

Herts Care Professional Standards Academy

Throughout this document:

'*Care practitioner*' refers to a person of any level working within Care in Hertfordshire

'*Service user*' refers to anyone who uses social care services either privately or through a statutory body

'*CPD*' Continuing Professional Development (this could also refer to the records that show this such as certificates)

'*The standards*' refers to the Continuing Professional Development (CPD) standards

'*We*' or '*Us*' refers to the Hertfordshire Care Professional Standards Academy (Herts Care Academy)

'*You*' or '*Your*' refers to a care practitioner who joins the Hertfordshire Care Professional Standards Academy as an Affiliate

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1. Our Aims

The **Hertfordshire Care Professional Standards Academy**, the first of its kind in the county, is a partnership between HCPA and Adult Care Services (HCC) aimed at ensuring the entire Hertfordshire care practitioner workforce is trained to a professional, best practice standard across the county.

If you are a care practitioner based in Hertfordshire, you can sign up to the new Hertfordshire Care Professional Standards Academy **for free** as an 'Academy Affiliate' to start using the **learning passport** and **dedicated online portal**, which are designed to make it easy for care practitioners to:

- Track your continual professional training and development
- Earn points to access perks each time you complete a training course and register it through the academy
- Easily demonstrate your professional qualifications and transferable skills to current and future employers
- Identify potential career pathways

2. How it works

Step 1: Register by creating a profile on our portal

Step 2: Fill out all the details accurately and submit your application

Step 3: Sign into your profile by following the steps described in the sign up email and upload your current and relevant CPD (Please note, we require a minimum of one relevant certificate to be uploaded during the application process, however, you can return at any time to upload further certificates).

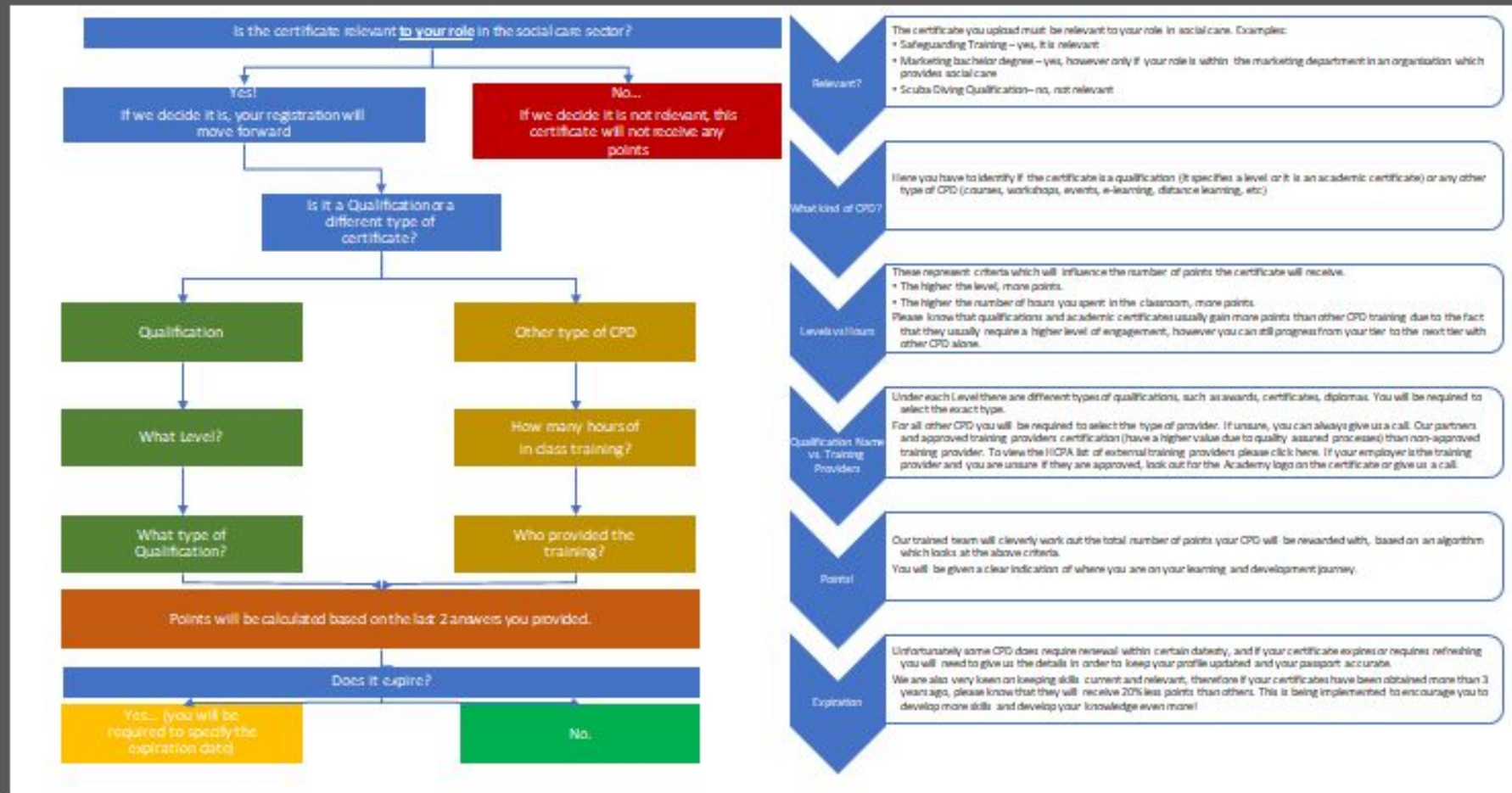
Step 4: Once you have registered and uploaded a minimum of one certificate, Herts Care Academy staff members will be able to assess your application, along with your record of training and development, in order to validate or decline your application. This will take around 7 working days.

Step 5: If you meet the eligibility criteria, we will calculate your tier based on the points that have been allocated to your CPD. Following verification, new Affiliates will be welcomed to the Herts Care Academy with an affiliate pack, which will include an Academy affiliate card with your unique affiliation number.

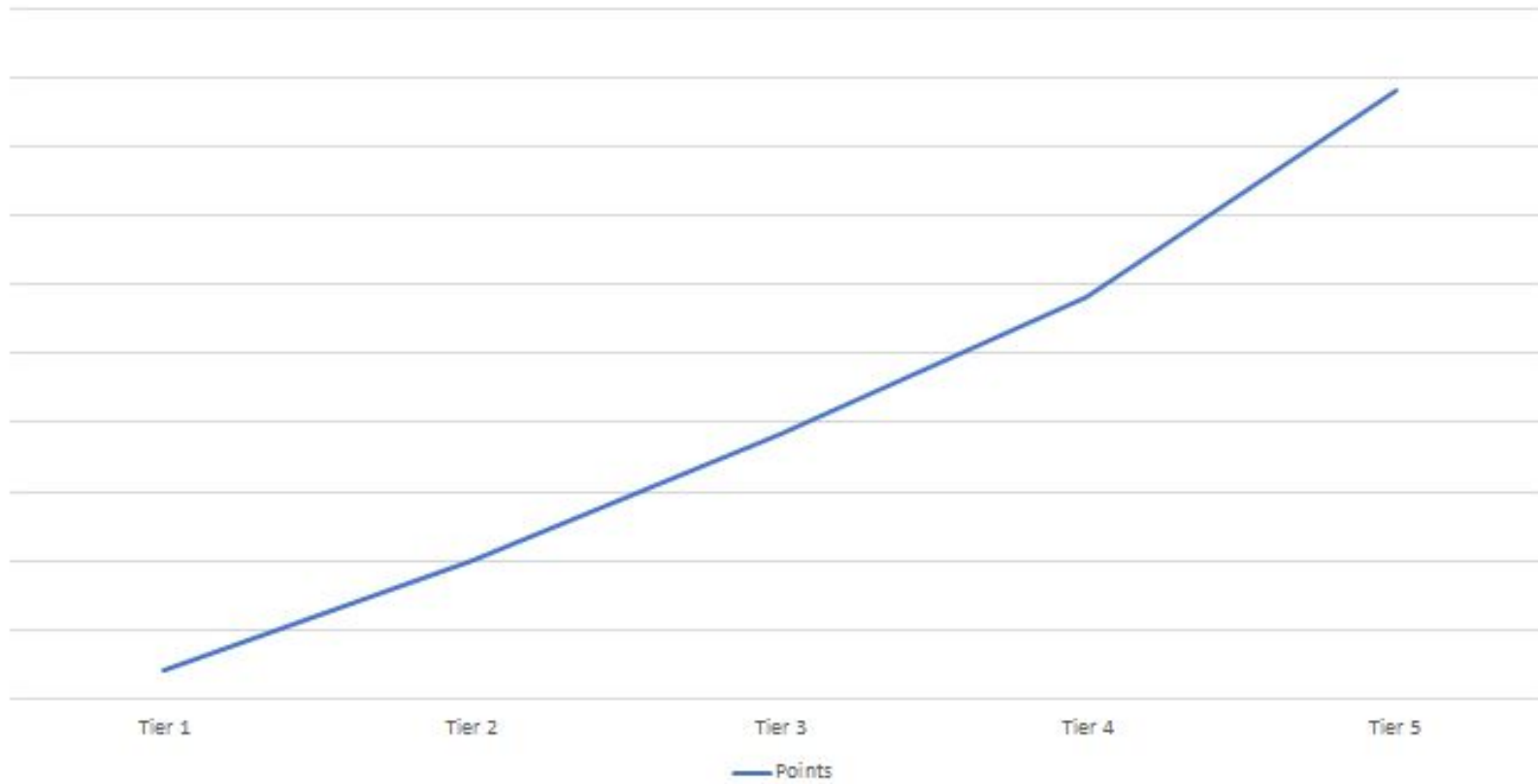
Step 6: All accumulated points will be added to your profile and will place your CPD profile on a tier.

Step 7: Each tier comes with certain benefits, which you will have access to when you reach the equivalent tier. Please note that Care Academy staff are continually working on benefits and more will be added as they are agreed. You will be notified of new benefits on your particular tier.

Step 8: It is in your interest to keep your profile updated at all times and continuously upload all new certificates in order to have your Academy card renewed and still be part of the benefits package; or even more benefits if you reach the next tier! There will be a minimum requirement of 1 certificate per year to be uploaded to keep your affiliation with the Herts Care Academy.



Points and Tiers



The precise details of our points system© is the intellectual property of HCPA and therefore we are not a liberty to publish our precise algorithm for awarding points. We are, however, able to provide a sliding scale, which will allow Affiliates to decide upon their next method of development.

1. E-learning
2. Distance learning
3. Training course with a non-approved training provider (either internal or external)
4. Training course with a hcpa approved training provider (either internal or external)
5. As 3 and 4 above but longer
6. Qualification unit
7. Qualification award
8. Qualification certificate
9. Qualification diploma
10. University access courses
11. University degree courses

Please note that from numbers 6 -12 there will be more points awarded depending on the level of the qualification.

Please also note these courses and qualifications must be relevant to your specific job role in the care sector.

Please note there is a 20% reduction on points for certificates that are over 3 years old

Please note any certificates with an expiration date will result in a reduction of points if they are not renewed

We will keep affiliates informed of their progress throughout the journey as soon as a new certificate is uploaded.

3. Standards of Use and Code of Conduct

Our standards for CPD are designed to demonstrate that you are continuing to learn and develop. This will enable you to work to the best practice standards set in Hertfordshire and are for the benefit of you and people who use the services you work in.

As an Academy Affiliate, you should work by these standards:

1. Maintain a continuous, up-to-date and accurate record of your CPD activities by regularly using your online portal
2. Seek to ensure that your CPD has contributed to the quality of your practice and service delivery and benefits the service user
3. Recognise, value and apply all lifelong learning opportunities
4. Provide the Care Academy Staff and your employer with honest and up-to-date information about your learning and development

4. Terms and Conditions

4.1. Eligibility to apply

The Hertfordshire Care Professional Standards Academy reserves the right to deny the applications of those who are **neither** of the following:

- A resident of Hertfordshire who has had relevant training within the Social Care sector in the last 12 months
- Currently working in a Social Care organisation within Hertfordshire who has had relevant training within the Social Care sector in the last 12 months

To remain compliant, you must:

- Maintain a continuous, up-to-date and accurate record of your personal details and your CPD activities by using your online portal
- Agree to work within our standards for continuing professional development framework.
- Engage in regular CPD (at least once a year) and keep a record of what you do by logging your training details on your own CPD portal.

4.2. Application and profile

Please fill out the registration page and profile honestly, carefully and accurately. You will be required to upload your photo of yourself in order for us to release an Academy card in your name. This card will be used to either access training, show to your employer, and future employer, and many other perks that are to come.

Please note that in order for your application to be complete, you must upload a certificate for any training or qualifications relevant to the Social Care sector, received within the last 12 months.

Acceptance onto the Hertfordshire Care Professional Standards Academy is subject to the successful submission of **at least one certificate** relevant to the Social Care sector obtained within the last 12 months.

4.3. Continuing Professional Development

Continuing Professional Development (CPD) describes a learning activity that you undertake to enhance your skills and help you to develop in your area of work.

Affiliates of the Herts Care Academy will be expected to engage with learning such as training workshops, conferences and events, some distance learning and e-learning programs may be considered as part of your CPD. However, face-to-face training will gain you more points within the Herts Care Academy structure.

This Academy can only accept certificated learning experiences and, therefore, cannot recognise experiences such as shadowing, reading or coaching.

CPD is linked to your Affiliation with the Herts Care Academy, so you need to meet our CPD standards year-on-year to remain an Affiliate.

You will notice that there is an expiry date on your Academy affiliation card. You will be issued with a new card each year, so long as you can prove that you have engaged in at least one piece of training or CPD activity related to social care during the last 12 months.

4.4. Benefits

Tier 1 - Herts Rewards

- Make discounted purchases from any one of over 800 Hertfordshire and UK retailers including Sainsburys, Argos, Boots, Marks & Spencers, Tesco, John Lewis/Waitrose, Pizza Hut and many more.
- With Cashback on so many retailers, you can shop around for the best price and get a Cashback reward on top with retailers such as Groupon, Thomas Cook, Virgin Media and Expedia plus savings on parking at UK airports.
- Earn discounts on the high street by buying gift vouchers in advance that you can then spend in-store.

Tier 2 - Herts Rewards

- Make discounted purchases from any one of over 800 Hertfordshire and UK retailers including Sainsburys, Argos, Boots, Marks & Spencers, Tesco, John Lewis/Waitrose, Pizza Hut and many more.
- With Cashback on so many retailers, you can shop around for the best price and get a Cashback reward on top with retailers such as Groupon, Thomas Cook, Virgin Media and Expedia plus savings on parking at UK airports.
- Earn discounts on the high street by buying gift vouchers in advance that you can then spend in-store.

Additional Tier 2 benefits coming soon!

Tier 3 - Herts Rewards

- Make discounted purchases from any one of over 800 Hertfordshire and UK retailers including Sainsburys, Argos, Boots, Marks & Spencers, Tesco, John Lewis/Waitrose, Pizza Hut and many more.
- With Cashback on so many retailers, you can shop around for the best price and get a Cashback reward on top with retailers such as Groupon, Thomas Cook, Virgin Media and Expedia plus savings on parking at UK airports.
- Earn discounts on the high street by buying gift vouchers in advance that you can then spend in-store.

Additional Tier 3 benefits coming soon!

Tier 4 - NUS Rewards

- Get incredible discounts on a wide variety of purchases from beauty to entertainment, health and fitness to travel and supermarkets to fashion.
- Unlock loads of international discounts, with 42,000 available in 130 countries, including travel, accommodation and tourist attractions with Lonely Planet, Homestay, Sea Life Orlando, Gatwick, Heathrow and Stansted Express, ACP Rail and much, much more.

Tier 5 - Herts Rewards

- Make discounted purchases from any one of over 800 Hertfordshire and UK retailers including Sainsburys, Argos, Boots, Marks & Spencers, Tesco, John Lewis/Waitrose, Pizza Hut and many more.
- With Cashback on so many retailers, you can shop around for the best price and get a Cashback reward on top with retailers such as Groupon, Thomas Cook, Virgin Media and Expedia plus savings on parking at UK airports.

Earn discounts on the high street by buying gift vouchers in advance that you can then spend in-store.

4.5. Re-Applying for a lost card

When you become a user, you will receive your first Herts Care Academy card free of charge. The validity of your Herts Care Academy care is for 12 months from the date of issue. In the event that you lose your Herts Care Academy card, you can re-apply for a new card but are required to pay an administration charge of **£8**. If you have lost your Herts care Academy card more than three times, you will no longer be issued one, however, you can still access the online benefits of the Herts Care Academy. Herts Care Academy reserves the right to deny issuing new cards to any user at it's own discretion.

4.6. Employers

The Herts Care Academy works with individual social care practitioners and does not have any role in regulating employers. This means these CPD standards are a personal responsibility that all affiliates have to meet to stay affiliated to us. We do work with employers to urge them to ask their staff to sign up to the Herts Care Academy as we feel it is a mark of a quality provider who encourages lifelong learning and supports staff in their professional standards of development.

We will regularly communicate with employers to make sure they are aware of the Academy and what it means for them. You can personally choose to be part of our Academy, even if your employer does not engage with Academy activity.

4.7. Our role

We will work with Affiliates to support you in meeting our standards.

Following your submission, we will:

- Verify your certification
- Add points to your profile account
- Notify you whenever you have moved up a Tier and inform you of your new Affiliate benefits and of any additional benefits as they become available

The Herts Care Professional Standards Partners have the right to:

- Refuse an Affiliate application or remove affiliation at any time from any Affiliate Member. This is at the sole discretion of the Care Academy Partners and any decision is final, subject to the stated appeals process.
- Change the points value of any CPD that has been uploaded
- Change the calculation method / algorithm for the points and tier system
- Decline or erase points if a certificate is suspected of not being genuine
- Change the rewards by adding or removing benefits at any time

4.8. Limitations

The site cannot and does not contain professional advice. The professional information is provided for general informational and educational purposes only and is not a substitute for professional advice.

The information provided by Hertfordshire Care Professional Standards Academy is for general information purposes only and the information provided on this site, portal and offers, are in good faith. We make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any information on the site.

The Academy has no liability for courses delivered (some are approved, and some not). This is included in the Terms and Conditions. “HCPA will not be responsible for the content or experience third party providers may offer under training, rewards and benefits. The use and reliance of any information provided by third party partners is solely at the affiliates risk.” The Academy, as part of HCPA, is covered by a general, public, professional and management liability insurance policy of up to £5,000,000. It should also be noted that HCPA have The Matrix (Information Advice and Guidance) Accreditation.

We shall not have any liability to you for any loss or damage of any kind incurred as a result of the use of our site, portal or rewards, or reliance on any information provided on the site.

We will not be responsible for the content or experiences third party providers may offer under training, rewards and benefits. The use and reliance of any information provided by third-party partners is solely at your own risk.

To the maximum extent permitted, the services performed and provided by us and our partners, including benefits, are provided “as is” and “as available”, with all faults and without warranty of any kind.

No verbal or written information or advice given by the Herts Care Academy and their partners shall create a warranty.

4.9. Termination

You have the right to terminate your account with us at any point by following the steps on your profile. Please note that by terminating your account you will no longer be able to access your CPD or your rewards.

If our services and benefits are abused, misused or exploited in any manner deemed to violate the conditions of your CPD conditions, your account may be terminated (see 4.7. above).

If you fail to update the portal on a regular basis or you haven't undertaken any relevant CPD in the last 12 months, your account and rewards will be suspended.

If you are no longer working or actively seeking employment within the social care sector, it is your responsibility to inform the Care Academy to ensure the termination of your account.

4.10. Readmissions

If your account has been terminated and you wish to be readmitted, you will be required to rejoin through the application process.

4.11. Comments, Complaints and Feedback

If you have any comments that you would like to share with us, please contact elenacatalin@hcpa.info.

5. Appeals Process

The appeals process is for **applicants who have been unsuccessful in their application** for affiliation with Herts Care Professionals Standards Academy. This process does **not** deal with complaints against a staff member of Hertfordshire Care Providers Association, or Academy affiliated partners, **nor** does this process deal with complaints if a user is dissatisfied with a service provided by affiliated partners. It should be noted that there are **no other grounds** for an appeal.

We will, within reasonable means, try and assist in understanding the grounds upon decisions that have been made and, by agreement, we may recommend a particular course of action. In some instances, the advice recommended may include that you have **no grounds for an appeal** or that **an appeal is likely to be unsuccessful**.

In the event of continuing with an appeal, a letter must be sent to HCPA letter citing the reasons for the appeal and, where necessary, providing information and documentation to support the appeal. The appeal letter must be addressed to the Chief Executive Officer at sharondavies@hcpa.info; doing so will incur a **£20 administration fee**. The administration fee, however, will be refunded if the applicant's appeal is successful.

Once all relevant documents have been gathered and the appeal has been considered, the Chief Executive Officer will make one of following three decisions:

- To **reject** the proposal
- To **accept** the affiliates proposal
- To **negotiate** a different proposal

The outcome of the decision will be stated in writing and any and all decisions are **non-contestable and final**.

If you are considering an appeal, it is advisable to speak with a member of Hertfordshire Care Providers Association by contacting elenacatalin@hcpa.info.