Questions from the Admin/Trainer Workshop 21st May 2025.

What are the implications if a member of staff fails the 3rd attempt.
If staff fail three attempts, do they get further opportunities to complete the modules?

The TEC Quality team would require a deeper understanding of the organisation's intervention, and the support provided to the Learner – for example, whether the Learner is struggling with a specific area or being timed out of the assessment. Once satisfied, The TEC Quality team can provide the Learner with access to attempt the assessment again.

This issue would also be identified and discussed during an audit with the Auditor, who will be looking for specific evidence of organisational learner support to attain the required pass mark.

If courses are assigned in June, what timeframe does our organisation have to complete all modules?

Within 1 year. The course material will move to the next programme, each June.

Can organisation download the certificate or as administrators are we relying on the workers to download and send those to us?

The platform doesn't currently make the certificates available for organisational Admins; they are intended to be for the benefit of individual learners, e.g. when they move job within the sector. However, Admins can use the Learner / Activity Reports to track module completions to ensure that the Learner has completed all three modules successfully.

The certificate can be downloaded by the Learner and sent electronically to the Organisation.

Will staff need to renew the modules?

Yes, the modules will be updated, and learners will be required to demonstrate competency each year as part of the audit process.

Is there a possibility to host the modules within our organisation's LMS to create a more seamless learner journey?

Not at present. The modules themselves could be hosted on any mainstream LMS, but the custom pathways for different job roles, and the sophisticated assessment functionality, could be difficult to replicate.

As it is part of the audit process, it is important to ensure the robustness of the data and the TQ team have oversight.

How much knowledge does the learner need to have before attempting the modules i.e. could we introduce it as part of the induction training?

The e-learning is positioned to work through key learning outcomes over the 3 modules with a mix of learning materials and interaction for the learner, it could therefore be implemented as part of the induction process however, the organisations would need to be aware when best to introduce the learning based on the skills, knowledge and experience of the learner.

Is this now a mandatory part of the QSF for all services that are audited?

It is for those organisations that complete the Service Delivery modules:
- TEC Monitoring
- Assessment of, Installation and Maintenance of TEC (not for those that only install hard wired scheme equipment).
- Response Service

What happens after the 4-year programme?

We will collect feedback from the Learners and Organisations over the programme lifespan and review the materials and model to determine the future requirements from 2029/2030. As per TQ Handbook:
14.2.4 This is a 4-year e-learning training programme due to end June 2029, where a complete review of the programme will be undertaken by the TSA/TEC Quality.

If you have staff that work zero hours and come in just to cover occasional shifts, do they need to be included in the training?

All frontline staff as per the definition in the TEC Quality Handbook will be required to complete the training irrespective of the contract they hold with their organisation.
TQ Handbook: 14.2.3
'Any staff that come into direct contact with a Service User and/or customer to provide TEC information or service, either in person e.g. TEC Responder or Installer, or via a communication means such as social alarm alert or by telephone e.g. TEC Call Handler or Customer Service Officer etc. are considered frontline staff and will be required to complete the e-learning training'.

How will it work for our warehouse and customer service staff?

In accordance with the definition outlined in the TEC Quality Handbook (Section 14.2.3 and as above), the organisation is responsible for identifying existing roles within its structure and assessing whether the training requirements are applicable to these roles.