



Quality • Safety • Innovation

TEC Sector Workforce Training

Supporting Quality, Consistency and Confidence through Core Competency Assurance.

Why this training is so important:

The adult social care workforce is under real pressure. By 2040, we'll need to fill an estimated 540,000 new roles, and right now there are over 131,000 vacancies. Both the recent Skills for Care Workforce Strategy and ADASS (the Association of Directors of Adult Social Services) policy priorities have made it clear: we need smarter, scalable ways to strengthen our workforce. Technology Enabled Care has a big part to play.

But for TEC to work effectively, the people who deliver it must be confident in their skills and clear on their responsibilities, and that is why this new training has been developed by TEC Quality.

Launching in June 2025 and utilising our new LMS (Learning Management System), it marks a step forward in how we prepare, support and retain those working in TEC, especially on the frontline.

Why standardisation is crucial:

Training across the TEC sector is currently inconsistent. That inconsistency creates risk, especially where responsibilities overlap. One example: if a TEC assessor collects poor data, it can lead to delays or mistakes further down the line.

This training helps everyone understand the bigger picture – how their role links to others, and how quality and safety depend on every step being done well.



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Training objectives:

- To ensure the highest quality and safety of service delivery, to people that draw on care and support
- Reducing risks to service users by improving knowledge and practice
- Creating consistency across the TEC sector so services are more reliable and joined-up
- Supporting a more professional, recognised TEC workforce
- Giving staff the tools to feel confident in their roles, and stay in them longer
- Making high-quality training accessible and affordable
- Keeping content relevant through regular updates based on sector feedback and audit findings

The content has been co-designed with a wide range of partners, including local authorities, service providers and commissioners, to make sure it's grounded in the realities of the sector.

What's included:

The training includes three core e-learning modules, reflecting the interconnected nature of TEC roles such as assessors, installers and monitoring staff. These modules are designed to be completed as a full set.

Key features:

- CPD-accredited, built on best practice in online learning and accessibility
- Includes knowledge checks and short assessments (83% pass mark)
- Digital certificates issued on completion, including a QR code for employers to verify
- Annual certificates will build over the four-year programme

Note: This programme doesn't replace your own induction or policy-based training, it adds a national layer of consistent, role-specific knowledge and standards.



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How does the training benefit the sector:

Organisations completing the training can expect:

- Recognised, portable qualifications that help with recruitment and retention
- Improved service quality through shared understanding of roles
- Real-time progress dashboards for managers and auditors
- Flexibility for shift-based teams to access training when it suits them
- Updates informed by real-world feedback and risk audits

The programme will evolve each year to reflect new challenges, changes in technology, and audit insights.

Cost and access to the training:

This training is only available to organisations enrolled in the Quality Standards Framework (QSF), aligning closely with its requirements.

Costs are kept simple:

- Up to £25 per learner, calculated from staffing numbers recorded in the QSF pre-audit (three months before audit)
- Full 12-month access per learner
- Includes full-time, part-time and casual staff
- Numbers are locked in for the year, even if your staffing changes slightly
- We'll work with you to manage major changes like mergers

Costs are included in your annual QSF audit invoice to keep things streamlined.

Access is offered in two groups:

- Cohort 1 - Begin training in June 2025 or
- Cohort 1A Begin training in December 2025 (or cohort 1A can opt for an earlier start, contact the TQ team for further details)



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Which cohort applies to my organisation:

- Cohort 1 – This is for those organisations that have their audit between June 2025 and December 2025
- Cohort 1A – This is for those organisations that have their audit from January 2026 onwards

How it works:

- Staff complete modules at their own pace, with support built in.
- Each module ends in a short assessment (10 out of 12 correct answers to pass).
- Learners get two attempts at each module assessment; after that, the LMS temporarily locks and flags to the manager, allowing for additional support to be given. The LMS is unlocked after three days, to allow for a final assessment to be completed.
- Managers and QSF auditors can monitor staff progress via the portal.

What you need to do next:

- Appoint your training lead – Email their Name and Email address to us via: admin@tecquality.org.uk
- From the 2 June - Your training lead will be added to the LMS by the TEC Quality team, you will then receive a notification that you have been added as your organisations training administrator.
- Your admin lead will receive an email notification once they have been set up, which they should look out for. It may be necessary to check their junk/spam folder. Admins will be required to scan a QR code with an authenticator app before they log in and will need to create a password for their account.
- View our admin instructional video, via the following link
<https://vimeo.com/1086410958/4a06c45f09?ts=0&share=copy>
- Follow the instructions on the LMS in order to onboard your learners (this can be completed individually or as a group using a .CSV file)
- You are then in a position for your learners to commence their training



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- If you have any issues, please contact us via the support function in the LMS or via email: admin@tecquality.org.uk

Looking ahead:

We're committed to working for the sector to continuously evolve our training. We will gather feedback via the LMS and insight from the audit process and we will conduct annual reviews to ensure the content remains robust and relevant to the TEC sector.

Questions and support:

Our Training & Quality team is on hand to help.

Email: admin@tecquality.org.uk to book a call with us.