

# **EMAIL RESPONSE TO TQUK**

## **TQUK Level 3 Diploma in Adult Care (RQF)**

Qualification Number: 610/0103/6

Centre: T21 Services UK

Centre Number: #36257481088

November 2025

## EMAIL RESPONSE TO TQUK

To: Quality@tquk.org

Cc: support@tquk.org

Subject: Re: CDA Approval Request – T21 Services UK (36257481088) – Level 3 Diploma in Adult Care (RQF) - COMPLETE SUBMISSION

Dear Rachel,

Thank you for your feedback on our CDA submission. We have now completed the full assessment materials for all mandatory units and clarified our delivery approach.

## UPDATED SUBMISSION - ALL MANDATORY UNITS INCLUDED

We have now prepared comprehensive assessment plans for ALL 7 mandatory units:

- ✓ Unit 1: Duty of Care in Health, Social Care or Children's and Young People's Settings (20 GLH)
- ✓ Unit 2: Equality, Diversity and Inclusion in Health, Social Care or Children's and Young People's Settings (20 GLH)
- ✓ Unit 3: Person-Centred Practice in Adult Social Care (20 GLH)
- ✓ Unit 4: Safeguarding and Protection in Health and Social Care (20 GLH)
- ✓ Unit 5: Communication in Health, Social Care or Children's and Young People's Settings (20 GLH)
- ✓ Unit 6: Health and Safety in Health and Social Care (20 GLH)
- ✓ Unit 7: Continuing Professional Development (CPD) in Health and Social Care (20 GLH)

Total Mandatory GLH: 140 hours

## > ASSESSMENT METHODOLOGY CLARIFICATION

Our materials are structured assessment tools, not information sheets. Each unit includes:

### 1. Learning Content (Study Materials)

- Comprehensive theory and knowledge
- Real-world examples and case studies
- Best practice guidance
- Regulatory framework

- Interactive activities

## **2. Assessment Activities (Evidence Generation)**

Each unit uses multiple assessment methods for triangulation:

- Observation - Assessor watches learner work in care setting
- Professional Discussion - Assessor questions learner on knowledge
- Witness Statement - Colleagues confirm competence
- Reflective Account - Learner reflects on practice
- Product Evidence - Care plans, risk assessments, documents created by learner
- Case Study Analysis - Learner analyzes scenarios
- Practical Demonstration - Learner demonstrates skills (e.g., hand washing, moving & handling)
- Written Assignment - In-depth knowledge assessment

## **3. Assessment Criteria Mapping**

- Each activity mapped to specific learning outcomes
- Clear demonstration of how criteria will be met
- Multiple evidence types for robust assessment
- Quality assurance through IQA sampling

Example (Unit 1 - Duty of Care):

- Professional Discussion covers LO1.1, LO1.2, LO2.1, LO2.2, LO3.1, LO3.2
- Reflective Account covers LO2.1, LO2.2, LO3.1
- Witness Statement covers LO1.1, LO1.2, LO3.1
- Case Study Analysis covers LO2.1, LO2.2, LO3.2
- Observation covers LO1.1, LO1.2, LO3.1

All assessment criteria covered by multiple evidence sources.

## **■ GLH DELIVERY PLAN**

Blended Learning Approach:

### **Self-Directed Study (45% of GLH - 63 hours)**

- Online learning platform access
- Comprehensive learning materials
- Interactive activities and case studies
- Video tutorials and demonstrations
- PDF resources for offline study

### **Workplace Assessment (34% of GLH - 48 hours)**

- Direct observation by qualified assessor (20 hours)

- Professional discussions (15 hours)
- Practical demonstrations (23 hours)
- Evidence review and feedback

### Written Work (8% of GLH - 11 hours)

- Reflective accounts
- Written assignments
- Case study analysis
- Research activities

### Tutorial Support (6% of GLH - 8 hours)

- One-to-one tutorials
- Group workshops
- Q&A; sessions
- Progress reviews

### GLH Breakdown by Unit:

## ■ DIGITAL LEARNING PLATFORM

Unit	Self-Study	Observation	Discussion	Practical	Written	Tutorial	Total
Unit 1	10	3	2	2	2	1	20
Unit 2	10	3	2	2	2	1	20
Unit 3	9	4	2	3	0	2	20
Unit 4	10	0	3	3	3	1	20
Unit 5	8	5	2	3	1	1	20
Unit 6	8	5	2	3	1	1	20
Unit 7	8	0	2	7	2	1	20
<b>**TOTAL**</b>	<b>**63**</b>	<b>**20**</b>	<b>**15**</b>	<b>**23**</b>	<b>**11**</b>	<b>**8**</b>	<b>**140**</b>

We have developed a comprehensive online learning platform that provides:

- ✓ Structured learning materials for all 7 mandatory units
- ✓ Progress tracking and dashboards
- ✓ Evidence submission portal
- ✓ Assessment tracking system
- ✓ PDF download for offline study
- ✓ AI-powered learning support
- ✓ Mobile responsive design

Platform URL: <https://t21-healthcare-platform.streamlit.app>

Demo Access: We can provide TQUK with demo access to review the platform and materials if helpful.

## ■ UPDATED GOOGLE DRIVE SUBMISSION

The Google Drive folder has been updated to include:

- ✓ CDA Submission Summary - Overview of complete submission
- ✓ Assessment plans for all 7 mandatory units - Comprehensive plans with GLH breakdown
- ✓ GLH delivery schedule - Detailed breakdown by unit and activity
- ✓ Assessment methodology document - Clear explanation of assessment approach
- ✓ Assessment criteria mapping - Learning outcomes mapped to assessment methods
- ✓ 50+ assessment templates - Professional discussion records, observation records, witness statements, reflective account templates, case study scenarios, practical demonstration checklists, etc.
- ✓ Learning materials for all units - Comprehensive content for learner study
- ✓ Assessor and IQA qualifications - Staff certificates and CVs
- ✓ Quality assurance policies - Assessment, IQA, appeals, malpractice policies

Google

Drive

Link:

<https://drive.google.com/drive/folders/11WkkKTbkerEdbOWX5jyke36tTk1UpCog>

## KEY DOCUMENTS IN SUBMISSION

1. CDA\_SUBMISSION\_SUMMARY.md - Complete overview of submission
2. Unit\_1\_Assessment\_Plan\_Duty\_of\_Care.md - Full assessment plan for Unit 1
3. Unit\_2\_Assessment\_Plan\_Equality\_Diversity\_Inclusion.md - Full assessment plan for Unit 2
4. Unit\_3\_Assessment\_Plan\_Person\_Centred\_Practice.md - Full assessment plan for Unit 3
5. Unit\_4\_Assessment\_Plan\_Safeguarding.md - Full assessment plan for Unit 4
6. Unit\_5\_Assessment\_Plan\_Communication.md - Full assessment plan for Unit 5
7. Unit\_6\_Assessment\_Plan\_Health\_Safety.md - Full assessment plan for Unit 6
8. Unit\_7\_Assessment\_Plan\_CPD.md - Full assessment plan for Unit 7
9. GLH\_Delivery\_Schedule.xlsx - Detailed GLH breakdown
10. Assessment\_Criteria\_Mapping.xlsx - Mapping of learning outcomes to assessment methods
11. Assessment\_Templates/ - Folder with 50+ templates
12. Learning\_Materials/ - Folder with all unit content
13. Staff\_Qualifications/ - Assessor and IQA certificates

14. Policies\_Procedures/ - Quality assurance policies

## ✓ SUMMARY OF CHANGES

Addressing your feedback:

### 1. ✓ All Mandatory Units Now Included

Previously: Only 3 units submitted

Now: All 7 mandatory units with comprehensive assessment plans

### 2. ✓ Assessment Methodology Clarified

Previously: Materials appeared to be information sheets

Now: Clear assessment tools with multiple evidence generation activities mapped to learning outcomes

### 3. ✓ GLH Delivery Plan Provided

Previously: No GLH breakdown

Now: Detailed GLH delivery plan showing blended learning approach with breakdown by unit and activity type

## > NEXT STEPS

We believe these materials now meet TQUK's requirements for EQA review. We kindly request:

1. ✓ Confirmation that the submission is now complete
2. ✓ Referral to External Quality Assurer (EQA)
3. ✓ Expected timeline for EQA review
4. ✓ Any additional requirements or clarifications needed

We are available for a call or video meeting to demonstrate the platform and discuss our assessment approach if this would be helpful.

## ■ CONTACT INFORMATION

Centre Director: Amb. Tosin Michael Owonifari

TQUK Centre Number: 36257481088

Email: [admin@t21services.co.uk](mailto:admin@t21services.co.uk)

Email: [info@t21services.co.uk](mailto:info@t21services.co.uk)

Website: [www.t21services.co.uk](http://www.t21services.co.uk)

Phone: [Your phone number]

Thank you for your guidance. We look forward to your feedback and the EQA review.

Kind regards,

Amb. Tosin Michael Owonifari

Centre Director

T21 Services UK

TQUK Approved Centre 36257481088

■ [admin@t21services.co.uk](mailto:admin@t21services.co.uk)

■ [info@t21services.co.uk](mailto:info@t21services.co.uk)

■ [www.t21services.co.uk](http://www.t21services.co.uk)

■ [Your phone number]

Attachments:

- CDA\_SUBMISSION\_SUMMARY.pdf
- Google Drive link to complete submission

END OF EMAIL