



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Registration is changing, 2022:

A summary of consultation responses

May 2022

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Other formats:

This document is available in easy read, large text or other formats, if required. Copies also available in Welsh.

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Executive summary

How we will move forward

We want to continue to make sure our registration system is fit for the future, and the responses to this consultation have been extremely informative in shaping a new approach.

We're grateful to everyone who took part in this consultation. Having analysed what you told us, we will look to move forward with the following:

Employer assessment

We will:

- work on our systems to introduce the new employer assessment route and put this in place by 26 May 2022
- produce guidance to support employers, including videos with instructions to help you. We will put this in place by late summer 2022
- remove Confirmed Competence as routes to register from October 2022.

Qualifications

We will:

- add Level 2 Health and Social Care: Core to the list of qualifications that can be used for initial registration by 26 May 2022.

Principles and Values and All Wales Induction Framework

We will:

- remove the Principles and Values and All Wales Induction Framework as route to initial registration from October 2022
- continue to improve the All Wales Induction Framework and the Principles and Values Award, which can be used as resources.

Reducing the time to register

We will:

- work with Care Inspectorate Wales (CIW) to consider this change
- make sure any change is introduced with plenty of notice, so applicants and employers are clear about the timescales involved.

Reducing CPD from 90 to 45 hours for social care workers

We will:

- reduce the minimum CPD hours social care workers have to do every three years from 90 to 45 hours and put this in place by 26 May 2022.

Outcome-focussed CPD

We will:

- explore how we can implement this in the way we work
- carry out more engagement about CPD.

Effects on the Welsh language

We will:

- continue to make sure all our documents are available in Welsh and English
- create a bilingual version of the employer assessment paperwork to support those using and learning Welsh
- further promote our resources about [using Welsh in the workplace](#).

Effects on protected characteristics

We will:

- continue to make sure our documents are available in accessible formats.

You can find more information about the responses we received in this document.

Introduction

Background to the 'registration is changing' consultation 2022

In February 2022, we published a consultation setting out our proposals for:

- a new way for social care workers to register
- reducing the time to register
- reducing the number of hours of continuous professional development (CPD) for social care workers.

For the purposes of the consultation, the term '**social care workers**' meant:

- residential child care workers
- domiciliary care workers
- adult care home workers
- residential family centre workers.

It did not include social workers or social care managers.

To make sure those who might be affected by the proposed changes had a chance to comment, we:

- put the document in a prominent place on our website
- sent frequent reminders to encourage people to take part
- held a webinar to help people understand the proposed changes
- put information about the consultation in our e-bulletin
- sent information about the consultation to registered persons and employers.

The consultation document was available in Welsh and English, and other versions were available on request. We also accepted responses that were not submitted through our online survey.

The consultation was open for six weeks and closed on 22 March 2022.

We received 230 responses. Of those who responded, 65 per cent said they were responding as an individual and 35 per cent said they were representing the views of an organisation.

Of those who responded, the largest number of responses:

- from individuals came from social care workers, social care managers and educational professionals

- from organisations came from social care employers, local authorities and 'other' organisations, such as Unison Cymru Wales, Care Forum Wales, National Provider Forum Wales and the third sector.

During the six-week consultation, we held a webinar, which was attended by more than 90 people. The feedback from this event, together with the results from the consultation, have been used to shape the products, approaches and the timeline for putting them in place.

New way to register social care workers

What we wanted to change

We proposed:

- to introduce a new way to register, which will allow employers to endorse their workers' application to register after assessing them against a list of competencies. The employer assessment route will be for people who don't have a required qualification, and in time, it will replace the [Principles and Values Award](#) and/or the [All Wales Induction Framework](#).

Employers will provide assurance that the social care worker has the appropriate understanding. The route recognises that employers are, in the main, responsible for the competence of their workers.

What you said

We asked:

- do you agree with our proposal that social care workers who do not hold the recognised qualifications should register using a list of competencies assessed by their employer?

You responded:

- yes: 80%
- no: 20%

Respondents clearly supported our proposal to introduce the new route to registration. The feedback we received gave us an idea as to what respondents would like to have included in the new employer assessment route and how it would work.

Here are some of the comments we received:

"We would still like to register our staff using the Principles and Values Award or AWIF certificate as options."

"I personally feel that the Principles and Values Award has ensured all workers have the professional knowledge to provide safe, current, individualised support. It has also helped to support the embedding of the codes of professional practice and Social Services Wellbeing Wales Act."

“The current system relies upon a qualification being obtained. This is completely impractical for the majority of health care support workers. A competencies assessment would be easier to administer.”

“The idea of managers working with new staff to ensure competency at an early stage can only support a seamless development of staff throughout their career. We agree in principle with the proposal to introduce registration based on assessment of competencies by the employer. The current process is onerous and requires a considerable commitment of personal time from care workers which is unhelpful for both recruitment and retention; has additional cost to the employer in terms of backfilling when there is little capacity in the sector; and is similarly onerous for Registered Managers to oversee and assess.”

“We fully support the proposals and this will enable a proactive approach and support system to ensuring that social care workers are registered. This approach will support the current challenges in relation to recruitment and retention with a move away from an onerous qualification framework.”

“A competence employee assessment will be more beneficial as this should cross into training and learning received as well as workplace monitoring and supervision without doing this as part of probation and AWIF as the Principles and Values Award. This will also save me time as a manager, not having to wait for submission, mark and then if not all passed wait for the worker to change and re-mark.”

What we will do

We listened to your feedback when developing the final version of the approach ([Annex A](#)).

We are now working with our system developers to integrate this new route into our IT system, and we expect to launch the new route in late spring.

Over the summer, we hope to develop some short videos with instructions about how to use this new route.

We received feedback that it's been challenging to complete the Principles and Values Award before registration, and the new employer assessment will be welcomed as an alternative route. We also received feedback that some employers have embedded completing the Principles and Values Award into their induction processes and this works well.

In response to this, we will **temporarily** keep Principles and Values Award/AWIF as a route to register up to October 2022. This will mean that from the spring to October 2022, social care workers will be able to register using the:

1. qualification route
2. confirmed competence route (to be removed October 2022)
3. Principle and Values Award and/or AWIF (to be removed October 2022)
4. employer assessment (to be introduced May 2022).

After October 2022, social care workers will no longer be able to register using the confirmed competence route or by completing the Principles and Values Award and/or AWIF. Social care workers will only be able to register using the:

1. qualification route
2. employer assessment.

The All Wales Induction Framework and the Principles and Values Award will still be available after October 2022 and they'll continue to be important resources, which we'll carry on promoting and developing.

Social care workers will be required to complete the All Wales Induction Framework before they come to renew their registration in three years' time. Social care workers who use the [employer assessment route](#) will need to complete the qualifications listed in the [qualification framework](#) within three years.

When evidencing the employer assessment, employers can use the tools and approaches of their induction systems and processes. This could include probation reviews, supervisions and completing the induction.

We also received feedback about including the Level 2 Health and Social Care: Core qualification as a route to register. We agree that this seems a sensible approach and will add the Core to the list of qualifications for registration. Those registering with the Core will need to complete the Level 2 prior to renewal.

We will be reviewing the employer assessment route in the autumn. If you have any feedback about it, email us at routefeedback@socialcare.wales. If you need support to register a member of staff or to endorse an employee, [contact our registration team](#).

Reducing the time to register

What we wanted to change

We proposed:

- to work with Care Inspectorate Wales (CIW) to reduce the time before a social care worker must register to its previous period of six months.

Under the regulations, care staff working in care homes for children, secure accommodation or domiciliary support services must register with us within six months of the date they start employment.

In response to the exceptional circumstances of the Covid-19 pandemic, CIW temporarily extended the period of grace to 12 months for all new employees in these services. CIW took this decision to support providers to recruit and retain extra staff when they needed them most.

But this extended time means workers don't appear on the Register of Social Care Workers that's available to the public. They're also not subject to the same oversight as registered workers.

What you said

We asked:

- do you agree with our proposal to reduce the time social care workers have to register from 12 months to six months once the employer assessment model is introduced?

You responded:

- yes: 52%
- no: 48%

Here are some of the comments we received:

“Reducing the period of time to register back to six months falls in line with the majority of probation periods. If a member of staff is competent to pass a probationary period, they should be competent to register.”

“Six months is not long enough to see if they enjoy or are suitable for the role.”

“Whilst we agree that it is reasonable for the time scales to be reduced back to six months when “appropriate”, the timing needs to be based not just on the exceptional

circumstances resulting in the midst of the covid pandemic, but on the longer term impacts on the sector – capacity to provide services at a time when the needs of individuals have increased; employee welfare and mental health; and sustainability of services.”

“For now, I feel that registration should stay at 12 months. Covid is still here and is affecting residential homes. If the situation can be reviewed in a year and if things are better then yes, bring the registration requirements down to six months.”

“Due to pandemic the workload has been increased to all the levels. Also, difficult to recruit the care staff. So, it is extremely helpful to extend the registration time until 2023 to provide the time to focus on new care staff recruitment.”

“We are concerned that the shortening of deadlines will be difficult for providers to manage now, given the pressures that they are currently facing. The staffing situation remains acute. We understand the concerns about the transparency of the register and support a six month registration period in the long-term, but we do not think the situation has improved to the point where it is appropriate to remove this exceptional measure.”

What we will do

Extending the period of grace to 12 months was introduced as a temporary measure.

Some of the comments about keeping the registration timeframe at 12 months, are linked to the difficulty in completing the Principles and Values Award, within six months.

We believe the new employer assessment route will make the process simpler for social care workers and will allow them to register earlier, as they won't be required to complete the full award before they register. For someone to be registered, they will need to show they are **fit to practise**, which is determined by the employer through their induction processes.

Social care workers can apply for registration at any time. For example, a new member of staff joining an organisation with the appropriate qualification could register immediately.

Reverting to six months will allow more of the workforce to be on the Register sooner. We believe this will strengthen public protection and will bring it back in line with the legislation.

Working with CIW we will review this time period and confirm that any change would be introduced with plenty of notice, so applicants and employers are clear on the timescales involved.

Continuous professional development

Reducing the number of hours of continuous professional development (CPD) social care workers have to do to renew their registration.

What we wanted to change

We proposed to:

- **reduce** the amount of CPD social care workers have to do to renew their registration, from 90 hours to **45 hours**
- develop an **outcome-focused approach** to CPD, which will allow people on the Register to apply their knowledge by reflecting and showing how they meet the requirements of the [Code of Professional Practice](#) when they are providing care and support.

Currently, everyone who is registered with us must show evidence of [90 hours of appropriate CPD](#) over the three-year registration period. We believe the current system is challenging for social care workers and we want to reduce the number of hours of CPD.

We also recognise that the current system places more weight on formal learning and development, when we know practical experience is often as effective as studying. So, we want to move towards an outcome-focused way of recording learning in the future.

What you said

We asked:

- do you agree with our proposal to reduce the amount of CPD social care workers have to do to renew their registration, from 90 hours to 45 hours?

You responded:

- yes: 77%
- no: 23%.

We also asked:

- do you agree with our proposal to move towards an outcome-focused approach to CPD in the future?

You responded:

- yes: 86%
- no: 14%.

Here are some of the comments we received:

“These changes, including reduced CPD hours and the outcome-based approach sound to be in benefit to caring staff that we register.”

“Scrap the 90 hours or 45 hours altogether.”

“We fully support reduction of the CPD requirement to 45 hours. We have always argued 90 is disproportionate to the role and pay of the social care worker when, for instance, compared with the requirement for degree level nurses to complete 35 hours of CPD in the same period.”

“45 hours seems much more achievable.”

“With the reduction to 45 hours for social care workers I think having a more reflective basis for development work being undertaken will better support staff to consider how they develop, and it need not be just "courses" on core training. It will also help with developing and maintaining a workforce who reflect, and this meets the requirement for the new qualifications as well.”

“45 hours of training over three years would equate to basic, mandatory training and removes any responsibility on organisations to provide extra training that would benefit the people they support.”

“Excellent news re the reduction of CPD (and the renaming from PRTL) to 45 hrs. The 90 hrs were particularly challenging for our model as most support workers work only for one client and so the opportunity or need for formal training is limited and the opportunity to come across new situations is limited. Many of our support workers work below 16 hours a week and are therefore unable to access the required qualification, so they are unable to renew their registration.”

“Focus should be on the relevance and quality of training, rather than hours per se (this is not practical for students, part time staff – not conducive to a flexible workforce). Outcome-focused, embedding learning into practice to improve quality of care.”

What we will do

We will reduce the amount of CPD hours **social care workers** have to do to renew their registration from 90 hours to 45 hours. Social workers and social care managers will still have to complete 90 hours of CPD. We will look to implement this change by late spring.

Feedback about the CPD requirements ranged from removing the CPD requirement altogether to keeping it at 90 hours. We are committed to the professionalisation of the social care workforce and know that gaining qualifications and completing CPD are important when developing a more skilled workforce.

There was a strong consensus in the feedback that reducing the hours would be better on a practical level. It's important to emphasise that although the hours of CPD are being reduced to 45 hours – this is a **minimum requirement** for registration purposes. Employers and employees can continue to carry out more training beyond the 45 hours if this suits the staff development approaches and career pathway progression.

We will review how we can progress towards an outcome-focused approach to CPD and will work with the sector on how we can put this into practice.

We also had several comments and suggestions about how we approach CPD in the future. These were outside the scope of this consultation and the proposed changes we plan to make. However, we recognise we can do more to continuously improve and will aim to carry out further engagement to look at CPD in more detail.

Effects of our changes

As part of the consultation, we asked you to tell us how the changes could affect the Welsh language and people with protected characteristics.

Welsh language

What you said

We asked:

- what effects will our proposals have on the Welsh language, specifically on:
 - opportunities for people to use Welsh
 - treating the Welsh language no less favourably than the English language
- how could we increase the positive effects or reduce the negative ones?

Here are some of the comments we received:

“Can we start by establishing an equality in terms of welcoming communications in both Welsh and English (as exemplified by this survey)?”

“It’s possible, with the decrease in CPD hours, that there will be fewer opportunities for staff to learn Welsh. It could lead to less emphasis on staff training in general.”

“Continuation of increasing opportunities for people to use the Welsh language and ensure it is embedded throughout learning and development.”

“Providing all materials produced bilingually and training opportunities available bilingually there should be no negative effects.”

“We do not foresee any particular effect on Welsh language, other than the new approach will provide greater opportunities for employees to use the Welsh language in its non-written format to support their registration, therefore making it more inclusive.”

“Make it user friendly and have proper translations, I am first language Welsh and would love for more people to learn and use our language.”

“We actively encourage Welsh from induction throughout working roles. Welsh and English are treated equally. Handy pocket aid memoirs would be useful to help staff who don't speak Welsh with also key words individuals may use. Also key visual signs which are dual language.”

What we will do

There were some useful suggestions about how we can have a positive effect on the use of the Welsh language. We will continue to make sure that what we produce is clear and that we use everyday language.

As well as producing the employer assessment paperwork in Welsh and English, we will also produce a bilingual version. This can be used by people who are learning Welsh or who want to try to improve their use of Welsh within the workplace.

Several people suggested it would be helpful to have access to Welsh language resources that staff could use. We already have a range of resources available on our website, [‘Using Welsh at work’](#), and we will continue to raise awareness of them.

Protected characteristics

What you said:

We asked:

- what effects will our proposals have on people with protected characteristics, specifically on:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation
- how could we increase the positive effects or reduce the negative ones?

Here are some of the comments we received:

“Women, disabled people, older workers and those with care responsibilities may be more likely to seek part-time employment. We have previously raised concerns that the SCW registration process is more aligned with the idea of a full-time professional care worker and may not account for those who do undertake valuable work in the sector on either a part-time or a more casual basis. The reduction of CPD hours will be beneficial for part-time employees who have found the 90-hour requirement disproportionate to the number of hours that they are able to work.”

“The proposals for a less onerous route to registration should have a positive effect on employment opportunities for people with protected characteristics when first joining the sector. However, as indicated at section 5, we should not lose the opportunity to look at impacts of the qualification requirements on long term employment for people who want to remain in the sector beyond three years.”

“A person with disabilities may need slightly longer to complete, and allowances have to be made.”

“It will make it more inclusive as being more outcome focused will support equality, diversity and inclusion. Currently disadvantages part time staff.”

“Disability. not everyone is able to do academic performances in order to register, but are good at their jobs, this will make it more accessible for them.”

“Somebody with a disability may need a different format or maybe need longer to complete the registration.”

What we will do

We will continue to produce products that meet the accessibility standards in a range of formats and will aim to produce video guidance in late spring to support the new employer assessment route.

Concerns were raised about employees with protected characteristics being able to complete the employer's induction requirements to satisfy the employer assessment within the six-month timeframe. If you have concerns about this, please contact our Registration team who will offer advice and guidance. Their contact details are:

0300 303 3444 (option 1)

enquiries@socialcare.wales

Summary implementation timeline

2022	
April-June	<ul style="list-style-type: none"> • Introduce the employer assessment route. • Add Level 2 Health and Social Care: Core to the list of qualifications for initial registration. • CPD hours for social care workers will reduce from 90 hours to a minimum of 45 hours. • CPD hours for social workers and social care managers will remain at 90 hours.
July-September	<ul style="list-style-type: none"> • produce videos to support employers with the employer assessment route.
October-December	<ul style="list-style-type: none"> • Confirmed Competence will no longer be available as a route to register from October 2022. • Principles and Values Award and AWIF will no longer be available as a route to register from October 2022, but will continue to be available as resources.
2023	
	<ul style="list-style-type: none"> • Qualifications and employer assessment will be the two routes that can be used to register any new employees. • Reduce the time to register from 12 months to six months. • Carry out further engagement on CPD.

Annex A: employer assessment route

Employer assessment for social care worker registration

Employers should use the [employer assessment guide](#) to decide if a social care worker is fit to practise and has the appropriate understanding to apply for registration with us.

The competencies listed are based on a social care worker's understanding of the principles of social care in Wales, which they need to carry out their role. Employers should read the list and approve the worker's application if they're satisfied the worker has the appropriate understanding.

Evidence

Social care workers are legally required to show evidence of their understanding as part of their application to register. This guide will help social care workers and their employers provide the appropriate evidence.

Social Care Wales and Care Inspectorate Wales (CIW) may sample the evidence you used to support your decision, so you should make this available to us if we ask you for it. You can use this [evidence log](#) to record your evidence.

Examples of evidence could include (but isn't limited to):

- probationary review and induction activities
- training records or course attendance
- certificates gained through assessed training, such as moving and handling, first aid and food hygiene, observation, discussions, supervision and/or appraisal notes team meetings
- completion of the Principles and Values Award or the All Wales Induction Framework
- feedback from colleagues and people who use care and support.

How to confirm employer assessment

Complete the relevant sections and provide evidence of how the social care worker has shown their appropriate understanding.

As part of their application, the social care worker will be asked to identify their manager from a list on SCWonline. The manager will be contacted by email to confirm the application.

Employer assessment form

Worker's name:

Manager's name:

Read and review the list below.

Tick the box if you're confident the social care worker has the appropriate understanding.

The social care worker has an understanding of:

- the Code of Professional Practice for Social Care
- the principles of the Social Services and Well-being (Wales) Act 2014
- how to work in ways that embed rights-based and person/child-centred approaches in day to day practice
- how to promote and respect equality, diversity and inclusion
- how to use a range of communication methods and adapt communication approaches
- the importance of the Welsh language, culture and identity for those they are supporting
- how the worker's beliefs, values and own experiences can affect their attitude and behaviour, and how this can affect others
- how to promote and support the safeguarding of individuals.

Employer endorsement

I confirm the employee can apply for registration with Social Care Wales.

As an employer, you're now expected to support your employee to complete the [All Wales Induction Framework](#) and to complete the required qualifications for their role within the next three years. You can find more information on our [website](#).

Registration of social care workers – employer assessment route

1. What is the employer’s assessment route to registration?

This is a new route that allows employers to endorse their workers’ application to register after assessing their understanding against [a list of areas](#). This route will be for people who don’t have a required qualification.

2. How did we decide on the list of areas in the employer assessment?

In light of the pandemic, we’ve been looking at our processes and systems to make sure we continue to meet our commitment to protect the public. As the social care workforce continues to grow, we know how important it is to make our registration process simpler to help encourage people to work in social care.

We listened to the sector and used the feedback we received to draw up this list. The list is based on understanding the principles of social care in Wales, which a social care worker will need to carry out their role. You should include these areas in the workplace induction.

After registering, social care workers will further develop their understanding by completing the [All Wales Induction Framework](#). They’ll also need to complete the qualifications listed in the [qualification framework](#) within three years.

3. Will the Principles and Values and the All Wales Induction Framework still be available?

Yes. They’ll still be available, but workers won’t be able to use them to register from October 2022.

4. Do workers still need to complete the All Wales Induction Framework?

Yes, every social care worker will need to complete the [All Wales Induction Framework](#).

5. What happens if I’ve started the Principles and Values Award?

The Principles and Values Award will be available as a route to register until October 2022. You can complete the Principles and Values Award as evidence for the employer assessment route.

6. Who can register using the employer assessment route?

Anyone already employed by a regulated social care provider in Wales as:

- an adult care home worker
- a domiciliary care worker
- a residential childcare worker
- a residential family centre support worker.

The manager must be confident the worker has the necessary understanding, which is set out in the [employer's assessment](#). The organisation's named endorsers must also confirm the worker has the appropriate understanding, through an online application process.

7. What happens if my employee doesn't have the appropriate understanding?

If you aren't confident the worker has the appropriate understanding, don't approve their application to register. Instead, you should work with your employee to develop their understanding so it's at an appropriate level.

If this takes longer than the time they have to register, [get in touch](#) with our registration team.

8. Will a social care worker registering using the employer assessment route need to complete a qualification before they can renew their registration?

Yes. Social care workers who use the employer assessment route will need to complete the qualifications listed in the [qualification framework](#) within three years.

9. If somebody registers using this route and changes employer, is their registration still valid?

Yes. Employer assessment is a way for workers to register and this registration will be valid for three years. Registration isn't linked to an organisation as it's a personal registration.

10. What evidence is needed for the employer's assessment?

We've put together [a list](#) of what social care workers need to understand, and what the manager must assess.

The list is used to confirm the social care worker has the appropriate understanding. We may carry out sample checks and ask for copies of the [evidence](#) you used to make your decision. This is to satisfy us that workers are suitable for registration.

Managers who provide false information could be subject to fitness to practise proceedings and this may result in them being removed from the Register of Social Care Workers. CIW will let us know if it has any concerns about a registered person's competence.

11. How does a registered manager assess and confirm a social care worker's understanding?

Once the manager and the worker are satisfied that all areas have been met, and the evidence has been identified, the worker can apply to register.

The worker will need to choose the employer assessment route in their application and select their registered manager.

The manager will be sent an email asking them to log into their [SCWonline](#) account and complete the statement electronically.

12. What if there isn't a registered manager or they're absent from the organisation?

In the absence of a registered manager, the responsible individual for your organisation must identify a relevant person to assess and confirm the application. This could be a HR or training manager who has access to the social care worker's records. The relevant person doesn't need to be registered, but will need to become a signatory for the organisation. Our registration team will be able to help you with this.

13. Is there a limit on the number of workers who can use the employer assessment route from any one organisation?

No.

14. Does continuous professional development (CPD) apply?

Yes. All registered social care workers must complete 45 hours of CPD training and learning every three years.

Registered social care workers can keep a record of their training and learning in their personal [SCWonline account](#). We would encourage them to update it as and when they complete their training and learning. This will make the renewal process much quicker and easier for them.

15. Who do I contact if I want to give feedback about the employer assessment route to register?

We will be reviewing the employer assessment route in the autumn. If you have any feedback about it, email us at routefeedback@socialcare.wales.

If you need support to register a member of staff or to endorse an employee, contact our registration team.