FAQ's

What are the benefits to doing eCompetency?

eCompetency Limited is designed to enable organisations to test the skillset of their employees using a state of the art, modern gamification. The modules created and ready for release include Safeguarding Adults, Fire Awareness and Moving & Handling. These three key areas are part of statutory requirements within services.

Following on from this will see the release in 2019/20 of Medication Administration, Infection Prevention Control and Dignity in Care. This will make up the six requirements of competency for the care home market. By the end of 2020, eCompetency will develop further specific modules for the markets of community care and learning and disabilities services. The first three modules being developed for these sectors include, Moving & Handling, Safeguarding and Medication.

What do we mean by Gamification?

Put simply, eCompetency modules have the look, feel and sophistication of a computer game. The graphics have been designed and animated by some of the world's greatest in the gaming market using a 360-degree format and zooming functions that allow detailed scrutinization of the hazard.

The game has a unique scoring system that ultimately will determine if you pass or fail. Points can be achieved by identifying hazards and then answering a selection of questions associated to what you've found.

Who created the hazards?

eCompetency has been founded by Industry leading experts who have worked with subject matter experts for the creation of each module. The hazards have been identified as the most common poor practices within care settings, using data from the HSE, CQC, RQIA, SCI, CIW, NHS, SFC & SFH. This data has also allowed eCompetency to look at where these poor practices predominantly take place within settings, thus being able to create rooms with purpose.

How does the questioning work?

eCompetency has followed the guidance of Blooms Taxonomy in constructing the layout of questions. This world leading theory in testing knowledge is widely used within all mainstream education sectors including UK, European and US universities. Each hazard has been designed with a set of three question. Question one is about knowledge, 'what have you seen and why is this a hazard'. Question two is slightly trickier as it focuses on application, 'what are you going to do about it'. Finally Question three is the most taxing as it requires analysis thinking, 'how could we stop this from happening'.

How many hazards and questions are there?

Each module has a minimum of three rooms/areas of the care home for you to enter. Within each room/area, a gamer will have to identify six hazards. This therefore means to complete the competency, they will have to answer a total of 54 questions.

How many questions do they need to answer in order to pass?

The scoring system is set to a grading standard. Outstanding would mean 'A' grade. Very Good 'B' grade. Good 'C' grade. Just Failed 'D' grade, and so on. The gamer passes the competency if they score at least 71%, this means they must achieve a total of 39 correct answers from the 54 questions. Remember the questions only open when the hazard is identified, therefore by missing one hazard, you lose the opportunity of scoring valuable points. eCompetency has also designed non-hazards within each setting, wrongfully identify these as hazards and you will lose points. Again, this could be the difference between pass or fail.

Why has the pass mark been set at 71% and not 80%?

eCompetency modules have been designed to offer the best attainment of differentiation. This means that all levels of academic capabilities can play and enjoy. Question one and two are aligned to an educationally recognised Level 1 standard however Question three is aligned to Level 2. Therefore a person achieving 71% is performing to a level 2 standard and should duly pass their competency test, given that most eLearning or classroom teaching is set at Level 2.

Can we see the correct answers to the questions you get wrong?

I'm afraid not. eCompetency is an interactive testing platform and should not be mistaken as a learning environment. The use of this system is to establish if what they have learnt on the work floor, classroom, eLearning or apprenticeship is indeed knowledge that has been maintained and demonstrated within working practice. If a gamer was to fail the competency, then the employer should be looking to find a form of education for this individual that will make the difference between identifying and performing good as opposed to poor practices.on application, 'what are you going to do about it'. Finally Question three is the most taxing as it requires analysis thinking, 'how could we stop this from happening'.

Do the questions change for each user?

For each module, eCompetency has built over 200 questions and designed a unique randomisation programme that ensures the low probability of users getting the same questions, in the same order.

I've heard you only get a maximum of thirty minutes in each room, is this true?

Yes, it is. The reason for this is to add pressure to the gamer and prevent the opportunity to seek the answers from another devise. eCompetency wanted to be certain that it done it's utmost to ensure that you could rely on the credibility of the module and to ensure that it accurately gave you information on your employee. Are they competent in the subject or not? Hazards happen in real life environments and on most occasions it's the swiftness of thought and action that prevent an accident from happening. It was important to eCompetency that we put the gamer in that situation. Using multiple testing formats, eCompetency has found that 18 minutes is the optimum response time for the identified hazards, therefore having 30 minutes available should give adequate time.

What happens if it times out on the gamer?

On occasions where this happens, the gamer will exit the room and be able to select the next room. They will not be able to re-enter the room they were timed out, meaning any unidentified hazards have been missed.

Can I pause the game?

Once you enter a room, you cannot pause the game. When you come out of a room following successful completion or being timed out, you will be taken to a control room. When in the control room environment, you can go make that cup of tea or take the urgent phone call; you're in the safe zone.

What if my staff have difficulty reading English worded questions or have a learning impairment?

eCompetency has been designed around the acceptance of a testing format within the UK health and social care market. Due to this, all tests must be completed in English and have a fixed completion time. In the circumstances where employees need further assistance, eCompetency would suggest that the organisation looks for an appropriate method suitable to the individual to ascertain competency.

Is eCompetency approved by all national care inspection bodies?

eCompetency has been mapped against the standards within the Core Training Skills Framework (CTSF). This is the UK's most recognised training alignment document within the health and social care sector. Neither, CQC, CIW, RQIA or SCI would ever endorse a product. As part of all regulations within the UK inspectorates, competency assessments must be undertaken within the workplace. The Inspectorate bodies do not recognise any form of training and education as proving competency, therefore because eCompetency modules are a test of knowledge, it will be recognised outside the realm of training and education and therefore deemed fit for purpose.

If my staff member passes an eCompetency module, do they need to attend or do training again within that subject?

eCompetency modules will test applied knowledge and skill level only. It is true that if a person completed a competency, then placing them in a situation to learn what they already know, is not productive or inducive of their time. Therefore, it would be acceptable practice that if competence was proved, further training may not be necessary. That said, legislation, regulation and good practice techniques evolve continually. eCompetency will not educate on such evolution, therefore knowledge will need to be obtained in the form of learning from a different source such as classroom training, eLearning or other formats.

eCompetency recommends that learning and competency work together for the benefit of the individual.