



## Managing Care Certificates in ESR

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### About the Care Certificate

Following the Cavendish Review, the Care Certificate was established for Health Care Assistants, Assistant Practitioners, Care Support Workers and those giving support to clinical roles in the NHS where there is any direct contact with patients. These staff must complete the Care Certificate within the first 12 weeks of starting and to be awarded the Care Certificate the person must meet all of the outcomes and assessment requirements for all 15 standards.

For more information on the Care Certificate including details of the standards, evidence requirements, access to standardised workbooks and other support materials visit <https://hee.nhs.uk/work-programmes/the-care-certificate-new/>

The purpose of this document is to suggest options for managing Care Certificates within ESR.

### Position Competence Requirements

#### Options

1. Apply CCF Competence Requirements to all existing positions that require the Care Certificate, or use job role if appropriate.

It will be clear to new starters what the requirements are, however staff in the positions who started prior to 1<sup>st</sup> April 2015 will also see the new requirements that may not apply to them.

2. Create new positions for staff starting after 1<sup>st</sup> April 2015 - apply CCF Competence Requirements to these positions.

It will be clear to new starters what they are required to achieve, and training teams through ESR reports what positions require Care Certificate competencies, existing staff in current positions will be unaffected.

Recruitment teams will have to be clear which positions are to be used for new hires going forward and careful consideration should be given to the process to identify positions with your workforce lead and managers.

Organisations may opt not to use Competence Requirements, it might be unclear to managers and staff what training needs to be completed. The ESRBI Care Certificate dashboard has an option to report on staff who have been awarded competencies where competence requirements have not been applied.

#### Additional Support

To assist organisations, the NHS ESR Data Team offer a one time service for the mass update of Competence Requirements and Person Competencies. Raise a Support Call for the attention of the NHS ESR Data Team if you require an upload of national competence data.

## Resources

The following resources will give you further information on setting up Competence Requirements:

### Kbase

[OLM - Competence Requirements](#), this is also available as a course on ESR: Search for '000 ESR: OLM - Competence Requirements'

### ESR User Manual

[Define Competence Requirements](#)

## Recording Completion of Care Certificate Standards

There are a number of methods for recording completion of CCF Competencies, and a mixture of these methods can be combined, depending on the organisational approach to delivering the Care Certificate.

### Self Service

Employees can update their own competence, this could be after completing the assessment workbook for example. This will then be submitted for approval to their Manager who can approve the competence once they are assured that the employee has met the Standard, they can also request more information or reject.

Managers can also add the CCF competencies directly to employees' competence profiles once they are assured that the employee has met the Standard.

## Resources

The following resources will give you further information on managing competence profiles using Self Service

### Kbase

Employee Self Service [Managing your Competence Profile](#)

Manager Self Service [Manage Employee's Competence Profile](#)

These resources are also available as courses on ESR: Search for '000 ESR: Employee Self Service' or '000 ESR: Manager Self Service'

### ESR User Manual

[Employee Self Service - Managing Competencies](#)

[Manager Self Service - Update Employee Competencies](#)

### Learning Administration/Class Administration

Competencies can be added directly to an employee record in ESR using the Competence Profile form.

Courses or Learning Paths can be created and the relevant CCF competencies can be added. Learning Paths will enable all CCF related courses to be grouped together giving subscribed learners clear details on their progress with achieving the requirements such as time remaining to complete the courses and progress to date.

### Competence Update Settings

If the awarding of the competence requires approval from the employee's supervisor then the Competence Update Setting can be set to **Notification, Automatic Update after Approval**. If the competence can be awarded without approval then set the Competence Update Setting to **Automatic Update without Approval**.

### Other Ideas

Add workbooks as Learning Objects so that staff can download directly combine with online tests that replicate the Assessment questions so that an online record of attempts are recorded.

### Resources

The following resources will give you further information on using OLM:

#### Kbase

[OLM - Tests](#)

[OLM - Learning Paths](#)

[OLM - Creating Local e-Learning Content](#)

These resources are also available as courses on ESR: Search for 000 ESR: OLM - Learning Paths, 000 ESR: OLM - Creating Local e-Learning Content, 000 ESR: OLM - Tests.

#### ESR User Manual

[Create a Course](#)

[Adding a Learning Competency to a Course](#)

[Create a Learning Path](#)

[Create a Question Bank](#)

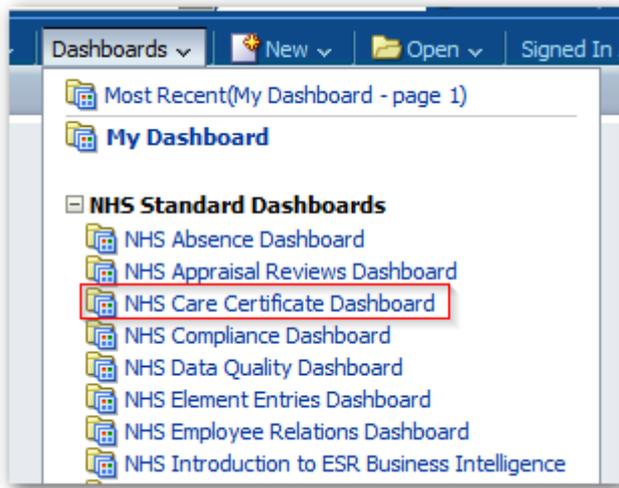
[Create a Test](#)

[Create a Test Section](#)

[Reviewing Test Statistics](#)

## Reporting on the Care Certificate

A 'Care Certificate' dashboard is provided in ESR BI to enable users to report on this subject. Once you are logged into ESR BI, select the Care Certificate Dashboard from the Dashboards link:



### Summary Tab

This is the initial page users will see when opening the care certificate dashboard. This analysis shows:

The number of assignments that have completed all of the care certificate competencies that they require divided by those assignments that have achieved at least one of the care certificate competencies that the assignment requires. For example if an assignment requires 15 care certificate competencies but has not achieved any of them, they will not be counted in the 'Started' or 'Completed' figure, however if an assignment requires 15 competencies and has achieved one of them, they will be counted in the 'Started' column as they are deemed to have 'Started' work towards completing the certificate.

In addition to this, users may select whether the dashboard should take account of competence requirements or not. For example you may allocate the CCF competencies to employees but have chosen not to set the CCF competencies as requirements against positions. Turning the switch to 'No' means you can still report on staff who have achieved competencies.



Table view also available:

Org L3	Assignments	Asgs Started	Asgs Completed	Asgs Completed %
	21	21	20	95.24%
	32	27	25	92.59%
	45	26	23	88.46%
	6	4	4	100.00%
	25	19	18	94.74%
<b>Grand Total</b>	<b>138</b>	<b>97</b>	<b>90</b>	<b>92.78%</b>

More than one grouping level is possible:

Org L3	Org L5	Assignments	Asgs Started	Asgs Completed	Asgs Completed %
		6	2	2	100.00%
		11	6	6	100.00%
		4	2	2	100.00%
		13	11	10	90.91%
		1	1	1	100.00%
		5	5	5	100.00%
		5	2	2	100.00%
		5	4	3	75.00%
		3	3	3	100.00%
		5	5	4	80.00%
		6	5	5	100.00%
		2	2	2	100.00%
		2	2	2	100.00%
		2	1	1	100.00%
		5	3	3	100.00%
		2	2	2	100.00%
		8	6	6	100.00%
		19	10	7	70.00%
		3	2	2	100.00%
		1	1	1	100.00%
		1	1	1	100.00%
		2	0	0	
		2	2	2	100.00%
		11	8	8	100.00%
		14	11	10	90.91%
<b>Grand Total</b>		<b>138</b>	<b>97</b>	<b>90</b>	<b>92.78%</b>

Clicking on the % or the bar in the graph view navigates the user to the 'By Person' tab. From this tab users can see all employees but can identify those employees who require at least one competency but have not yet started:

Framework:  Competencies:  Days from Hire Date to achieve competency:  Include Competency Requirements?  Yes  No

Amber From:  Green From:

Group by:

Org L2	Assignment Number	Employee	Position Title	Hire Date	Required	Achieved	Completed %
				13/04/2015	2	2	100.00%
				04/08/2015	2	0	0.00%
				27/07/2015	2	2	100.00%
				09/06/2015	2	2	100.00%
				01/04/2015	2	2	100.00%
				06/07/2015	2	0	0.00%

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Clicking on the Assignment Number navigates the user to the detail tab.

The user requires 2 competencies and has achieved them. Therefore, in this example the report will calculate compliance % = 100%.

Framework:  Competencies:  Days from Hire Date to achieve competency:  Include Competency Requirements?  Yes  No

Amber From:  Green From:

Group by:  and  and

Employee	Assignment	Employee Name	Organisation	Competency	Level Required	Competency Match	Date Last Awarded	Expiry Date	Level Achieved	Future Enrolment Date	Req. Inherited From	Awarded By	Title
				NHS CCF Standard 10: Safeguarding (Adults)		Match	23-May-2015					User	
				NHS CCF Standard 11: Safeguarding (Children)		Match	20-May-2015					User	

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## Further Information

If you require any other information then contact your [Account Manager](#).