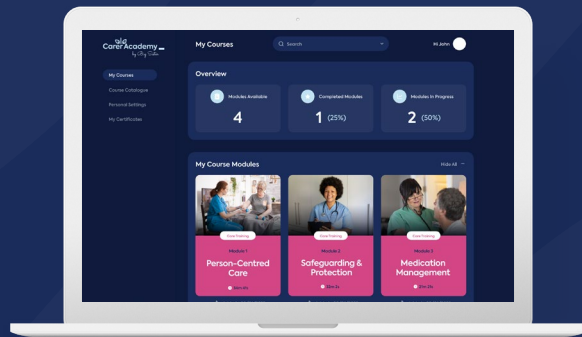


Carer Academy

by Big Sister



**A BIG SISTER
INITIATIVE**



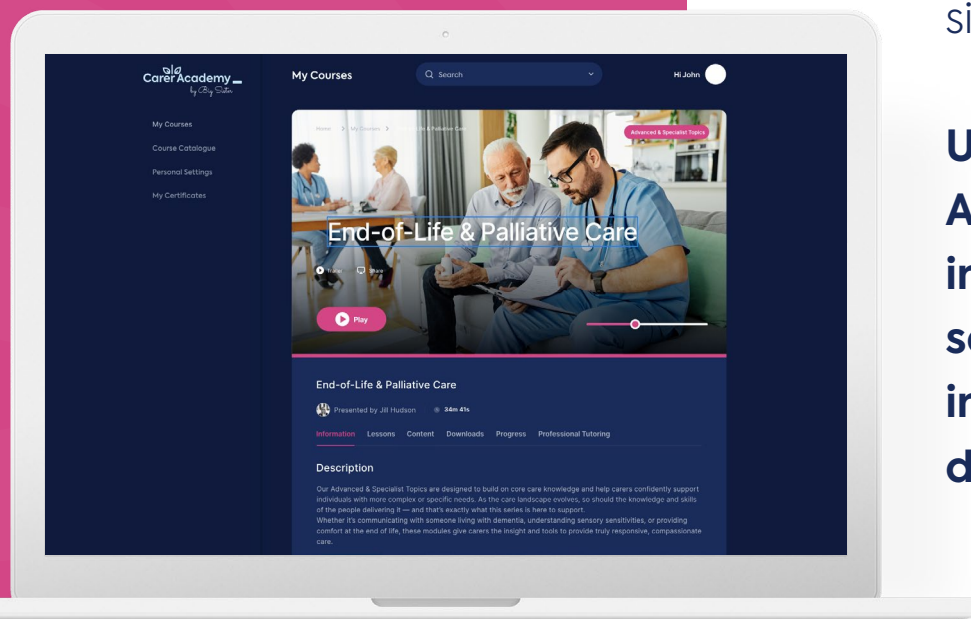
INTRODUCTION TO CARER ACADEMY



Carer Academy is a pioneering digital learning platform developed under the Big Sister initiative to transform how carers are trained, supported and developed in the UK and beyond.

It aims to provide frontline care workers and aspiring care professionals with high-quality, immersive training opportunities, combining accredited learning, mentorship, real-world simulations and entrepreneurial pathways.

Unlike traditional e-learning platforms, Carer Academy introduces VR-based real-life training, interactive progression tracking, and care-sector-specific modules designed by experts in regulation, safeguarding, and business development.



Why this is being Developed Now

The UK care sector is facing:



Critical workforce shortages



High turnover rates



Inconsistent standards of training



A growing demand for professionalisation and development

Traditional e-learning often lacks the emotional realism, practical decision-making, and behavioural confidence-building needed in care roles. Classroom training is expensive, time-consuming and rarely accessible to those already working long hours.

Now is the time to build a digitally immersive, high-impact training platform — one that:

Offers VR-based learning for practical skill building

Is accessible from mobile or desktop

Evolves with the learner, building not just knowledge, but career confidence

Technological Advancements and Uncertainties

Carer Academy is not just a training site — it is a fully integrated digital learning experience that includes immersive technologies, AI-driven personalisation, and career mapping tools. These introduce technological uncertainties and push boundaries within the e-learning and healthtech sectors.

1. VR-Based Simulation Learning

We are building immersive VR modules that allow learners to:

- ♥ Enter realistic care settings (e.g., a client's home, a care home, or a hospital discharge unit)
- ♥ Practise handling real-world scenarios like dementia behaviours, falls, medication prompts, and difficult family conversations
- ♥ Receive feedback on their decisions and communication

Uncertainties include:

- ♥ Creating dynamic branching scenarios that respond to the user's emotional and verbal cues
- ♥ Ensuring cross-device compatibility for VR and non-VR learners
- ♥ Reducing motion sickness and fatigue in immersive environments
- ♥ Designing haptic or auditory simulations that mimic real-life tasks (e.g. feeding, hoisting, wound dressing)



2. Adaptive Learning Pathways

Every learner will have a personalised journey based on:

- ♥ Their current experience level
- ♥ Language ability
- ♥ Learning style (visual, audio, tactile)
- ♥ Career aspirations

We are developing a modular content engine that adapts in real time, switching out lesson formats, altering delivery tone, and suggesting next steps based on quiz scores, reflection exercises, and confidence ratings.

This carries uncertainty in:

- ♥ Designing logic that recognises subtle learner needs
- ♥ Building progression models that go beyond “pass/fail” to measure readiness and empathy
- ♥ Integrating soft skill tracking (e.g., patience, tone of voice, timing) into technical progression

3. Career Growth Engine

In line with Big Sister’s mission, Carer Academy also introduces a Career Builder tool to show learners:

- ♥ How to progress from carer to senior carer, coordinator or Registered Manager
- ♥ What skills, modules, and experience they need at each step
- ♥ When they might be ready to start their own business — linking directly to Big Sister’s support pathway

This introduces uncertainty in:

- ♥ Mapping qualitative milestones like “leadership confidence” or “emotional readiness”
- ♥ Building goal-setting systems that feel motivational, not overwhelming
- ♥ Creating a non-linear career engine that responds to multiple outcomes, values, and real-life constraints

4. Real-Time Peer Support Integration

We are building a system where learners can:

- ♥ Ask questions during a module and get support from trained mentors or peers
- ♥ Receive nudges when they appear to be struggling or disengaged
- ♥ Earn encouragement badges based on positive behaviours in VR

This requires:

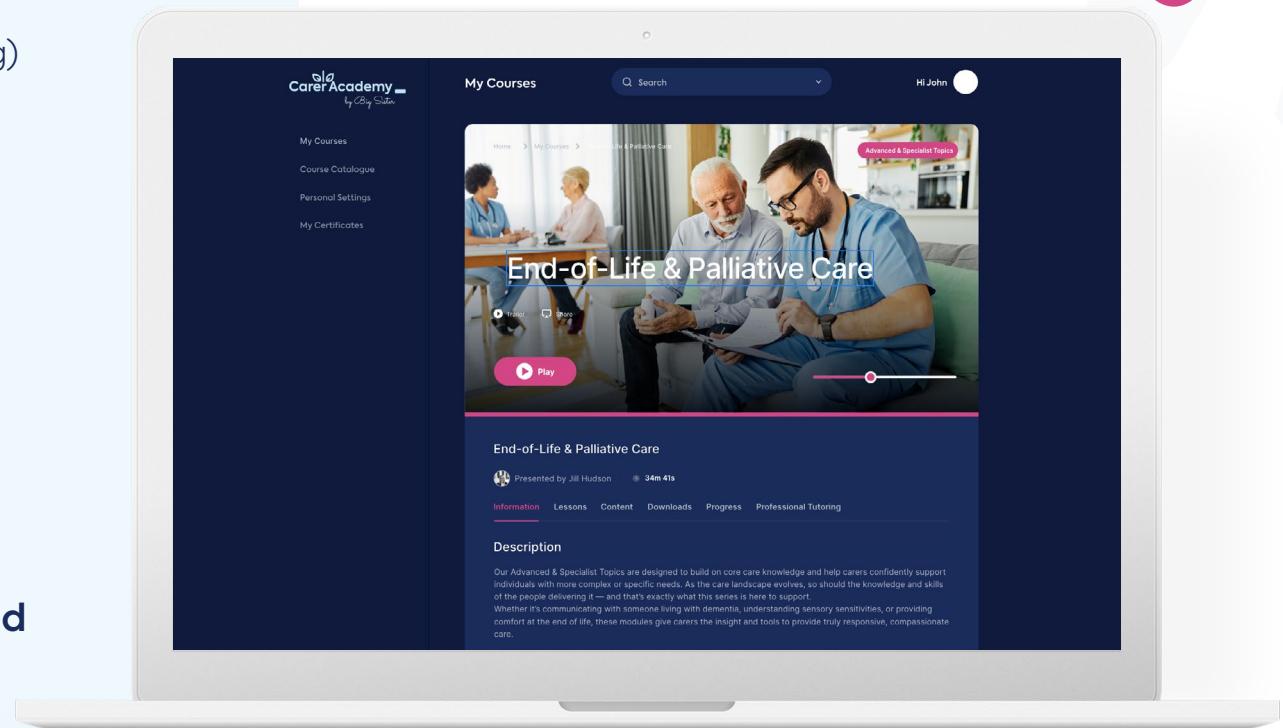
- ♥ Emotional recognition algorithms (based on interaction data)
- ♥ Safe moderation that protects learners while fostering honest dialogue
- ♥ Uncertainty in developing trust-building digital spaces that feel authentic to care staff

Advancing the Field of Technology

Carer Academy is pushing the boundaries of what's possible in, home healthcare training:

- ♥ Bringing VR into the everyday learning experience for low-paid, high-impact workers
- ♥ Making soft skill measurement (kindness, empathy, decision-making) a trackable metric
- ♥ Integrating career development into care learning — not just teaching tasks, but showing futures
- ♥ Creating tech-enabled peer encouragement ecosystems that improve confidence and completion rates

These developments are not off-the-shelf. They require original research, custom development and problem-solving.





Carer Academy is a deeply innovative initiative addressing one of the UK's most urgent challenges, the development, retention, and empowerment of care professionals.

Through the use of **VR, adaptive learning, AI-powered career planning and real-time peer support**, we are building a platform that sets new standards for care training worldwide.

Document Owner



Jill Hudson

Global CEO
October 2024



Big Sister – Care Grows Here

www.bigsistercare.com



Telephone: 0191 3293139

Mobile: +44 7538 053824

Email: hello@bigsistercare.com