

## SECTION 1

### The benefits of learning and training for your Personal Assistants and you

Investing in your Personal Assistants' learning and training is important and has a number of benefits. It can improve:

- the knowledge, understanding and skills of your Personal Assistants
- the way that your Personal Assistants supports you
- the confidence of your Personal Assistants
- the job satisfaction of your Personal Assistants
- the positive relationship between you and your Personal Assistants

It also helps you to:

- meet your responsibilities as an employer and enables you and your Personal Assistants to keep up to date with relevant laws and ways of working safely
- meet insurance requirements

Investing in the learning and training of your Personal Assistants demonstrates that you value them.

["It's definitely made me a better PA \[Personal Assistant\] – I haven't changed, but I'm more competent, and I think about stuff more – like safeguarding, health and safety."](#)

Personal Assistant who completed the Level 3 Health and Social Care (QCF) Diploma

["I learned about things I never knew – confidentiality, safeguarding, and serious failing. We thought through difficult situations so that I'd know how to go about things with my duty of care"](#), Personal Assistant who completed the Level 3 Health and Social Care (QCF) Diploma

["Lots of information given that I could apply to work"](#), Personal Assistant who completed Introduction to Working as a Personal Assistant for Direct Payment Service User