthcare tasks such as dressings, catheter management, administration of medication, support to assist with living independently as far as possible, including assistance as necessary with meal preparation, cooking, cleaning and domestic activities, shopping, social and leisure activities, attending appointments, administration and paperwork, assisting with pets and gardening, generally assisting with overall comfort and well-being;

providing interest and activities to stimulate and engage, supporting the person while at work, helping to look after children and pets, supporting the person in their chosen activities such as shopping, meeting friends, going on holiday or gaining education.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a Personal Assistant.

- Speaking skills to communicate with people
- Digital skills to use a satellite navigation system to find directions
- Number skills to fill in a time sheet
- Digital skills to use tele-care systems to book a health appointment online
- Time management skills to manage your workload

## Experience & Qualifications

The skills, experience and personal attributes required will largely depend on those the individual employer is seeking. Experience as an informal carer is also seen as an advantage at the interview stage. Individual employers will seek a PA who they can trust and who has the right values, attitudes and skills required. Employment may also be dependent on an enhanced DBS check and possession of a clean driving licence.

Personal assistants would be expected to hold the following qualifications:

- [QCF Level 3 Health and Social Care Diploma](#)
- Alternatively, initially holding a [QCF Level 2 Health & Social Care](#) or willing to work towards the QCF Level 3 Health & Social Care Diploma
- Undertake Specialist units (depending on the needs of the individual) which can be accessed through distance learning (click on [link](#) for information)
- Reference from employer

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Support worker

## Overview

Support workers support individuals to live as independently as possible, often following illness.

Their duties vary depending on the needs and wishes of the individual. They offer support for the individuals overall comfort and wellbeing and help people who need care and support to live as independently as possible. Duties can include: assisting and enabling, washing and dressing, taking food and refreshment, mobility, toileting, bed making, providing interest and activities to stimulate and engage the service user, may be involved in monitoring individuals' conditions by taking temperature & weight measurements, contributing to record keeping.

Support workers can work in a residential care home, domiciliary care, or out in the community. Their work is defined by a care plan, which is often developed by a social worker or care manager to meet the assessed needs of the person who needs care or support.

Support workers who work alongside Allied Health Professionals (AHPs) such as physiotherapists, podiatrists, speech and language therapists etc. are known as Clinical Support Workers, sometimes as Therapy Assistants or Therapy Helpers. Their duties (depending upon the form of therapy) include: preparing patients for their therapy, setting up equipment to use in the session/treatment, assisting the therapist in the treatment itself.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a support worker.

- Speaking skills to communicate with someone you are supporting
- Writing skills to fill in a care plan
- Number skills to calculate body mass index (BMI)
- Time management skills to prioritise workload
- Team working skills to put together a care package for someone

## Experience & Qualifications

There are no specific minimum qualifications to begin this job although workers must undergo the **Care Certificate** (industry standard induction training) and be subject to a criminal records check (DBS). Experience as an informal carer is also seen as an advantage at the interview stage.

Some employers will also stipulate the need for a clean driving licence especially if working in domiciliary care. Training will be given on the job in such areas as food hygiene & manual handling (move and position).

The qualifications you will be expected to undertake to become fully qualified

- [QCF Level 2 Health and Social Care Diploma](#) or Apprenticeship Level 2 (Health and Social Care)
- Specialist units (depending on the setting) can be accessed through distance learning (click on [link](#) for information)

**Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care**

## Senior care worker

### Overview

Senior care workers do the same job as a care worker, but often with the additional duties of front line supervision and monitoring of care workers and care assistants, or with additional responsibilities for particular areas of the work; e.g. infection prevention lead or end of life lead within the service.

Senior care workers will often be in charge of a shift of workers and will take responsibility for the smooth running of the service whilst they are on duty. They often respond to emergencies, and provide guidance and support to care workers.

Senior care workers are responsible for individuals' overall comfort and wellbeing and help people who need care and support to live as independently as possible. Duties can include: assisting and enabling, washing and dressing, taking food and refreshment, mobility, toileting, bed making, providing interest and activities to stimulate and engage the service user, monitoring service users' conditions by taking temperature, pulse, respiration and weight, contributing to record keeping.

Senior care workers can work in a residential care home, domiciliary care, or out in the community. Their work is defined by a care plan, which is often developed by a social worker or care manager to meet the assessed needs of the service user.

### Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a senior care worker.

- Speaking skills to communicate with staff and people they support
- Number skills to count medication and fill in a medication record (MAR sheet)
- Team working skills to lead or supervise a team
- Time management skills to delegate tasks within a team
- Digital skills to upload digital photos to care plans online

## Experience & Qualifications

Senior care workers often have a background in social care and will have achieved their [Level 2 Health and Social Care](#) and may already hold their [level 3 Diploma in Health and Social Care](#) / apprenticeship or be working towards this. It is a requirement that they are qualified to an appropriate level, and this is usually Level 3. Some senior care workers may have nursing qualifications.

### Essential

- Minimum of 2 years' experience in delivering care
- Excellent written and verbal communication skills in English
- Desirable
- Supervisory experience

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Rehabilitation worker

### Overview

The role of these workers is to support individuals to live as independently as possible, often following illness. They will support individuals with many aspects of everyday living, including physical, emotional and social.

Their work is support and enabling, rather than predominantly personal care, and involves providing advice and guidance as part of a range of support activities rather than a specialist service.

They work in teams with other professionals, including managers, social workers, other outreach and community support workers, drug action groups, youth offending services, and with the police, education authority and schools, health authorities and housing departments etc.

They provide support and guidance in various ways, including individual support and counselling via such activities as shopping with people who need care and support, taking them to appointments, teaching Braille or how to use a long cane to get about, developing everyday skills such as how to make a cup of tea or prepare and cook a meal safely, or simply being with them in their home environment. Other ways of providing support and guidance include organising activities such as sports, drama and educational activities, group discussions, and compiling and disseminating information.

These workers usually have a number of individuals that they get to know very well. Some work in residential homes with long or short-term care residents, others provide support within the local community for individuals who are in supported housing or living independently.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a rehabilitation worker.

- Speaking skills to give people information
- Team working skills to work with other professionals and services such as social workers and education and health authorities
- Digital skills to research activities in the local area
- Time management skills to plan a trip out
- Personal resilience to manage your own health and wellbeing

## Experience & Qualifications

For some roles there are no formal entry level qualifications, but entrants need to be literate and numerate. Level 3 Preparing for Work in the Care Sector would provide underpinning knowledge for this role.

- Previous experience of working with people in a social care/support setting can also be very useful (Care certificate).
- References from previous employer
- Specialist training/experience may be required depending on the needs of the clients e.g. occupational therapy, neuro-psychology

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Mental Health Support Worker

### Overview

Mental health support workers support people with long term mental health problems, helping them to adapt to ordinary life within the community by developing coping skills rather than being institutionalised in a hospital or hostel.

Their role is to support individuals to live as independently as possible, often following illness. Their work is predominantly support and enabling, rather than personal care, and involves providing advice and guidance as part of a range of support activities rather than a specialist service.

They work in teams with other professionals, including managers, social workers, other outreach and community support workers, drug action groups, youth offending services, and with the police, education authority and schools, health authorities and housing departments etc.

They provide support and guidance in various ways, including individual support and counselling via such activities as shopping with people who need care and support, taking them to appointments, developing everyday skills such as how to make a cup of tea or prepare and cook a meal safely, or simply being with them in their home environment. Other ways of providing support and guidance include organising activities such as sports, drama and educational activities, group discussions, and compiling and disseminating information.

These workers usually have a number of individuals that they get to know very well. They may work from individuals' homes, outside in the local area, on the wards of the local hospital and in community or day centres.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a mental health support worker

- Speaking skills to give people information
- Team working skills to work with other professionals and services such as social workers and education and health authorities
- Digital skills to research activities in the local area
- Time management skills to plan a trip out
- Problem solving skills to provide advice to someone

## Experience & Qualifications

Qualifications for all types of mental health support worker is variable. For some roles there are no formal entry level qualifications, but entrants need to be literate and numerate. The Level 3 Preparing for Work in the Care Sector would provide underpinning knowledge for this role.

Previous experience of working with people in a social care/support setting can be very useful.

For others it is necessary to have at least one year's experience of working/caring for people who need care and support, and be willing to undertake further training. A [Level 3 Diploma in Health and Social Care](#) (HSC) is desirable, or be working towards a qualification relevant to this area of work. Employees must undergo the [Care Certificate](#) (industry standard induction training). Employment will also be dependent on an enhanced DBS check and possession of a clean driving licence.

Please note you may also have to undertake additional specialist qualifications such as distance learning units in *mental health awareness*.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Community Support Worker

## Overview

The role of these workers is to support individuals to live as independently as possible, often following illness. They will support individuals with many aspects of everyday living; including physical, emotional and social.

Their work is support and enabling, rather than predominantly personal care, and involves providing advice and guidance as part of a range of support activities rather than a specialist service.

They work in teams with other professionals, including managers, social workers, other outreach and community support workers, drug action groups, youth offending services, and with the police, education authority and schools, health authorities and housing departments etc.

They provide support and guidance in various ways, including individual support and counselling via such activities as shopping with people who need care and support, taking them to appointments, developing everyday skills such as how to make a cup of tea or prepare and cook a meal safely, or simply being with them in their home environment. Other ways of providing support and guidance include organising activities such as sports, drama and educational activities, group discussions, and compiling and disseminating information.

These workers usually have a number of individuals that they get to know very well. Some work in residential homes with long or short-term care residents, others provide support within the local community for individuals who are in supported housing or living independently.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a community support worker

- Speaking skills to give people information
- Team working skills to work with other professionals and services such as social workers and youth offending services
- Digital skills to research activities in the local area
- Time management skills to plan a trip out
- Problem solving skills to provide advice to someone

## Experience & Qualifications

For some roles there are no formal entry level qualifications, but entrants need to be literate and numerate. Level 3 Preparing for Work in the Care Sector would provide underpinning knowledge for this role.

For others it is necessary to have at least one year's experience of working/caring for people with problems, and be willing to undertake further training. A [Level 3 Diploma in Health and Social Care](#) (HSC) is desirable, or to be working towards a qualification relevant to this area of work at a minimum of level 2. Employees must undergo the [Care Certificate](#) (industry standard induction training). Employment will also be dependent on an enhanced DBS check and possession of a clean driving licence. In addition, often employees may need obtain specific qualifications in learning disability and undergo distance learning units in relevant areas such as: nutrition and health, dementia, issuing medication & diabetes.

[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)

## Outreach Development Worker

### Overview

The role of these workers is to support individuals to live as independently as possible, often following illness. They will support individuals with many aspects of everyday living, including physical, emotional and social.

Their work is support and enabling, rather than predominantly personal care, and involves providing advice and guidance as part of a range of support activities rather than a specialist service.

They work in teams with other professionals, including managers, social workers, other outreach and community support workers, drug action groups, youth offending services, and with the police, education authority and schools, health authorities and housing departments etc.

They provide support and guidance in various ways, including individual support and counselling via such activities as shopping with people who need care and support, taking them to appointments, developing everyday skills such as how to make a cup of tea or prepare and cook a meal safely, or simply being with them in their home environment. Other ways of providing support and guidance include organising activities such as sports, drama and educational activities, group discussions, and compiling and disseminating information.

These workers usually have a number of individuals that they get to know very well. Some work in residential homes with long or short-term care residents, others provide support within the local community for individuals who are in supported housing or living independently.

### Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as an outreach development worker

- Speaking skills to give people information
- Team working skills to work with other professionals and services such as social workers and education and health authorities
- Digital skills to research activities in the local area
- Time management skills to plan a trip out
- Problem solving skills to provide advice to someone

## Experience and Qualifications

Qualifications for all types of community support and outreach work is variable. For some roles there are no formal entry level qualifications, but entrants need to be literate and numerate. Level 3 Preparing for Work in the Care Sector would provide underpinning knowledge for this role. Previous experience of working with people in a social care/support setting can be very useful.

For others it is necessary to have at least one year's experience of working/caring for people with problems, and be willing to undertake further training. A [Level 3 Diploma in Health and Social Care](#) (HSC) is desirable, or to be working towards a qualification relevant to this area of work at a minimum of level 2. Employees must undergo the [Care Certificate](#) (industry standard induction training). Employment will also be dependent on an enhanced DBS check and possession of a clean driving licence. In addition, often employees may need obtain specific qualifications in learning disability and undergo distance learning units in relevant areas (click on [link](#)).

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Clinical Support Worker (CSW)

### Overview

These positions are hands-on, with CSW's being in constant contact with sick or injured people throughout the working day.

Some times this position is also referred to as a healthcare assistant because they provide valuable assistance to all kinds of allied health professionals, nurses, doctors and medical scientists. They play an integral role at all stages of a patient's care, from the initial diagnosis, to treatment and beyond. Clinical support encompasses a broad area of healthcare so many professionals in many different roles can be considered to be healthcare assistants. The work can be in many different environments within a medical field. Such as assisting on a hospital ward, working in labs, the radiography department, a GP's surgery or a sexual health clinic. Anywhere healthcare requires dedicated clinical support workers, from physiotherapy and dietetics, to midwifery and oncology.

Everyone working as a CSW needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as an outreach development worker

- Speaking skills to give people information
- Team working skills to work with other professionals and services such as social workers and education and health authorities
- Digital skills to research activities in the local area
- Time management skills to plan a trip out
- Problem solving skills to provide advice to someone

### **Experience and Qualifications**

A Level 3 Diploma in Health and Social Care (HSC) or similar level of qualification is essential for this level. Employment will also be dependent on an enhanced DBS check and entrants need to be literate and numerate.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## **Supervisory**

### Care Supervisor/Officer

### Assistant Manager

#### **Overview**

This role involves supervision of the work of care workers and other front line and operational staff, including volunteers, and usually also involves some front line work with people who need care and support.

Care Supervisors/Officer can also be involved in any of the following:

- the design of individual care programmes for individuals, working as part of a team with the manager and care workers and liaising with occupational therapists or social workers
- taking some responsibility for the smooth running of the care service
- administration and budgeting

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a supervisor

- Speaking skills to communicate with a team
- Team working skills to work with care workers and management
- Accountability to be responsible for a team
- Time management skills to delegate tasks
- Writing skills to fill in a care plan

## Experience & Qualifications

Possessing the [Level 3 Diploma Health and Social Care](#) is essential at this level in addition to working towards the [Level 4 Diploma in Adult Care](#). The Knowledge and experience of working in a supervisory role and possessing or undertaking the Level 3 health and social care & supervisory qualifications such as the [Chartered Institute of Management \(CMI\) Level 2 in Team Leading & CMI Level 3 in First Line Management](#), as well as specific qualifications such as Food and Hygiene certificate and Moving and Positioning would also be beneficial.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Counsellor

## Overview

Counsellors give people the opportunity to work through their feelings in complete confidence, by listening to what they have to say, and asking them questions to find out more.

They offer counselling to people seeking help for various reasons e.g. coming to terms with the death of someone close, making life changes or wanting support to cope with a stressful workplace.

Some counsellors have specialities, for example in relationship difficulties, AIDS, drug or alcohol misuse, or with particular age groups.

Counsellors either work for organisations such as schools, colleges, youth agencies, the voluntary sector and with the NHS, or are self-employed. Many work part time or are volunteers.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a counsellor

- Listening skills to enable people to feel comfortable talking to you
- Speaking skills to communicate with people and show understanding and empathy
- Problem solving skills to advise people
- Team working skills to work with other professionals and services such as youth services, NHS and other voluntary sector organisations.
- Managing your own learning and development to become a qualified counsellor

## Experience & Qualifications

To be a counsellor, it is necessary to fulfil the requirements of the British Association for Counselling and Psychotherapy (BACP) Counsellor/Psychotherapist Accreditation Scheme. This requires that you complete the following preliminary qualifications alongside recommended volunteer work in an agency in a non-counselling capacity.

- Level 2 Award in Introduction to Counselling Skills & Level 2 Certificate in Counselling Skills
- Level 3 Certificate in Counselling Studies

To enable working as a counsellor in an agency setting you will need to complete the Level 4 Diploma in Therapeutic Counselling. To work as a counsellor in independent practice you will need to complete the Level 5 Diploma in Psychotherapeutic Counselling. To further deepen understanding of the subject you can also undertake the Level 6 Open University Foundation Degree in Counselling. Further information about the qualifications needed to be a counsellor can be found by visiting: [www.bacp.co.uk](http://www.bacp.co.uk)

**Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care**

## First-Line-Manager

### Overview

First line managers are responsible for the day-to-day provision of social care services. This means they support their staff and have a key role in ensuring the standard of care delivered is always high.

A first line manager's role is to:

- manage the primary tasks and activities of the organisation
- have a key role in determining whether standards of practice are being consistently maintained
- support staff engaged in complex, personally demanding work and ensure that staff are continually developed in knowledge based practice

First line managers may also be involved in any or all of the care planning needs assessment, individual staff training plans and meeting National Minimum Standards. Contact with people who need care and support relates to these aspects of their work, rather than front line work at a supervisory level. Job roles under this category of care work include:

- Team leader
- Team manager
- Officer in charge
- Service manager
- Service co-ordinator
- Matron
- Residential warden

### **Skills**

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.). Different roles require a different level of skill. Here are a few examples of the core skills you might need as a first line manager

- Speaking skills to communicate with a team
- Reading skills to understand policies and procedures
- Leadership skills to manage a team
- Digital skills to use tele-care systems to request a prescription online
- Number skills to complete time sheets for workers

### **Experience & Qualifications**

Knowledge of service requirements and previous experience of working in a care or health setting is desired in addition to the [Level 4 Diploma in Adult Care](#). Please note that First line managers may have a mix of qualifications which could include a professional social work qualification, nursing, medical and management qualifications rated at Level 6 and above. Skills for Care advise that the relevant qualification for this role (undertaken whilst in the role) is the [Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services](#) choosing either of the below pathways:

- management of adult services
- management of adult residential services.

CMI qualifications such as [CMI Level 3 in First Line Management & Level 4 in Management & Leadership](#) would also be considered relevant to this type of post.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Registered Manager

## Overview

This role is defined by the Care Standards Act 2000. Under this Act, the Registered Manager is responsible for the social care provision that he/she is managing.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a registered manager

- Reading skills to understand policies and procedures
- Leadership skills to manage an organisation
- Accountability to be responsible for the work of an organisation
- Writing skills to write reports
- Number skills to manage budgets

## Experience & Qualifications

It is essential that a person working at this level has a minimum of the [Level 4 Diploma in Adult Care](#) in addition to the knowledge of service requirements and previous experience of working in a care or health setting is desired. Registered managers may also have a mix of qualifications which could include a professional social work qualification, nursing, medical and management qualifications i.e. [CMI Level 4 in Management & Leadership](#). Skills for Care advise that the relevant qualification for this role is the [Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services](#) choosing either of the pathways below:

- management of adult services
- management of adult residential services

The [CMI Level 4 in Management & Leadership](#) would also be considered as a suitable additional qualification for this type of post.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

# Middle Manager

## Overview

Middle managers are responsible for overseeing the organisation and managing whole departments. Roles associated with this position include: Assistant Director, Manager, Department head & Area Manager.

Their main tasks consists of assisting with the direction and co-ordination of the functioning of the social care organisation, including the management of any internal departments and sections, with the help of other managers and supervisors as required.

Their work includes some or all of:

- responsibility for meeting legal requirements
- employing, supervising and managing staff
- responsibility for the quality of the work of staff
- determining staffing and financial needs and managing budgets
- monitoring, maintaining and improving service provision
- responsibility for the health and safety of staff
- involvement in individual staff training and development plans

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a middle manager.

- Reading skills to understand policies and procedures
- Leadership skills to manage a team
- Accountability to be responsible for the work of a team
- Writing skills to write reports
- Number skills to manage budgets

## Experience & Qualifications

A significant amount of knowledge of the service requirements associated with the efficient functioning of the organisation is required for these roles. A minimum of the [Level 4 Diploma in Adult Care](#) would be expected at this level with the [Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services](#) being desirable.

Middle managers may have a mix of qualifications which could include a professional social work qualification, nursing, medical and also specific management qualifications such as the [CMI Level 4 in Management & Leadership](#) & [Level 5 in Management and Leadership](#).

There are a number of smaller awards and certificates relevant for this role. For more information visit the link: [Skill Selector](#).

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Senior Manager

### Overview

Senior managers are responsible for the leadership, direction and co-ordination of the functioning of the social care organisation at a strategic level. This includes the functioning of internal departments and sections, often with the help of subordinate managers and supervisors.

Their work includes some or all of the following:

- overall responsibility for meeting legal requirements.
- overall responsibility for individuals' experience of care
- overall responsibility for the quality of the work of staff
- determining staffing and financial needs and managing budgets
- monitoring, maintaining and improving care provision
- overall responsibility for the health and safety of staff and people who need care and support.

### Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a senior manager

- Reading skills to understand policies and procedures
- Leadership skills to manage an organisation
- Accountability to be responsible for the work of an organisation
- Writing skills to write reports

- Number skills to manage budgets

## Experience & Qualifications

A significant amount of knowledge of the service requirements associated with the efficient functioning of the organisation is required for these roles. The minimum requirement for this role would be [Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services](#) with the [Level 6 Diploma in Healthcare Management](#) being desirable. Senior managers often may have a mix of qualifications which could include a professional social work qualification, nursing, medical and management qualifications such as the [CMI Level 6 in Management and Leadership & Level 7 in Strategic Management and Leadership](#).

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Social Worker

### Overview

The term "social worker" is a protected title and can only be used by someone who is registered by the Health and Care Professions Council (HCPC) having been awarded a professional qualification in social work.

Social workers provide people with advice and emotional support and arrange care services to help people live more successfully within their local communities and adjust to changes in their lives. They also intervene where vulnerable people need safeguarding, and in assessing and managing risk. Social workers, especially in children's services and mental health, also have specific legal powers in certain circumstances.

Social workers work with individuals, families, groups and communities in a wide variety of services (both in adult services, and children and families services). In adult services the main areas of work are with older people, those with learning difficulties, physical and sensory disabilities and mental health difficulties. Social workers assess the needs of an individual, helping people to plan how to meet those needs. They usually operate as part of a team which may be multi-disciplinary and take responsibility for a number of cases, each requiring a different approach. They are trained to work with people who have complex and multiple needs within the relevant legal framework.

Social workers are employed in a wide range of settings. Many work for Local Authorities (where they are required to undertake a range of statutory duties). However, increasing numbers of social workers work in the NHS – e.g. most mental health social workers are based in health settings in multi-disciplinary teams - and in the private and voluntary sectors and other emerging employer organisations such as Community Interest Companies.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.).

Different roles require a different level of skill. Here are a few examples of the core skills you might need as a social worker

- Speaking skills to communicate with people
- Reading skills to understand policies and procedures
- Responsibility for own learning and development to qualify as a social worker
- Personal resilience to manage your own health and wellbeing
- Team working skills to work with other professionals and service such as NHS and local authorities

## Experience & Qualifications

To qualify as a social worker you will need to undertake a degree in social work on an HCPC approved programme. Social workers also have to meet the HCPC standards of continuing professional development (CPD) and may be required to provide evidence of CPD (as part of a random sample) at re-registration which occurs every two years.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Registered Nurse

### Overview

Registered nurses in adult social care could work in a wide range of settings, for example, residential and nursing homes or in the community. Although registered nurses tend to work in healthcare, there are also lots of roles in adult social care.

Nurses in adult social care can work in the following areas:

- acute, General and Elderly (adults) – caring for adults, elderly people and others who are ill, injured or have physical disabilities.
- Learning disability nurses (including community learning disability nurses) work with people who have learning difficulties to help them become as independent as possible
- Community psychiatry and other psychiatry (mental health) nurses help people suffering from mental health problems e.g. personality disorders, neuroses, phobias, acute anxiety, alcohol dependency, severe eating disorders and depression.

Registered nurses in adult social care could work in a wide range of settings including a residential care home, nursing home or in the community.

## Skills

Everyone working in adult social care needs English, number, digital and employability skills (including team work, problem solving, planning your ongoing learning and development and managing your own health and wellbeing.). Different roles require a different level of skill. Here are a few examples of the core skills you might need as a registered nurse.

- Speaking skills to communicate with people
- Team working skills to work with other professionals and service such as care providers and social workers
- Problem solving skills to advise on support available
- Writing skills to fill in care plans
- Number skills complete a medication record (MAR sheet)

## Experience & Qualifications

To work as a registered nurse you must have either have a Diploma (which takes three years) or a Bachelor of Science (BSc) Degree (which takes three to four years) in Nursing (level 6). These qualifications are made up of half theory work and half practice. You can find out more about applying for these courses on the [NHS England website](#).

**Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care**

# Health and Social Care Qualifications

## Care Certificate & Induction

The **Care Certificate** is a set of standards that social care and health workers stick to in their daily working life.

It is the new minimum standards that should be covered as part of induction training of new care workers.

The Care Certificate was developed jointly by Skills for Care, Health Education England and Skills for Health.

- It applies across social care and health.
- Links to National Occupational Standards and units in qualifications.
- Covers what is needed to be caring - giving workers a good basis from which they can develop their knowledge and skills.

### Purpose

Designed with non-regulated workers in mind, the Care Certificate gives everyone the confidence that workers have the same induction - learning the same skills, knowledge and behaviours to provide compassionate, safe and high quality care and support.

The Care Certificate is the start of the career journey and is only one element of the training and education that will make them ready to practice within their specific sector.

Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge.

For CQC regulated providers, the Care Certificate is expected of care workers joining health and social care since April 2015.

The standards cover the following areas

- Understand your role
- Your personal development
- Duty of care
- Equality and diversity
- Work in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition
- Awareness of mental health, dementia and learning disabilities

- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control

Please note that in some specialist care organisations that you may be required to undertake additional training in the induction period alongside the care certificate, based on the requirements of the clients e.g. dementia training, supporting epilepsy, PEG (percutaneous endoscopic gastrostomy) training, learning disability qualifications (LDQ), etc.

The Care Certificate will be delivered and assessed in a variety of ways (to Care Quality Commission standards). How this is implemented is left to the employers' discretion e.g. through practical observations, e-learning, written answers etc.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## Adult Health & Social Care Qualifications

### Competence-based qualifications in health and social care

Competence-based qualifications are work-based qualifications that give learners the opportunity to develop and demonstrate their competence in the area of work or job role to which the qualification relates. Competence-based qualifications are outcomes-based with no fixed learning programme - allowing flexible delivery that meets the individual learner's needs. They are suitable for those in employment or those who are studying at college and have a part-time job or access to a substantial work placement so that they are able to demonstrate the competencies that are required for work. Most learners will work towards their qualification in the workplace or in settings that replicate the working environment as specified in the assessment requirements/strategy for the sector.

There are three sizes of Competence-based qualifications in the QCF:

- Award (1 to 12 credits)
- Certificate (13 to 36 credits)
- Diploma (37 credits and above)

The following qualifications are the industry standard qualifications competency based qualifications offered in adult health and social care

### QCF Level 1 Award in Preparing to Work in Adult Social Care

This qualification develops a basic knowledge of the adult social care sector. It covers the type of job roles and services within it, the role of communication and the importance of valuing the individuals being cared for. It is suitable for anyone who is thinking about a career in adult health and social care. This qualification does not qualify a learner to work in health and social care, but does provide a starting point for deciding whether a career in the sector is right for them. The qualification is classroom based and the learner would undertake the following mandatory units:

- Introduction to the adult social care sector
- Introduction to the values and principles of adult social care
- Awareness of the skills and attitudes needed to work in adult social care Knowledge
- Awareness of communication in adult social care
- Awareness of the roles and responsibilities of the adult social care worker

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## **QCF Level 2 Certificate in Preparing to Work in Adult Social Care**

This qualification provides a taster for those who may be new to the sector or new to the world of work. It is accessible to learners of all ages who may want to understand more about working in health and social care. It aims to introduce some basic concepts of caring and preparation for employment in the sector.

- Principles of communication in adult social care settings
- Principles of personal development in adult social care settings
- Principles of diversity, equality and inclusion in adult social care settings
- Principles of safeguarding and protection in health and social care
- Introduction to duty of care in health, social care or children's and young people's settings
- Understand the role of the social care worker
- Understand person-centred approaches in adult social care settings
- Understand health and safety in social care settings
- Understand how to handle information in social care settings

In addition to the general awards, learners can also undertake additional specialist awards & certificates at level 2 which can be accessed through attending college or via distance learning. For example:

- Award in Awareness of End of Life Care
- Award in the Prevention and Control of Infection
- Award in Awareness of Dementia & Level 2 Certificate in Dementia Care
- Level 2 Certificate in Assisting and Moving Individuals for Social Care Settings
- Level 2 Award Supporting Individuals with Learning Disabilities
- Level 2 Certificate in Understanding the Safe Handling of Medication

## **Distance Learning**

The flexibility offered by distance learning and e-learning allows learners to work at their own convenience and pace and has seen them become increasingly viable options for learners and employers who're looking to progress their skills in a fluid and flexible ways. It can be particularly beneficial for those who are learning while they're earning, trying to balance training and a job. Many courses are available from levels 2-5 in health and social care.

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## **Work based Diplomas in Health and Social Care (Levels: 2-4)**

These qualifications are designed to equip learners with the skills and knowledge needed to care for others in a broad range of health or social care settings. A Diploma in Health and Social Care is flexible to suit all fields of health and social care. Learners can select a pathway that suits their role - for example, working with people with a learning disability, people with dementia or children and young people. The Diplomas range from levels 1-4.

### General background

This qualification covers areas such as:

- The role of a health and social care worker
- Health and safety
- Equality and inclusion
- Personal development.

Other optional specialist units within the course include:

- Administering medication
- Supporting people with disabilities
- Working with babies and young children
- Helping people to eat and drink.

To gain these qualifications, the learner needs to demonstrate they have a particular set of skills. The learner will be expected to work with their training provider to review their current skills and find the best way to gain new ones - perhaps by studying, or by trying new things at work.

The qualifications are assessed at work or in a simulated workplace. For each unit, the assessor will watch and asks questions as the learner performs a task, or will look at a portfolio of work that they've built as formal evidence of their learning. Then they confirm if they have got the skills to do the job well.

### **QCF Level 2 Diploma Health and Social Care (Adults)**

The Level 2 qualification is 12 months in duration and can be delivered in college or in the workplace. Assessment must be in the workplace.

A learner undertaking these qualifications will complete nine core units at level 2:

- Introduction to communication in health, social care or children's and young people's settings
- Introduction to personal development in health, social care or children's and young people's settings
- Introduction to equality and inclusion in health, social care or children's and young people's settings
- Principles of safeguarding and protection in health and social care
- The role of the health and social care worker

- Implement person-centred approaches in health and social care
- Contribute to health and safety in health and social care
- Handle information in health and social care settings
- Introduction to duty of care in health, social care or children's and young people's settings.

There are also optional units that can be chosen from a range to suit the learners' career plans. For example:

- Causes and spread of infection
- Understand the impact of acquired brain injury on individuals
- Approaches to enable rights and choices for individuals with dementia while minimising risks.

### **QCF Level 3 Diploma Health and Social Care**

The Level 3 qualification is completely workplace-based in a health or social care setting & appropriate for 16-18 and 19+ years.

There are two pathways available at level 3:

- Diploma in Health and Social Care (Children and Young People)
- Diploma in Health and Social Care (Adults)

Depending on the pathway chosen, the learner completes either nine (Adults) or fourteen (Children and Young People) core units. Example units include:

- Promote equality and inclusion in health, social care or children's and young people's settings
- Assessment and planning with children and young people
- Promote person-centred approaches in health and social care

The learner can also choose optional units that suits their career plans. For example:

- Work with babies and young children to promote their development and learning.
- Purpose and principles of independent advocacy
- Support individuals to access education, training or employment

### **QCF Level 4 Diploma in Adult Care**

The Level 4 Diploma in Adult Care is a qualification that has been recently introduced to bridge the gap between the Level 3 and Level 5 qualifications. Learners need to be aged 18 or above and can access this qualification through college but will also ideally need to be working or volunteering in the care sector to be able to gain the competencies needed to complete the qualification. Learners will undertake the following units:

- Advanced communication skills
- Personal development in health, social care or children's and young people's settings
- Equality and diversity in health, social care or children's and young people's settings
- Understand safeguarding and protection in health and social care settings
- Facilitate person centred assessment to support wellbeing of individuals
- Facilitate support planning to promote positive outcomes for individuals and to support well being
- Understand personalisation in care and support services
- Health and safety in health and social care settings
- Professional practice in health and social care for adults or children and young people
- Develop, maintain and use records and reports
- Work in partnership in health and social care or children and young people's settings
- Safeguard children and young people who are present in the adult social care sector

### **QCF Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services**

Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services is a work-based qualification aimed at learners who are working, or want to work, in management and advanced practice of health and social care and children and young people's services.

This qualification is based on the National Occupational Standards (NOS) in Health and Social Care, which were set and designed by Skills for Care and Development, the Sector Skills Council for the sector.

The qualification is restricted for learners aged 19 and above and is only offered in England. It consists of 5 separate pathways for learners to register to, they are the following:

- Children and Young People's Management pathway
- Children and Young People's Advanced Practice pathway
- Adults Residential Management pathway
- Adults Management pathway
- Adults Advanced Practice pathway

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**

## **ATHE/ILM Level 6 Diploma in Healthcare Management**

The Diploma in Healthcare Management is a degree-level (level 6) course and is recognised in both the UK and abroad. It is part of the QCF with a transferable credit value of a minimum of 120. Consisting of 10 units the Diploma in Healthcare Management course covers a wide range of topics, and equips learners with the key skills to excel in a managerial capacity in the health care sector. The programme usually runs between 1-2 years depending on the institution you apply for and entry requirements are a Level 5 Diploma/ degree or considerable work experience at an appropriate level.

Modules studied include:

- International Healthcare policy
- Research For Senior Managers
- Managing Finance In the public sector
- Organisational Behaviour
- Developing Organisational vision and strategic direction
- Manage continuous organisational improvement
- Project Management
- Risk Management
- Human Resource Management
- Programme Leadership

**[Link back to Table 1: Framework for Qualifications and Jobs in Health and Social Care](#)**



## Useful Websites

For information and links to the main six awarding bodies for qualifications

<http://www.skillsforcare.org.uk/Learning-development/Awarding-organisations/Awarding-organisations.aspx>

[www.open.ac.uk](http://www.open.ac.uk)

A useful site for information regarding distance learning modules can be found through the awarding body Northern Council for Further Education (NCFE)

<https://www.ncfe.org.uk/>

<https://www.ncfe.org.uk/media/263816/ASB%20quals%20and%20resources%20Nov%202013.pdf>

Apprenticeships in Health & Social Care

<http://www.skillsforcare.org.uk/Learning-development/Apprenticeships/Apprenticeships.aspx>

CMI Management Courses

<http://www.managers.org.uk/education-providers/qualification-resource-library>

More information on the Care Certificate can be found by accessing the link:

<http://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Standards.pdf>

Nursing

<https://www.healthcareers.nhs.uk/i-am/considering-or-university/studying-nursing>

Further Resources

[www.learndirect.co.uk](http://www.learndirect.co.uk)

[www.waytolearn.co.uk](http://www.waytolearn.co.uk)



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