



Solihull
METROPOLITAN
BOROUGH COUNCIL

Document 2

Personal Assistants: Developing Skills and Learning

Personal Assistants - Developing Skills and Learning – Document 2

Initial Training

It is good practise for PAs to be offered training; some courses which have proved useful are:

- Principles of Care
- Food Safety
- Infection Control
- Safeguarding Adults
- Moving and Handling
- First Aid Awareness
- Health Promotion
- Communication Skills
- Principles of Good Recording in Care

All PA's are expected to adhere to the practices and principles of any training they have undertaken in delivering services to their employer.

Client Induction

When an Employer takes on a PA they need to:

- Discuss the tasks to be provided,
- Assess what skills the PA already has
- Find out whether they need to develop other skills.

A good induction process will ensure the Employer receives the support they want and the PA achieves job satisfaction. By and large, Employers will induct/coach PA's into the work and role, making it clear what they want done and how. If they are able to access additional training for their PA, the PA will then need to work with the Employer to tailor what they have learnt to their particular needs & circumstances. Inducting new staff is a way for Employers to maximise their PA's ability to do the job properly.

The PA's induction may include:

- Getting to understand their Employer's way of doing things
- Becoming clear about any Health & Safety issues and discussing risks with their Employer
- Understanding any issues of capacity
- Being clear about their contract in terms of working times and job details

Further Training

NVQ and other Learning Opportunities

These include the NVQ in Health and Social Care, a nationally recognised qualification showing how a PA can work at a set national standard

In 2010 Skills for Care introduced the Qualifications and Credit Framework (QCF), a flexible approach enabling workers to gain credits for learning specific tasks which can then go towards an award, certificate or diploma.

Employers may want their PA's to gain additional knowledge and qualifications to benefit both of them.

What is available locally?

Both Employers and PAs can find out about local training courses by talking to the:

- Contact the Learning and Development Team at Solihull Council.
- Local Disability organisation or Carers' centre
- Citizens Advice Bureau
- Local Job Centre Plus
- By searching the internet for local courses and organisations offering training.

Funding for further Training

Some Employers only get enough funding to cover the costs of their support services. However, the local authority has to ensure that any PA working with a client on Direct Payments (both working with adults and children) has the necessary skills to do the job, so they should provide the training through local courses.

Other sources of funding and Internet links:

- Councils receive funding from the Department of Health to provide training in care and should have courses that PA's can attend. <http://www.dh.gov.uk/en/index.htm>
- Learning Skills Council "Train to Gain" funding <http://www.lsc.gov.uk/>
- "Skills for Care" funded training <http://www.skillsforcare.org.uk/home/home.aspx>
- Log on to Care E Learning Project <http://www.logontocare.org.uk/>

