



LEARNER GUIDE • PRIVATELY FUNDED QUALIFICATION

Highfield Level 2 Certificate in Adult Care

The Highfield Level 2 Certificate in Adult Care is a nationally recognised qualification designed for individuals who are working in the adult care sector. Regulated by Ofqual, this qualification provides learners with the essential knowledge and understanding required to deliver safe, effective and person-centred care and support.

Throughout the programme, you will develop your understanding of key areas of adult care practice, including safeguarding, communication, duty of care, equality and diversity, health and wellbeing, and supporting individuals to achieve positive outcomes.

Unlike an Adult Care apprenticeship, which combines employment, workplace competence assessments and End-Point Assessment, this qualification focuses on developing the underpinning knowledge required for the role. It can be completed more flexibly and within a shorter timeframe, making it ideal for both new and experienced care staff who wish to gain a recognised qualification, enhance their professional development, or prepare for further study and career progression within the care sector.

By completing this qualification, you will gain a respected industry credential that demonstrates your commitment to providing high-quality care and support.

20 Weeks

Typical
Programme
Duration

10

Delivered
Sessions

15

Learning
Modules

100%

Achievement
Rate in 25-26

The Link Training • Huddersfield
Delivered in partnership with your employer



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ABOUT THE QUALIFICATION

What this qualification is

The Highfield Level 2 Certificate in Adult Care is designed for individuals who are currently employed within the adult social care sector and wish to develop or formalise their knowledge, understanding and workplace competence.

What will this qualification help you achieve?

- Gain a nationally recognised Level 2 qualification
- Build confidence in your care practice
- Improve your knowledge of safeguarding, communication and person-centred care
- Support progression to senior care roles and further qualifications
- Demonstrate your commitment to high-quality care

What you will study

01 The principles of understanding own role in adult social care	02 Personal development in adult social care settings
03 The principles of duty of care in adult social care settings	04 Promoting equality, diversity, inclusion and human rights
05 Promoting person-centred practice	06 Promoting effective communication
07 The principles of privacy and dignity	08 Promoting nutrition and hydration
09 Awareness of mental health and dementia	10 The principles of adult safeguarding
11 Understanding the principles of safeguarding children	12 Promoting health, safety and basic life support
13 Effective handling of information	14 Infection prevention and control
15 Understanding learning disability and autism	

There is no unit choice to make

All 15 units are mandatory, so you do not need to pick options at enrolment. Your tutor will sequence them with you so the order suits your role and the opportunities in your workplace.

You draw on real practice

Most units connect directly to things you already do — communication, dignity, safeguarding, infection control — so your evidence comes from your everyday work, not invented scenarios.

Getting started

Step 1 — Your information call

Before you enrol, you will have an informal chat with The Link Training, by phone or face-to-face. It is a two-way conversation and a chance to ask anything before you commit.

We will:

- ✓ Explain what the qualification involves and what is expected of you
- ✓ Confirm you are working in an adult care role
- ✓ Talk through how the qualification is delivered and assessed
- ✓ Identify any additional learning support you may need
- ✓ Agree any reasonable adjustments
- ✓ Confirm your employer supports workplace observations

Step 2 — Application and enrolment

A short application form

You provide your full name, home address, telephone number and email address.

Photographic ID

A passport, driving licence or other government-issued photographic identification.

Once your application has been reviewed and your identification verified, you are enrolled and can start. There are no English, maths or ICT initial assessments, no apprenticeship eligibility checks and no off-the-job training calculations to complete.

Eligibility Requirements:

- Employment in a relevant care role
- Employer support for completing the qualification
- Access to workplace evidence
- Ability to complete assessments
- ID verification

This is not an apprenticeship — so you do not have to:

- Complete and record off-the-job training hours
- Take Functional Skills English, maths or digital skills qualifications
- Complete apprenticeship paperwork, agreements or commitment statements
- Receive employer funding approval through the Digital Apprenticeship Service
- Sit an End-Point Assessment (EPA) or Apprenticeship Assessment (AA)

Your OneFile e-portfolio

Everything you produce lives in one place, online, and you can reach it whenever suits you.

What you use OneFile for

- What you use OneFile for
- Access learning resources and teaching materials
- Complete and submit your knowledge work
- Upload evidence from your practice
- Receive feedback from your assessor
- Review your targets and action plans
- Track your progress towards achievement
- See your completed progress reviews
- Message your tutor

What your employer can see

- Your progress through the qualification
- Work you have completed
- Assessor feedback
- Achievement against the units
- Progress reviews, which they sign
- Targets and action plans
- Review documentation

Getting the most from OneFile

Log in between sessions, even briefly. Uploading a short piece of evidence while it is fresh — a reflection after a shift, a photo of a completed form, a voice note — is far easier than trying to remember it weeks later, and it keeps your tutor's feedback regular and up to date.

Your manager having their own access is a good thing: it keeps them involved, makes it easier for them to give you time and opportunities, and means nobody is guessing about how you are getting on.

How you are assessed

Assessment is built around the job you already do. There is no exam and no End-Point Assessment

Knowledge work — your way

We know people learn differently. You can evidence your knowledge through any of these:

Written

- Typed responses
- Handwritten answers

Spoken

- Voice recordings
- Professional discussions with your tutor

Workplace observations

You will complete a minimum of **two workplace observations**, where your tutor sees you working. They are there to confirm your:

- Occupational competence
- Consistency in practice
- Safe working practices
- Professional behaviours
- Application of what you have learned
- Person-centred approach to the people you support

Further observations can be arranged if more evidence is helpful.

Progress reviews

A minimum of **two formal progress reviews** take place during the programme, involving you, your manager and your tutor. They are used to monitor progress, review your work, identify support you need, gather employer feedback and set your next targets. All review records, targets and action plans are stored in OneFile.

No End-Point Assessment

Because this is not an apprenticeship, there is no EPA or Apprenticeship Assessment to prepare for. Your achievement is judged on the work you complete and the competence you show in your workplace — assessed steadily throughout your programme, not in one event at the end.

How and when you learn

Training is delivered flexibly and around your working life.

Where and how

- In your own workplace
- Face-to-face with your tutor
- One-to-one, or in group sessions

The recommended pattern

One **3-hour session every 3 weeks**, split as 1.5 hours of tutor teaching followed by 1.5 hours of supported portfolio work.

That second half matters: it means much of your written work gets done with your tutor beside you, not in your own time.

You will see your tutor at least **once every calendar month**, and there is **no weekly study-hours requirement** — unlike an apprenticeship, you are not required to spend six hours a week on off-the-job learning.

How long it takes

We will work with you and your employer to set your planned programme duration and end-date. You achieve once you have met all the requirements. Most learners need around **10 tutor sessions**, and many complete in around **20 weeks** where sessions run fortnightly. If you already have significant adult care experience, you may get there sooner.

Your agreed end date

At the start, you, your employer and The Link Training agree on your target completion date. **This date should be treated as your planned completion date. In exceptional circumstances an extension may be agreed.** To complete your programme and achieve your qualification, you will need to complete the 15 units, knowledge evidence, skills observations, progress reviews and be signed off as competent by your tutor. Plan your time from day one, and tell your tutor early if anything is getting in the way.

Your working life, fees and funding

Your working pattern

Provided your employer has assessed you as competent and you work to their policies, procedures and risk assessments, you may:

- Work night shifts
- Undertake lone working duties
- Carry out your normal contracted duties

Your employer remains responsible for making sure you work safely and within their organisational requirements.

What your employer does for you

- ✓ Supports your attendance at training sessions
- ✓ Gives you opportunities to demonstrate competence
- ✓ Takes part in your progress reviews and gives feedback
- ✓ Supports your workplace observations
- ✓ Monitors your progress through OneFile and signs review documentation

Fees and funding

Course fee

£1,540 per learner, paid directly to The Link Training. The first 60% is due within 30 days of your start date; The final 40% is payable prior to certification.

Skills for Care LDSS

Your employer may be able to reclaim some or all of the cost through the Skills for Care Learning and Development Support Scheme, subject to eligibility and available funding.

We provide evidence of payment, registration details, achievement confirmation and certificate copies to support a claim.

Something to Consider: Course fees remain payable in full whether or not you achieve, withdraw or leave employment. Some employers therefore ask staff to sign a separate training agreement covering repayment if you leave or do not complete — read anything you are asked to sign, and ask questions before you do.

Programme Completion

To achieve the qualification you must:

- ✓ Complete all 15 mandatory units
- ✓ Successfully complete all required knowledge work
- ✓ Successfully complete a minimum of 2 workplace observations
- ✓ Demonstrate occupational competence in your role
- ✓ Take part in your progress reviews
- ✓ Meet all qualification assessment requirements

You will be awarded the

Highfield Level 2 Certificate in Adult Care

A regulated, nationally recognised qualification you keep for life — evidence of your knowledge and competence for this role and your next one.

Your personal enrolment checklist

Before you start

- Have your information call and ask your questions
- Complete the application form
- Have your photographic ID ready
- Agree your session pattern and end date with your manager
- Raise any support needs or adjustments early

While you are on programme

- Attend every session you can
- Keep OneFile up to date between sessions
- Choose the evidence method that suits you
- Prepare for your observations
- Speak up quickly if you fall behind

Questions worth asking before you enrol

- When and where will my sessions take place, and who covers my shift?
- Who will my tutor be, and how do I contact them between sessions?
- When are my two observations likely to happen?
- What support is available if I find the written work difficult?
- Is my employer asking me to sign a separate training agreement?

NEXT STEPS

Ready to get started?

At The Link Training we work alongside you and your employer to build knowledgeable, competent and confident adult care staff through flexible workplace learning.

What you can expect from us

- ✓ Flexible delivery in your own workplace
- ✓ Specialist adult care tutors
- ✓ OneFile e-portfolio access
- ✓ Real-time progress tracking
- ✓ Flexible ways to submit evidence
- ✓ Workplace observations that fit your shifts

And throughout your programme

- ✓ Employer access to your progress
- ✓ Regular progress reviews
- ✓ Individual learner support
- ✓ A Highfield-regulated qualification
- ✓ Support from enrolment to certification

Three things to do next

1. Talk to your manager about the sessions and observation time you will need.
2. Book your information call with The Link Training and bring your questions.
3. Get your photographic ID ready so enrolment is quick.

Disclaimer and information accuracy

The information in this guide is accurate at the time of publication and has been developed using the latest guidance from Highfield Qualifications, Skills for Care, Skills England, the Department for Education and other relevant sector bodies. Qualification requirements, assessment arrangements, funding opportunities, reimbursement schemes and programme fees are subject to change without notice — in particular the availability, eligibility criteria and reimbursement values of the Skills for Care Learning and Development Support Scheme (LDSS). The current fee of £1,540 per learner and any LDSS information are correct at publication but may be amended in line with future funding announcements, Skills for Care guidance, awarding organisation requirements or government policy. The Link Training will communicate significant changes promptly; please check the latest guidance before making financial or development decisions.