Care Certificate Standard 1

OVERVIEW

Welcome to The Mandatory Training Group's online Care Certificate Standard 1 (Understanding your Role) training course for front-line healthcare and social care support workers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

The Care Certificate Standard 1 covers personal development. A personal development plan (PDP) is an action plan that helps you get organised, identifies learning and development needs to help you do your job better or help in your career, and then tracks progress.

Personal development planning is the process of creating an action plan based on awareness, values, reflection, goal-setting and planning for personal development within the context of a career, education, relationship or for self-improvement.

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- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 2 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)

Who is the course for?

This online Care Certificate Standard 1 (Understanding your Role) training course should be completed by those who work in health and social care services, including:

- New members of staff in Healthcare Support Worker roles,
- New members of staff in Adult Social Care Worker roles, and
- Any staff members who provide direct care to patients or individuals needing support.

This online Care Certificate Standard 1 (Understanding your Role) training course will also be useful for:

- Staff moving into new roles within their organisation,
- Refreshing the knowledge of any member of staff,
- NHS nursing, AHP and care staff,

- Agency care workers,
- Healthcare assistants (HCAs),
- Support workers,
- Care assistants, and
- Community services.

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Course aims

This online Care Certificate Standard 1 (Understanding your Role) training course helps health and social care workers to understand their roles.

Your role will have a job description. This tells you what your primary duties and responsibilities are and who you report to. Ask your employer for a copy if you do not have it. You should know what is expected of you but also what is not included in your role.

Learning outcomes

On completion of this online Care Certificate Standard 1 (Understanding your Role) training course , you will have an improved understanding of the following:

- Your role – tasks and behaviours,
- Standards, codes of conduct and practice,
- Experiences, attitudes and beliefs,
- Your background and experiences,
- Values, aims and objectives,
- Health and safety – your rights at work,
- Health and safety – your responsibilities at work,

- Confidentiality – Data Protection,
- Equality Act 2010 – protected characteristics,
- Working conditions,
- Working in partnership,
- Advocacy,
- Effective partnership working, and
- Advice and support.

Course content

This online Care Certificate Standard 1 (Understanding your Role) training course covers the following:

- Understand their role,

  - Describe their primary duties and responsibilities,
  - List the standards and codes of conduct and practice that relate to their role,
  - Demonstrate that they are working by the agreed ways of working with their employer, and
  - Explain how their previous experiences, attitudes and beliefs may affect the way they work.

- Work in ways that have been agreed with their employer,

  - Describe their employment rights and responsibilities,
  - List the aims, objectives and values of the service in which they work,
  - Explain why it is essential to work in ways that are agreed with their employer,
  - Demonstrate how to access full and up-to-date details of agreed ways of working that are
  - relevant to their role,
  - Explain how and when to escalate any concerns they might have (whistleblowing), and
  - Explain why it is crucial, to be honest, and identify where errors may have occurred and to tell the appropriate person.

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- Understand working relationships in health and social care,

  - Describe their responsibilities to the individuals they support,
  - Explain how a working relationship is different from a personal relationship, and
  - Describe different working relationships in health and social care settings.

- Work in partnership with others,

  - Explain why it is essential to work in teams and partnership with others,
  - Explain why it is crucial to work in partnership with key people, advocates and others who are significant to an individual,
  - Demonstrate behaviours, attitudes and ways of working that can help improve partnership working, and
  - Demonstrate how and when to access support and advice about:

    - Partnership working, and
    - Resolving conflicts.

Why is this online Care Certificate Standard 1 training course essential?

Many regulations affect your role in health and social care. Regulations are rules that come from legislation or laws. The legislation establishes the general 'laws of the land'. Regulations provide specific ways in which those laws are interpreted and applied.

The skills and knowledge you need to carry out your role competently, and how you should work are set out nationally. You can find these in:

1. The Care Certificate is shared health and social care training. It is expected that new healthcare support workers and adult social care workers will complete the 15 standards before they work without supervision in any workplace.
2. The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. This has the moral and ethical standards expected of all health and social care workers.

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HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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ASSESMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.
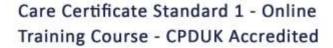
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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.

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YPO

Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA

NHS
City and Hackney
Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK

reed.co.uk

Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

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Statutory and Mandatory Training for Primary Care Providers

OSD Healthcare

"When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements".

Anne Joy, OSD Healthcare, Hemel Hempstead, UK

OneHealth.co.uk

Healthcare choice for everyone

Statutory and Mandatory Training for Healthcare Providers

"All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent".

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

edenbrown synergy

Online Training and Development for the Public Sector

"We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial."

David Sanchez, Eden Brown Synergy, London, UK

Nuffield Health

Blended Train the Trainer Courses for Healthcare Providers

"We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments".

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

The Mandatory Training Group - Online Training Courses

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses,

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development

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