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Empowering People Through Standards: Workforce Training for the TEC Sector

Frequently Asked Questions

To be used following the viewing of the webinar recording.

<https://attendee.gotowebinar.com/recording/1585592969222941610>

Value and Benefit Questions:

Q: What are the key benefits to my organisation?

A: The standardised training, informed through sector activity and discussion, and co-designed with the sector, will ensure robust training informed by real challenges and sector best practice. This will enable a de-risking of poor service outcomes for the organisation and ultimately minimise risk of death caused by poor service provision. Staff retention usually improves with better and consistent training. Also, recruitment is usually improved through a professionalisation of the workforce which encourages more staff to engage with the sector and those already in the sector are equipped with a standardised set of skills and knowledge that organisations can be confident about.

Q: How do I convince my management team of the value of the training?

A: There are numerous benefits, to the staff member, organisation and sector including improved outcomes for the sector, de-risking of poor outcomes for the organisation, improved staff retention and recruitment. Integrating more standardised care across the sector will enhance quality of care and better outcomes for individuals.

Q: How is this co-designed with the sector?

A: We established a stakeholder group which had members from Local Authorities; private service providers, and at Commissioner level. They advised on learning outcomes, content, design approach and will overview the assessment. The testing of the Alpha versions has been tested by existing workforce staff. We will continue to work in this way as we review the content on an ongoing basis.

Q: How will this training, aid retention of staff?

A: It is well researched that where staff feel invested in, they feel valued and valued staff are more likely to value their employer and role in return. This leads to improved retention outcomes. Staff also feel better equipped and more confident to undertake the role, again this leads to improved retention and improved staff support.

Staffing Questions:

Q: We have our own training team and staff complete a thorough induction, how is this different to what we already offer?

A: These core modules will not take away any of the requirements for your organisations training and induction for employees as these will include your own policies and procedures e.g. HR. This training will be a test of knowledge, skills and competence that are consistent



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across the TEC Sector for these roles and will reassure and give confidence to Managers and Commissioners of a competent workforce. It will assist to professionalise the TEC Sector with transferable TEC Sector skills.

Q: We currently undertake our own training on these topics, how will this training be better?

A: It will be standardised training and will create consistency of service across the sector, it will be informed by best practice and challenges observed through audit and through discussion with organisations across the sector; it is designed through best learning design principles which will be assured through CPD accreditation.

Q. What happens if my staffing ratio changes within the year?

A. Staffing ratios will be taken at the point of completion of the pre-questionnaire prior to the audit (3 months) and will allow some flex within the banding. This is an employee number contrary to whether they work full time, part time or are casual staff. The reporting function will identify staff progress and this can be accessed by the Manager and Auditor as part of the audit process.

Q: We will have staff starting at different times throughout the year, how will they access the training?

A: The online content will be available to all organisations on a 12-month cycle so staff will have access to the content at any point and can be onboarded at the organisation's discretion at the start of their employment. Your 12-month cycle will usually depend on your audit timing in the year and the training will be available from either June (Cohort 1) or January (Cohort 1a). If you are on a January cycle, you can pay earlier to have access to the materials from an earlier point if required.

Q. My audit month is in the second half of the programme, but I am keen for my staff to access the training material early, is this possible?

A. Yes, we can raise an invoice for the training element only and your audit invoice will fall as usual, 2 months prior to the audit.

Q. Is it necessary for staff to complete all the modules?

A. It is identified that there is significant cross over of roles and how closely each role within these 3 core modules impacts each area. As an example, if the assessor/installer does not gather the correct data for the monitoring centre then this could result in delays in identifying an appropriate response. It is therefore important that there is an understanding in how the roles align to ensure best practice for the end user. The content of the modules has been designed to be undertaken as a whole.

Auditees that complete other Service Delivery Modules:

Q. My organisation does not complete the relevant service delivery modules to access this training, but it would be beneficial for them to complete to improve their sector knowledge, is this possible?

A. Yes, it is providing that your organisation is QSF certified. This does not extend to subcontractors or elements of TEC contracts that are not QSF certified.

Q. My organisation is not QSF certified, can I have access to this training for my staff?

A. No, the workforce offer is only available to QSF certified organisations at present.



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Pricing Questions:

Q. We are a large organisation with a rolling recruitment campaign. How will this work for us?

A. We will work on the premise of employee numbers at point of the pre-questionnaire. As an example, the organisation has 50 staff but there are 5 losses of staff and 5 recruited, this will count as 50 employees. If there is an amalgamation of organisations or significant increase in staffing levels, then we will look at the impact on the current banding to ensure all staff have access to the learning materials.

Q: We already have a training team, so this is not going to be cost effective for us - it is more money?

A: We believe the QSF training demonstrates value for money at a maximum price of £25 per person. Many organisations have been undertaking training with TSA and paying significantly more per year. This core and standardised training will have significant benefits for the sector and one example is consistent training across the sector in a cost-effective way. Training teams can be utilised to enhance the training provided through TSA focussing on specific challenges identified within the organisation.

Q. How will the extra charge be shown on the TQ invoice?

A. The invoice will show TQ audit and Learning modules combined on the TQ invoice.

Banding Matrix:

Price Banding for E-learning modules based on number of employees delivering frontline operations.
All organisations would have access to all 3 training modules for their employees.



For QSF Certified Organisations
that complete a combination of Service Delivery Modules

- TEC Monitoring
- Assessment, Installation and Maintenance of TEC Social Alarms and Proactive and Preventative TEC.
- TEC Responder Services

- Cost per Employee on average £25 per head
- Invoice will be aligned to the current QSF audit invoice
- Invoiced amount covers cost of running the courses e.g. platform, administration, continued development of training modules over project, further training e.g. fire module
- Review of costs at end of each programme year.

Bands	Min Employees	Max Employees	Difference	Cost (£) per organisation	Fair Cost per User (Min) (£)	Fair Cost per User (Max) (£)
A	1	5	4	£106.25	£106.25	£21.25
B	6	10	4	£212.50	£35.42	£21.25
C	11	20	9	£425.00	£38.64	£21.25
D	21	30	9	£637.50	£30.36	£21.25
E	31	40	9	£850.00	£27.42	£21.25
F	41	50	9	£1,062.50	£25.91	£21.25
G	51	60	9	£1,275.00	£25.00	£21.25
H	61	70	9	£1,487.50	£24.39	£21.25
I	71	80	9	£1,700.00	£23.94	£21.25
J	81	90	9	£1,912.50	£23.61	£21.25
K	91	100	9	£2,125.00	£23.35	£21.25
L	101	120	19	£2,550.00	£25.25	£21.25
M	121	140	19	£2,975.00	£24.58	£21.25
N	141	160	19	£3,400.00	£24.11	£21.25
O	161	180	19	£3,825.00	£23.76	£21.25
P	181	200	19	£4,250.00	£23.48	£21.25
Q	201	250	49	£5,312.50	£26.43	£21.25
R	251	300	49	£6,375.00	£25.40	£21.25
S	301	350	49	£7,437.50	£24.71	£21.25
T	351	400	49	£8,500.00	£24.22	£21.25
U	401	450	49	£9,562.50	£23.85	£21.25
V	451	500	49	£10,625.00	£23.56	£21.25
W	501	560	59	£11,760.00	£23.47	£21.25
X	561	600	39	£12,750.00	£22.73	£21.25

LMS Questions:

Q. How do I keep track of my staff's learning progress?

A. The Learning Management System will log the progress of the learner and capture when a learner has completed and where they are in the learning journey. Named individuals within organisations will have access to the learner information and be able to download any reports.



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Q: How do I provide evidence for my audit, that staff have completed the training modules?

A: There will be a reporting system for Managers to monitor their staff through the modules whether they are onboarded but not started, in progress or completed. This will provide evidence for the Auditor of staff completion and any exceptions e.g. staff on sickness or maternity leave. Reports will be downloadable.

Q. How do I know if a member of staff is struggling to meet the pass mark?

A. The Learning Management System will capture the number of attempts a learner takes to pass but the learning design is such that learning will be reinforced and the aim is to support the learner to pass. There will be knowledge checks throughout the learning to underpin this aim. The summative (final) assessment will capture what the learners have retained and whether they have succeeded in successfully achieving the assessment aims.

Q. How do I sign my staff up to complete the training?

A. Your organisation and two of your staff can be administrators for the learning portal therefore you will have control of adding and removing staff to keep this current and to be able to track your staff's learning progress.

Further Information:

Q. Do I have to sign up to this training element of the QSF?

A. Yes. The training will be mandatory from June as part of the QSF Scheme. This will be included within the Scheme Change process in 2025 where criteria will be added for audit purposes into the Common Standards under The Workforce.

Q. When does this training go live?

A. The training will go live in June. Auditees will be asked for their training leads in April so that the portal is ready for the 'go live' date. Training on the portal will be available in May.

Q. I would like to speak with a member of the TQ team, who do I contact?

A. If you email into our TQ admin team they will be able to arrange a meeting with our TQ team. admin@tecquality.org.uk