



TRANSFORMING LIVES

THROUGH DIGITAL INNOVATION

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

TEC
Quality

Competency Based Learning For The TEC Sector

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Quality Standards Framework and UKAS Accreditation



Certified Organisation

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.





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 1
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 1
Dec 2027 – cohort 1a
Programme 3 closed 31st DEC 2028

04

Year 4 Programme 4
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

Call Handling Welcome to this online competency assessment tool. This tool is designed to support your knowledge of TEC Call Handling and the key principles behind it. It ensures safe and quality practices if followed in accordance with the TEC Services Association's (TSA) Quality Standards Framework (QSF). Select a topic to continue.	Introduction Not started 1	Keeping People Safe and Ethics Not started 2	Managing Information Not started 3
	Service User Needs Not started 4	Types of Calls Not started 5	Device Management Platforms (DMP) Not started 6
	Call Categories Not started 7	Frequent Callers Not started 8	Summary Not started 9

Knowledge check

Why is it important for your manager/supervisor to complete regular call audits and reviews of your performance?

Select all that apply, followed by Submit.

Because they need to know where you are failing

To ensure calls across the Monitoring Centre are handled in line with policies and procedures

To ensure Service Users are treated fairly, with respect and compassion

Because they are driven by senior management to complete checks

Submit

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



The TSA logo is a red hexagon with the letters "TSA" in white, bold, sans-serif font. A small "TM" trademark symbol is positioned to the upper right of the letter "A".

TSATM

The TEC Quality logo is a red hexagon with the letters "TEC" in white, bold, sans-serif font on the top line, and the word "Quality" in a smaller white, sans-serif font on the bottom line.

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Our SRIG and Testing Partners:

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Thank You

www.tecquality.org.uk

#ITEC2025

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