

# FACTSHEET 20: Employee Training

## **Employer's responsibilities**

At the commencement of employment, a PA must receive any training specific to their role which may be deemed essential. Some training may be necessary prior to your PA commencing work. This should be discussed with your Social Worker and/or the Direct Payments Support Team. As with any employment PA's should be supported to develop their skills and understanding and be encouraged to undertake further training as they develop within their role.

Whilst it is your responsibility as a good employer to ensure that your staff are trained, certain essential training will be agreed with your social worker and this will be written down in your Care & Support Plan. Please discuss this with your Social Worker, your employer's liability insurance or Direct Payment Support Officer.

To keep on top of things it is advisable that employers keep a PA training record with the appropriate renewal dates. We can provide you with a template and support around this.

## **Independent Training Providers**

Any member of the Flintshire Direct Payments Support Team can provide you with a list of local training providers. If you need support to arrange training please let us know.

## **Flintshire Workforce Development Training**

Flintshire County Council receive money from the Welsh Government to offer training to the Social Care Workforce locally. This includes your Personal Assistants. If you would like to be added to the Workforce Development Team's mailing list, please contact [wdt@flintshire.gov.uk](mailto:wdt@flintshire.gov.uk).

## **Online Learning**

Flintshire County Council are working in partnership with Grey Matter Learning to offer online learning for PAs. This is a tool for employers to use to ensure PAs are suitably trained when commencing employment and throughout the duration of their employment. The council values the contribution that your PA's make and want to invest in their development.

## **Specialist and Mandatory Courses**

There are a number of courses that your PA may need to complete prior to, or as soon as their employment commences. These are course specific to the role you have recruited them for and that you deem as essential.

Courses such as Moving and Handling, or specialist medication training should be completed before undertaking the related task, failure to do so may affect your insurance cover.

As the employer, you need to advise your PA's what training is mandatory and the timescale for completion of this training. For example before employment commences, within 2 weeks, one month etc. We would advise you consider your liability and consult with your insurer for guidance regarding this

### **PA Induction Certificate**

The PA Induction Certificate is made up of 7 modules – certificates are awarded for each module and for the PA Induction Certificate once all 7 modules are completed.

1. Communication Skills
2. Equality and Diversity
3. First Aid Skills
4. Health and Safety
5. Infection Control
6. Person Centered Care
7. Safeguarding

We advise a target date of 2 months for completion of the certificate. If a learner already has the knowledge they can skip the learning and go straight to the assessment to recognise their knowledge.

As the employer, you decide whether you wish to make completing the PA Induction Certificate training mandatory, optional or not needed, and the timescale for completion (if applicable).

### **Personal Assistant's responsibilities (as per Personal Assistant Code of Conduct)**

Personal Assistants must;

Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills. This includes working in a lawful, safe and effective way, undertaking any training which is relevant to the post and updating training as necessary