

TRANSFORMING LIVES

THROUGH DIGITAL INNOVATION

TEC Quality

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

Competency Based Learning For The TEC Sector

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Quality Standards Framework and UKAS Accreditation





Elevating standards and driving continuous improvement in technology enabled care

- TEC Quality is the only UKAS accredited Auditing Scheme in the UK for Technology Enabled Care.
- The United Kingdom Accreditation Service (UKAS) is the national accreditation body for the United Kingdom, appointed by Government to ensure Quality and Safety.



Certified Organisation









Addressing the Workforce Needs of the TEC Sector

Escalated from members through TSA membership – Risk to the Sector with issues with recruitment and retention of staff

Feedback from audit process of challenges and common trends within audits.

Learning from previous TSA training and workforce courses and materials and the need for flexible learning models.

The need to recognise the skills and knowledge of the TEC Sector by investing in the workforce with a recognised and professionalised training programme.





Developing Essential TEC Sector Training

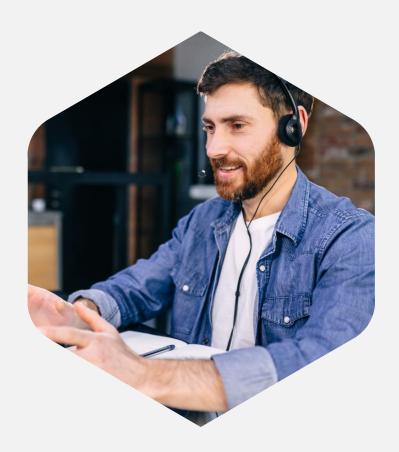
Through a Collaborative approach:

- TSA Members event
- TSA SRIG (Sector Risk and Innovation Group)
- TSA ICG (Innovation and Challenge Group) formed with TSA/TQ members
- TQ Developed the content
- Webinar with TQ Auditees
- 1:1 meeting with TQ Auditees
- Survey feedback captured from QSF Certified Organisations
- Testing and feedback by frontline staff across a range of Organisations



The Value of a National TEC Training Model





- Ensures national standardised compliance and competence across the sector
- Supplements and enhances existing in-house training programmes
- Mitigates risk and provides assurance to stakeholders
- Improved recruitment and retention:
 - Through investment and development of staff
 - Professionalisation of the TEC role with CPD qualification.
- Supports other business initiatives
- Requirement for the learning design approach to be drawn from strong academic Higher Education principles for online learning





The E-learning Process and Cycle – 2025 – 2028 4-year programme model

01

Year 1 Programme 1

June 2025 – December 2026

Training Material
Launched June 2025
– cohort 1 – June to
June

Dec 2025 – cohort 1a – December to December.

Programme 1 closes

02

Year 2 Programme 2

June 2026 – December 2027

Revised training material Launched

June 2026 – cohort

Dec 2026 – cohort 1a

Programme 2 closed 31st DEC 2027

03

Year 3 Programme 3

June 2027 – December 2028

Revised training material launched

June 2027 – cohort

Dec 2027 – cohort

Programme 3 closed 31st DEC 2028

04

Year 4 Programme

June 2028 – December 2029

Revised training material launched

June 2028 – cohort 1

Dec 2028 – cohort 1a

Programme 4 closed 31st DEC 2028



Who this is for? QSF certified organisation that deliver:

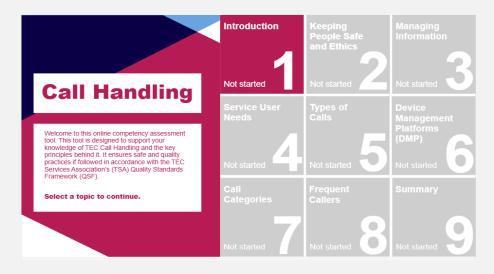


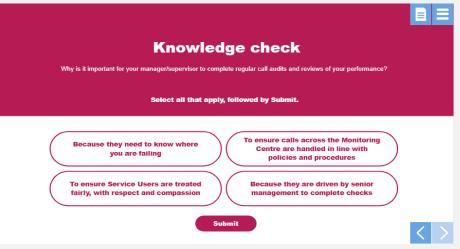


- TEC Monitoring
- Assessment, Installation and Maintenance of TEC (not organisations installing/maintaining hardwired systems only)
- TEC Response Service

What is included in the E-learning training:

- Training through an e-learning platform
- Easy to use platform for Employees and Managers
- Clear learning outcomes identified across the modules
- Knowledge checks to test learning throughout the modules
- Re-enforcing of process for frontline staff
- Versioned programme of training updated annually.
- Module assessment to test competency
- Reporting function for Managers/Auditors





Updates to the QSF





An update of the TQ Handbook will include a Training section in 2025.

It will be a mandatory requirement of the audit to achieve accreditation from June 2025.

There will also be additions to the criteria through the Scheme Change Process:

Sept/Oct 2025 - Working towards all frontline staff completing the TSA/TQ Workforce Development Core Modules as part of the mandatory requirement to achieve QSF certification, in line with their audit cycle

Sept/Oct 2026 - All frontline staff must complete the relevant programme for the TSA/TQ Workforce Development Core Modules as part of the mandatory requirement to achieve QSF certification, in line with their audit cycle



The training will support, enhance and measure competence and gives overall reassurance that your staff are competent.





Next Steps

- The training will go live at the beginning of June 2025.
- Demonstration of the modules will be available at ITEC 2025 on the TSA/TQ stand in the reception.
- Our TQ support team are available on a 1:1 basis for more information.
- A train the trainer session to manage the platform administration function will be completed via MS Teams for QSF Certified Organisations.
- SRIG ICG will continue to work on e-learning training module: Phase 2 A fire e-learning module will be developed, scheduled for inclusion in 2026







TEC Quality

Our SRIG and Testing Partners:

















Sunderland Care and Support

Thank You

www.tecquality.org.uk

#ITEC2025



TSA TE 25

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