



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



# Registration Essentials

This guide contains essential information about  
your registration with Social Care Wales  
**Winter 2018**




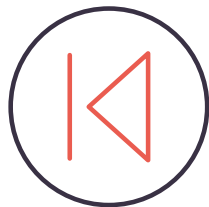
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Social Care **Wales**

## User guide and key

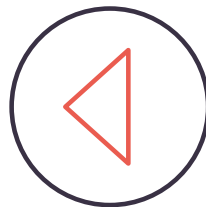
- This is a 'click and go' guide that enables you to find the information you want about specific topics quickly and directly
- The contents page shows what each section of the document covers. Click the section you want and you will go straight to it
- Throughout the document, click on any web link to go to that website. You can click on the  button at any time if you want to return to the contents page



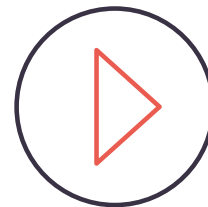
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# This guide is about your registration with Social Care Wales

It tells you what you need to know and where you can find more information.

Did you know:

- now you are registered you can find your name on the **Register of Social Care Workers**
- you can find out more about us on our **website**
- you can follow us and tweet us on Twitter **@socialcarewales** 
- you can visit our Facebook page at **facebook.com/CareCareersWales** 

**Inside this guide** *Click the page headings to skip to the relevant page*

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If you need this guide in any other format, please contact our registration team. You can find contact details on page 25.

 Images within this guide can be clicked to open the document or webpage



# Welcome to the Register in Wales

By registering you are reinforcing your professional status by committing to:

- uphold the standards in the Code of Professional Practice for Social Care at all times
- keep your registration, contact and employment details up-to-date
- participate in and record your Post-Registration Training and Learning (PRTL).

We are leading a range of work to develop and support individuals and the profession as a whole. We are committed to support you to provide a high quality and professional service to the individuals you come into contact with. We will keep in touch with you using the email address you have given us. We will also share information through our Twitter account, Facebook account and website. We will tell you about:

- new publications, such as practice guidance documents. These tell you in more detail the expectation of your social care role
- any forums or networks that are relevant to you. These are often an opportunity to discuss professional development, share good practice and meet other professional people
- the workforce. As part of our role we will provide information about the sector, including statistics and trends that can be used for learning and workforce planning
- documents we publish. These explain the impact of legislation or other important sector changes you should be aware of

This guide is for all registered persons apart from social work students. If you are a social work student, please take a look at the Student Registration Essentials document, which is available in your SCWonline registration resources.

This is an exciting time to be part of the social care profession in Wales. There are many challenges but also opportunities. Good luck with your new role.

## The Registration Rules

Our rules are formally approved by the Welsh Government and are the legal basis for the registration of the social care workforce. They can be viewed on our website: [socialcare.wales/registration/what-is-registration](https://socialcare.wales/registration/what-is-registration)

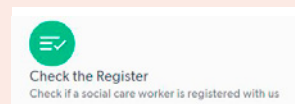




The Register of Social Care Workers (the Register) was established under the Care Standards Act 2000. The requirement to keep a register is now set out in the Regulation and Inspection of Social Care (Wales) Act 2016. It is a public record of the social care workers qualified, and registered with us, to practise in Wales as a social worker, social care manager and residential child care worker. The term 'social care worker' used in this guide refers to all registered persons.

The Welsh Government recently announced that domiciliary care workers will be able to register with us from April 2018 and it will be a legal requirement for all domiciliary care workers in Wales to register with us by April 2020. You can find more information on our **website**.

As a registered person you can now find your name on the public register (the Register). The Register is available **online** and anyone who is currently registered to practise in Wales will appear.



The register will show:

- your full name and title
- your registration number
- the county where you work
- the part of the Register you are on
- the date you were registered
- the qualifications you hold that are relevant for your role
- information about fitness to practise, for example, decisions and compliances.





# The Code of Professional Practice for Social Care

The Code of Professional Practice for Social Care (the Code) sets the standards, or rules, for all care professionals and social work students in Wales.

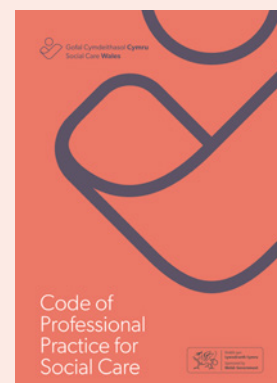
It gives criteria to guide your practice and clarity about the standards of conduct you are expected to meet. You are responsible for making sure you work to these standards at all times and that no action or omission on your part harms the well-being of individuals.

We will take account of the Code in considering issues of fitness to practise and will investigate any alleged breach of the Code. See page 10 for more information.

You confirmed you have read and understood the Code as part of your registration. The Code and links to the mobile app are on our [website](#).

## Social care workers must:

1. Respect the views and wishes, and promote the rights and interests, of individuals and carers.
2. Strive to establish and maintain the trust and confidence of individuals and carers.
3. Promote the well-being, voice and control of individuals and carers while supporting them to stay safe.
4. Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.
5. Act with integrity and uphold public trust and confidence in the social care profession.
6. Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills.
7. In addition to sections 1-6, if you are responsible for managing or leading staff, you must embed the Code in their work.





# Caring with Pride

## Get to know the Code and show you are Caring with Pride

Our Caring with Pride training aims to raise awareness of the Code and help you embed its principles in the workplace.

It gives practical advice about how the Code should guide and influence your work. Caring with Pride challenges you to show how well you know the Code by completing a short online test. If you pass, you will get a Caring with Pride certificate.

The training materials, test and resources for employers are all free and available on our **Learning Zone**.



"I am a registered manager, who thought it best practice to run through the video, workbook and assessment myself before I introduce the Learning Zone and Caring with Pride assessment to my workforce. I found the site very easy to use and the information and assessment very useful indeed."

**Claire Scanlan, registered manager**

The completed workbook can be used as evidence towards achieving the All Wales Induction Framework for Health and Social Care, as well as the level 2 and 3 health and social care diploma qualifications. Managers can use it to support the learning of their staff in induction, supervision, team meetings or training sessions.

To get involved, visit our **Learning Zone**.



## The Code and practice guidance

As a registered person you should ensure you are familiar with the practice guidance relevant for your role. Practice guidance for each role is published on our website and available to registered persons in **SCWonline** in your 'Registration Resources' folder. We will take account of the standards set out in the Code and practice guidance in considering allegations of impaired fitness to practise. The practice guidance may be used to support and illustrate alleged failure to adhere to the Code.

- **The social worker, practice guidance for social workers registered with us**
- **The social care manager, practice guidance for social care managers registered with us**
- **The residential child care worker, practice guidance for residential child care workers registered with us**
- **The domiciliary care worker, practice guidance for domiciliary care workers registered with us.**

See more at: [socialcare.wales/landing-page/code-of-professional-practice-and-guidance](https://socialcare.wales/landing-page/code-of-professional-practice-and-guidance)





# Important legislation

## Social Services and Well-being (Wales) Act 2014

The *Social Services and Well-being (Wales) Act 2014* came into effect on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support. It:

- puts people and their needs at the centre of their care, giving them greater voice and control over the care they receive
- encourages people to access advice and support at an earlier stage to maintain a good quality of life and reduce or delay the need for longer term care and support
- supports people so they can achieve well-being in every part of their lives
- involves people in the design and provision of the support and services they receive, recognising the knowledge and expertise they can bring.

We have worked with a range of partners to develop a national learning and development plan to support the implementation of the Act.

As part of this initiative, we developed an **Information and Learning Hub**, a one-stop-shop for the wide range of learning materials that were produced to help professionals in the social care, health and voluntary sectors implement the legislation in their day-to-day work.

## Regulation and Inspection of Social Care (Wales) Act 2016

The *Regulation and Inspection of Social Care (Wales) Act 2016* became law on 18 January 2016 and came into force in Wales from April 2017.

The Act builds on the foundations provided by the Social Services and Well-being (Wales) Act and focuses on the impact and quality of the services people receive. The Act also created Social Care Wales, bringing together the Care Council for Wales and the Social Services Improvement Agency as one organisation, with a broader remit.

You can find resources and training materials to help you put the Act into practice on the **Information and Learning Hub**.



# Fitness to practise

## **Fitness to practise – what does it mean?**

Fitness to practise means that a worker has the skills, knowledge, competence and appropriate character needed to practise in the social care sector.

We will investigate any cases where a registered person's fitness to practise is called into question. This may include incidences where a registered person's behaviour has a negative impact on the well-being and safety of an individual or the profession. This may include matters not directly related to professional practice.

## **Fitness to practise panels**

Normally, fitness to practise hearings are held in public.

## **What information is on our website about fitness to practise?**

Our website features information about warnings, undertakings and removals by agreement with our fitness to practise officers. It also features sanctions and outcomes of our fitness to practise hearings.

[socialcare.wales/fitness-to-practise](https://socialcare.wales/fitness-to-practise)

Details of the outcome of public hearings are published on our website for a set period of time under hearing outcomes [socialcare.wales/upcoming-hearing-list](https://socialcare.wales/upcoming-hearing-list)

After a disposal has expired, the reasons are removed from the website but the decision remains indefinitely.

You can find more information about fitness to practise at [socialcare.wales/fitness-to-practise](https://socialcare.wales/fitness-to-practise)



# SCWonline – our online services

Your SCWonline can be accessed via our website by clicking the image here or by visiting **[scwonline.wales/en/](https://scwonline.wales/en/)**



**SCWonline**

Online services for applicants, registrants, employers and social work degree providers

You can:

- see your personal registration record
- update your post-registration training and learning (PRTL) as you complete it and view your record at any time
- see and show others proof of your registration
- pay your fees
- update your employment details
- update your personal details
- see your renewal and annual payment due dates
- check your renewal due date and renew your registration
- view previous payment information
- request removal from the Register
- read important guides and information in your registration resources folder.

We will:

- contact you using the email address you gave us with information about your registration and invite you to participate in our activities
- provide you with a clear up-to-date record of your registration
- be able to see your training and learning record
- ensure your fee record is up-to-date
- use the information we collect from the Register and produce statistics, reports and guidance documents to help the workforce.

## Data protection

We are registered with the Information Commissioner. Our data protection statement is available on **[SCWonline](#)**.



## Digital registration

We will use digital communication, such as email and text messages, whenever possible as it is the best way of giving you a quick and effective service. Most of our registered persons communicate with us using SCWonline and email.



Our **Learning Zone** gives you access to interactive resources and information.

You can email the registration team at [registration@socialcare.wales](mailto:registration@socialcare.wales)



# Our new Registration app

We have launched our free Registration app, which means you can now access the following information offline:

- Qualifications
- Fees
- Who needs to register
- How to apply and renew your registration.

You can also access our domiciliary care worker pages on the go.

Download the mobile app from the **Google Play** or **Apple Store** by clicking one of the links below (you must be using your mobile phone or a tablet to install the application).

Google Play: <https://play.google.com/store/apps/details?id=wales.socialcare.Registration>

Apple: <https://itunes.apple.com/ao/app/registration-cofrestru/id1416711119?mt=8>

We will be updating the app regularly to make sure you're kept up-to-date.



## Your registration journey

Social care manager	Residential child care workers	Social worker
Complete the relevant qualification for your role	Complete the Social Care Induction Framework for Wales	Register as a social work student (if studying in Wales)
Register as a social care manager	Register as a social care worker	Qualify as a social worker
Maintain at least 90 hours of Post-Registration Training and Learning (PRTL) every three years	Complete the required qualification for your role	Register with us as a social worker
First steps in management resource	Provide us with evidence of your qualification	Continue your professional education and learning (CPEL) – see page 15 in this guide
Update your PRTL at any time on your SCWonline account	Maintain at least 90 hours of Post-Registration Training and Learning (PRTL) every three years	Maintain at least 90 hours of Post-Registration Training and Learning (PRTL) every three years
Renew your registration every three years	Update your PRTL at any time on your SCWonline account	Update your PRTL at any time on your SCWonline account
	Renew your registration every three years	Renew your registration every three years



For more information about your registration journey please visit our website: [socialcare.wales](https://socialcare.wales)



# Your responsibility to update your registration details

It is your responsibility to keep your details up-to-date. **Your email address is the key to our contact with you.** You must keep your current employment details up-to-date to enable you to practise. We need your **current contact details** so we can send you a reminder when your annual fee and renewal are due. Failure to notify us of changes to your personal details may be considered misconduct and could result in a referral to our fitness to practise team. We will also send you information, invitations to forums and ask you to participate in consultations.

Changes you **must** tell us about:

- contact details, including personal email addresses, home address and mobile number
- change to your employment such as job title, managing a different service, work address
- any change to your criminal record or your disciplinary record
- any change to your health that affects your work in social care
- registration with another regulatory body, for example the **NMC**
- change of name or title – you should register in the name you are known by at work so that people will be able to recognise you on the Register.

## What evidence is required:

Change	Document
Name change	A <b>verified</b> photocopy of your certificate of marriage, civil partnership, or deed poll

## How to tell us

You can see and amend your registration details online through SCWonline. Documentary evidence of a change can be scanned and uploaded through **SCWonline**. Why not check your details are up-to-date when you update your PRTL record?



# Registration fees

## Direct Debit

Most people find it easier to pay by Direct Debit as it is a reliable and secure way to always pay your registration fee on time.

## Annual fee

Your annual registration fee will be due every year on the anniversary of your registration date. We will send a reminder to your registered email address, so it is important to keep these up-to-date. The annual fee will not be refunded if you leave the Register part-way through a year.

## Renewal fee

Registration is for up to three years. Every three years you will be invited to renew your registration and pay your renewal fee and any other outstanding fees. How to renew your registration is explained on page 16.

You can **request removal from the Register** at any time if you are no longer in a role where registration is required.

If you **let your registration lapse** by not applying to renew and **without requesting removal**, your name will be removed from the Register. Any outstanding fee will be payable when you apply to return to the Register, as well as the application fee.

In **SCWonline** you can:

- see and print your payment record
- set up a Direct Debit
- make a new payment

You can find more information about the registration fees on our website at [socialcare.wales/registration/registration-fees](https://socialcare.wales/registration/registration-fees)



# Renewing your registration

Your registration lasts for three years.

Renewal of registration is not automatic. You will need to apply in SCWonline and you will need to show us that you continue to meet our criteria for working in social care, just as you did when you first registered.

## **We will only renew your registration if:**

- you have fulfilled any conditions attached to your registration
- you provide evidence of your continued:
  - unimpaired fitness to practise
  - character and competence
  - good conduct
  - physical and mental fitness to practise in social work or the field of social care work in which you wish you to work
  - competency
- you provide evidence that you have completed 90 hours or 15 days of PRTL within your current registration period. You will need to show what PRTL you have undertaken and how it has contributed to your practice
- you have completed any training requirement and provide evidence of your qualification
- you have paid your registration fees.

## How to renew your registration

We will use your registered contact details to send you a registration renewal reminder before your registration period is due to end. You must complete your renewal form and send us your training record online through your **SCWonline**. **You must send us a complete renewal application at least 21 days before your due date to maintain your registration.**

You can find detailed information about renewal on our website at:

**How to renew your registration**



# Your Post-Registration Training and Learning (PRTL)

## What is PRTL?

All registered persons must complete 15 days or 90 hours of training and learning within each three-year registration period. You must keep a record of this training and learning, you can do this by logging in to your SCWonline account and adding entries any time you complete relevant training or learning. If you are employed, talk about your training with your manager. Start recording PRTL and collecting your portfolio of evidence as soon as possible after you register.

You can add an entry into your SCWonline PRTL record at any time.

You should start to do this as soon as possible after you become registered and keep your record up-to-date.

Remember to keep a portfolio of evidence. One day of training and learning counts as six hours.

## What counts as PRTL?

PRTL can include study, training, courses, work-based learning, seminars, reading, teaching, case studies or other activities which could reasonably be expected to advance the social care worker's professional development, or contribute to the development of the profession as a whole.

Useful information about what to record and how to record it can be found in:

- **SCWonline PRTL help**
- **How to meet the Post-Registration Training and Learning (PRTL) requirements for registered social workers and social care workers**

## When we asked you about adding PRTL to your SCWonline, you told us:

Great website. The renewal form was very simple and PRTL easy to add!

Being able to update training courses as we go along will make re-registration much simpler.

Entering PRTL is now much easier.

PRTL record is an excellent way of keeping all training/development up-to-date.

The online training profile is excellent as it holds this type of info in one place making it easily accessible.

# Maintaining your registration and leaving the Register

## To maintain your registration you must:

- pay your fee each year
- follow the standards in the **Code of Professional Practice for Social Care**
- continue your professional development
- undertake and record 90 hours of PRTL in each three-year registration period
- apply to renew every three years while working in a role where registration is mandatory to practise.

## What to do when you no longer need to be registered

The Register is for practising professionals who can maintain their PRTL in their registered role. If you are no longer working in social care you can request voluntary removal through your **SCWonline**. In your account, please go to 'My Registration' select 'Remove' and complete the questions. You can also request removal by email or letter. **Please note: a verbal request for removal does not start the removal process.**

We will then contact your employer, or previous employer and any other regulatory body with which you are currently registered, for confirmation that you no longer work in social care or no longer need to be registered and that you have no current fitness to practise issues.

You cannot be removed from the Register until any current fitness to practise issue has been concluded.

You will remain registered until you receive a letter confirming your removal from the Register.

## Lapsing registration

You must complete your renewal at least 21 days before your renewal date. If you don't, your registration could lapse and we will send you and your last known employer a notice of intention to remove your name from the Register. If you lapse and your name is removed from the Register, you can no longer practise in Wales.



### Returning to the Register

If your registration has lapsed and you need to return to the Register, you'll need to log back in to your SCWonline account and:

- submit a new application for registration
- pay any outstanding fees
- meet all the requirements
- supply your post-registration training and learning (PRTL) record if required.

You can log on to **SCWonline** or go to: **[socialcare.wales/registration](https://socialcare.wales/registration)**

### Returning to social work practice

If you have been out of social work practice and wish to register you will need to demonstrate current knowledge and understanding of contemporary social work practice and apply for registration.

Full details of the Return to Social Work Practice process are available here: **[socialcare.wales/registration/apply-to-register](https://socialcare.wales/registration/apply-to-register)**





# Continuing Professional Education and Learning (CPEL) for social workers

## What is the CPEL framework?

The CPEL framework is a series of professional education and training programmes, leading to additional qualifications to support qualified social workers as they progress through their careers and take on new roles.

## What are the CPEL programmes and who are they for?

The CPEL framework consists of four programmes:

<b>Consolidation programme for newly qualified social workers</b>	The Consolidation Programme is the first part of the CPEL framework. It also forms part of <b>The First Three Years in Practice</b> framework which is designed to support social workers to consolidate and develop their expertise as they make the transition from social work graduate to competent practitioner. Social workers qualifying after 2016 are required to complete the programme by the time they renew their registration after three years.
<b>Experienced practice in social work programme</b>	Designed for social workers with at least two years' post-qualifying experience. The programme aims to develop an experienced social worker's practice further, by critically reflecting on specific areas of social work practice.
<b>Senior practice in social work programme</b>	Designed for social workers with at least three years' post-qualifying social work experience, practising at a more complex level and supervising others. The programme aims to enhance the practice of social workers with a focus on professional leadership and research.
<b>Consultant social work programme</b>	Designed for social workers with at least five years' post-qualifying social work experience working in roles, which include complex practice, offering consultancy on practice issues, education and training and/or leading practice research and development. The programme aims to enhance social workers' contribution to the delivery of high quality social work services, service improvements and developments.

Some funding is available to support participation in these programmes and potential learners should talk to their employers about access and opportunities for funding.

For more information, go to: <https://socialcare.wales/learning-and-development/social-work-qualifications#section-942-anchor> "socialcare.wales/learning-and-development/post-qualifying-training"



## Your registration assistant

Your registration is based on questions received by our staff. If you have a question you would like featured, please contact us at [registration@socialcare.wales](mailto:registration@socialcare.wales).

Can I use SCWonline on my mobile?



You can! **SCWonline** has been developed to work on mobiles and tablets meaning you can log in easily at any time.

How do I pay my fees?



The easiest and most convenient way to pay your fees is by Direct Debit, and you will be covered by the Direct Debit Guarantee. You can set up a new Direct Debit, or choose to pay by credit or debit card online in your **SCWonline** account.

I want to log in to SCWonline and I can't remember my password. Can you help?



We know it can be difficult to remember a password, so we have added a 'forgotten your password' option on the **SCWonline** log in screen. This needs to be the email you registered with.

I would like to know more about my area of work. Is this something you can help with?



It is! We have a wealth of information on our website **socialcare.wales**. We also publish information in our annual reports about the registered workforce.

What do I need to do to update my details such as my home address or email address?



Updating your details is quick and easy, and can be done by logging in to your **SCWonline** account.

Can I update my training record (PRTL) regularly?



Yes. We encourage everyone to add their training to their SCWonline account regularly. Simply log in to your account and go to 'My Registration', choose **Post-Registration Training and Learning** from the menu and add your record.

What is my submission date?



Your submission date is the date we need you to have submitted a complete renewal, this includes completing the online renewal form, training record and paying your fee. This will give us enough time to process your renewal before your renewal date. Your registration will lapse if we have not received a complete renewal by your renewal date.

How do I prove that I am registered?



You can see your real time registration status and details in your **SCWonline** account by clicking on the left hand menu and selecting 'My proof of registration'. People can also search for you on the Register on our website.

How can I send my verified documents to the registration team?



Your documents can be scanned and then uploaded into your **SCWonline** account or sent as an email attachment to [registration@socialcare.wales](mailto:registration@socialcare.wales). SCWonline is the quickest, most secure method.

# First steps in management for social care managers

'First steps in management' is an interactive resource to help newly appointed managers transition smoothly into their new role.

The resource covers three crucial elements of the leadership and management role:

- managing yourself
- leading and managing a team
- leading and managing a service

It also provides a framework for managers and employers to structure induction and to plan for continuing professional development.

Featuring a combination of practical guidance and links to other resources, 'First steps in management' also seeks to help managers develop as leaders in care.

For more information about 'first steps in management', visit [socialcare.wales/learning-and-development/first-steps-in-management](https://socialcare.wales/learning-and-development/first-steps-in-management).

## More than just words

**More than just words**, the Welsh Government's Strategic Framework for the Welsh language in Health and Social Care, requires care providers to make sure they actively offer Welsh language care services to the same standard as English language care services.

An essential element of this strategy is the 'Active Offer'. Put simply, the Active Offer means that a Welsh language service is provided to those who need it without them having to ask for it.

The Welsh Government has produced a pack about providing the Active Offer. It shows you do not have to be a fluent Welsh speaker to provide people with the Active Offer. You can find the pack at:

[gov.wales/docs/dhss/publications/150928activeoffersocialservicesen.pdf](https://gov.wales/docs/dhss/publications/150928activeoffersocialservicesen.pdf)

We have also produced resources for services that wish to make sure they are providing a service that answers Welsh speakers' needs, as well as information about resources and learning guides provided by others. You can find these at: [socialcare.wales/learning-and-development/working-in-welsh](https://socialcare.wales/learning-and-development/working-in-welsh)



## Useful resource and information

In the resources section of our website, you can access a range of publications, video clips and online links. You can search for a keyword, or select a category and browse: [socialcare.wales/resources](https://socialcare.wales/resources)

Here are links to some of our useful publications:

**[Code of Professional Practice for Social Care – resources](#)**

**[SCWonline registration resources](#)**

**[Duty of candour](#)**

**[Current registration data reports](#)**

**[Historic registration data reports](#)**

**[The Consolidation Programme for Newly Qualified Social Workers](#)**

**[Continuing Professional Education and Learning \(CPEL\) framework for social workers](#)**

**[Learning and development](#)**

**[Learning Zone](#)**

**[Fitness to practise rules](#)**

**[Mandatory reporting of female genital mutilation](#)**

# Contact us

You can find more information on our website at: **socialcare.wales**

Email: **registration@socialcare.wales**

**FTP@socialcare.wales**



**@SocialCareWales**



**Care Careers Wales**

You can speak to us Monday to Friday, 9am to 5pm

Registration helpline: **029 2078 0646**

Fitness to practise: **029 2078 0648**

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