



Cyngor Gofal Cymru
Care Council for Wales

Hyder mewn Gofal - Confidence in Care

The Framework for the Degree in Social Work in Wales



Noddir gan
Lywodraeth Cymru
Sponsored by
Welsh Government

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Foreword

Professional, competent, confident and safe social workers are essential to providing excellent, front line social services in Wales. This is a principle in the Welsh Government policy document, *Sustainable Social Services for Wales: A Framework for Action* (February 2011).

At the National Social Services Conference in June 2011, the Deputy Minister for Children and Social Services referred to the need to grasp the *“full importance of professional practice, its transformational power and what needs to be in place to enable it to flourish and grow.”* There is therefore significant attention on the training and preparation of social workers for professional practice.

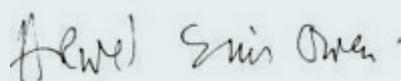
The Care Council for Wales is responsible for regulating professional social work training under the *Care Standards Act 2000*. It sets the standards for social work training that will meet the Welsh Government requirements for the awarding of a social work degree. It also makes rules for the approval and quality assurance of social work programmes.

These requirements and rules build on the original version developed in 2004. They provide the first part of the overall framework of social work qualifications, including post-qualifying training which will develop and extend the knowledge and expertise of social workers.

The overall framework supports the Welsh Government commitment made in *Sustainable Social Services*. This will develop clearer career pathways and on-going qualification requirements for social workers. It will also enhance professionalism and promote high quality services.

The changes to the 2004 requirements and rules seek to better support the partnership arrangements between employers and higher education institutions. They promote the involvement of independent and voluntary social work employers with social work degree programmes. For learners there are new requirements to ensure they gain experience of statutory work in relation to safeguarding. The teaching they receive, both in college and in practice, will also be provided by registered social workers. Other changes ensure the degree reflects the needs of Wales, so students are familiar with its policy making and legislative powers. It will also demonstrate an understanding of the needs of Wales, its languages, legislation, culture, geography and institutions.

The revised framework is an important element in ensuring qualifying social workers are prepared for the challenges of contemporary social work practice in Wales. It will ensure delivery of the standard of professional practice that service users and the community expect and deserve.



Arwel Ellis Owen
Chair of the Care Council for Wales
July 2012

Section 1: Introduction

- 1.1. Since 2003 social work has been a regulated profession and the standards for the social work degree have enabled students to become qualified and eligible to apply for registration as a social worker.
- 1.2. In 2011 the Welsh Government published its policy document *Sustainable Social Services for Wales: A Framework for Action*¹ (*Sustainable Social Services*). The policy sets ambitious plans for social services in Wales and focuses on the workforce and their contribution as professionals in delivering the high quality, responsive, citizen centred social services essential to a successful Wales. *Sustainable Social Services* says these plans will not be achievable “without placing the professional contribution of social workers and social care workers even more at the heart of services. Whilst leadership, collaboration, integrated services and a focus on performance make a huge impact, it is the way in which frontline staff deliver the day-to-day work with citizens that ultimately makes the difference.”
- 1.3. *Sustainable Social Services* sets out the policy for social work provision in Wales and describes some of the roles and qualities required of professional social workers. The education and training of social workers is therefore central to ensuring new graduates entering the profession have the knowledge and skills required to fulfil the role as expected by the White Paper.
- 1.4. In 2004 the Care Council for Wales (Care Council) and the Social Services inspectorate for Wales published *Raising Standards – The Qualification Framework for the Degree in Social Work in Wales*². Following a review in 2010 – 2011 the regulatory framework has been updated to reflect the challenge of *Sustainable Social Services* for social work. This revised framework of rules and requirements for the social work degree sees the quality of the social work workforce and their professionalism as central to responsive and sustainable social services and emphasises the integrated approach to social services in Wales by setting out the principles, learning outcomes and standards for the degree and the rules governing the professional regulation of social work training.
- 1.5. This document forms part of the overall framework of professional education and learning for social workers which provides the framework for the education and training of social workers in Wales from pre to post qualification. The overall framework sets out the requirements for social workers to meet professional standards of practice and to deepen their knowledge and skill through specialism in service after graduating, through the new Continuing Professional Education and Learning (CPEL) Framework. This document provides the framework for the degree in social work in Wales.

¹ Sustainable Social Services for Wales: A Framework for Action, Welsh Government 2011

² Raising Standards – The Qualification Framework for the Degree in Social Work in Wales, Care Council for Wales & Welsh Assembly Government, 2004

1.6. The principles for the social work degree in Wales have been agreed as:

- the award will be delivered through a formal partnership of employers and Higher Education Institutions.
- social work employers from the statutory, voluntary and private sectors must be at the centre of training, and training supply must be based on workforce planning;
- service users and carers must have a strong voice in the management and delivery of the social work degree;
- social work education and training must be at least graduate level;
- the social work degree must incorporate the Care Council *Code of Practice for Social Care Workers* and have learning outcomes that will prepare students to be able to meet the National Occupational Standards for Social Work;
- there should be flexible routes to qualification;
- the curriculum should be generic preparing students for social work practice and their continued professional education and learning;
- the degree will be a combination of practice and academic learning informed by social work theory and research findings.
- transferability of qualifications across UK and the European Union is essential;
- social work education and training will reflect the language, legislation, culture, geography and institutions in Wales.

1.7. One of the key messages identified at the outset of planning for the degree was that the partnerships between social care agencies and education providers must be augmented, strengthened and enhanced in order to ensure that clear links are made between training, and the recruitment and retention of a competent, skilled and motivated workforce.

1.8. In Wales, social work education and training will be delivered in partnership, with employers having a central role in the development, design, delivery, monitoring and review of the degree and in the selection and assessment of students. Placing employers at the centre of the education and training process will ensure that qualifying social workers are competent, committed and supported in undertaking the challenging and complex tasks of their jobs. These aims are achieved through the rules and requirements for social work training of the Care Council.

1.9. The social work degree is based on:

- The Care Council *Code of Practice for Social Care Workers*
- The National Occupational Standards (NOS) in Social Work
- The QAA Subject Benchmark Statements for Social Work
- The QAA Level Descriptors for Higher Education

An assessment framework is provided which sets out the approach to the assessment of social work degree students. The framework allows programmes to develop their own curriculum that will provide an integrated, coherent experience of learning. It describes, for students and educators, the distinctive standards and expectations for each level of learning and stages of progression towards the qualification.

- 1.10. The NOS in Social Work describe the knowledge and skills required of a social worker at the point of qualification. They also apply to social workers in practice who will be undertaking social work in more complex situations. The NOS are valuable tools to be used as benchmarks for qualifications as well as for defining roles at work, in staff recruitment, supervision and appraisal.
- 1.11. Taken together the rules, requirements and assessment framework provides a qualification framework for Wales which addresses the principles set out by the Deputy Minister for Children and Social Services in 2011 and ensures that we have a qualification that is delivered in partnership and meets the needs of social work in Wales. The main focus however for this qualification must be to ensure social workers make a positive difference to the quality of vulnerable people's lives, in a context of social justice and equality.
- 1.12. This document is particularly intended for academic and employer partners involved in providing social work programmes and may also be of interest to potential students and service users and carers.
- 1.13. This document has been approved by the Care Council and agreed by the Welsh Government. They identify the requirements for approval that will need to be demonstrated by a degree programme. They include the:
- process of approval and quality assurance;
 - entry requirements;
 - selection procedures and criteria;
 - learning criteria;
 - assessment criteria;
 - resource criteria and the quality assurance criteria required for all social work degree courses.
- 1.14. In addition the Care Council has issued documentation on the required approval process and quality assurance of the new degree and for the quality assurance of degree schemes leading to registration. These are available on the Care Council website: www.ccwales.org.uk

Section 2: Welsh Government Requirements for an Award of a Degree in Social Work

1. Introduction

(1) These Requirements were developed in partnership with the social care sector in Wales to reflect the key principles for social work training in Wales set out by the Deputy Minister for Children and Social Services in *Sustainable Social Services*. The Requirements are part of the overall qualification framework for the degree in social work in Wales and are reflected in Section 3 of this document as the required standard of proficiency in relevant social work.

2. The Requirements

(1) A student completing the degree programme (whether or not he or she intends to practise as a social worker) must demonstrate by the point of final assessment that he or she:

- (a) has met the Benchmark Statements for Social Work and the National Occupational Standards (NOS) for Social Work;
- (b) proceeded through the degree programme in accordance with the assessment framework;
- (c) would be able to integrate Welsh, UK and European Union legislation (including the *Human Rights Act 1998*), knowledge and research evidence about best practice and theory, related to social work, into his or her practice as a social worker;
- (d) would be able to integrate requirements under the *Welsh Language Act 1993* and the *Welsh Language Measure 2011* into his or her practice as a social worker;
- (e) would understand the desirability for, and would promote in his or her practice as a social worker, the assessment of service users' and carers' needs and the provision of services in a service user's and carer's preferred language;
- (f) demonstrated throughout the degree programme that he or she had complied with the *Code of Practice for Social Care Workers* published by the Care Council under Section 62 of the Act;
- (g) subject to any credit granted to the student in accordance with any arrangements for the accreditation of prior experience and learning, had undertaken approximately 1200 hours of academic learning, and that such learning has been appropriately guided, structured and assessed;
- (h) subject to any credit granted to the student in accordance with any arrangements for the accreditation of prior experience and learning, has undertaken at least 200 days of practical training in social work ("practice learning");

- (i) was assessed at the end of the first level of the degree to have successfully completed a minimum of a 20 day period of supervised practice learning and on the basis of observation of interaction with service users and all other assessed work, he or she was judged to be suitable for, and safe to proceed to the next level of the degree. In reaching this judgement the student was assessed as having:
- (i) the interpersonal skills and values required in order for him or her to be suitable and safe to work with service users and carers; and
 - (ii) acquired an understanding, directly from service users and carers, of the impact of social work practice upon them;
- (j) having successfully demonstrated the matters referred to in 2.(1) (i) has successfully undertaken an additional period of at least 180 days of assessed practice learning in which:
- (i) the 180 days included at least two practice learning periods of 80 or more days;
 - (ii) one such period involved social work with a materially different service user group to the other;
 - (iii) at least one such period was in a local social services authority and included experience of statutory functions including safeguarding;
 - (iv) over the 180 days he or she demonstrated:
 - they understand the professional role in relation to safeguarding children and adults
 - they have the skills to contribute appropriately to safeguarding interventions;
- (v) at least one such period included experience of working with other professions in the delivery of a social work service;
- (vi) where a student is also employed as a social care worker whilst undertaking the degree programme, at least one of these periods was undertaken within a setting that is materially different to the setting within which he or she is employed.

Section 3: The Approval and Visiting of Degree Courses in Social Work (Wales) Rules 2012

Arrangement of Rules

Part I General

1. Citation and Commencement
2. Interpretation

Part II Approval of Degree Programmes in Social Work

3. Applications for Approval
4. Considerations of Approval
5. Requirements for Approval
6. The Required Standard of Proficiency in Relevant Social Work
7. Duration and Lapse of Approvals
8. Modifications to Degree Programmes

Part III Monitoring and Quality Assurance

9. Provision of Information
10. Reviews
11. Focused Investigations
12. Inspections
13. Visitors

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14. Review of Decisions

The Schedule

Criteria for the Approval and Quality Assurance of Degree Programmes in Social Work

The Care Council for Wales, in the exercise of powers conferred on it by Sections 63(1), (3), (6), 66(1), (2) and 71(1) to (3) of the Care Standards Act 2000, and with the consent of the Welsh Ministers under Section 71(4) of the 2000 Act³, hereby makes the following Rules:

Part I General

1. Citation and Commencement

These Rules may be cited as the Approval and Visiting of Degree Courses in Social Work (Wales) Rules 2012 and shall come into force on 1st August 2012

2. Interpretation

(1) In these Rules –

“the Act” means the *Care Standards Act 2000*;

“Assessment Framework for Social Work Training in Wales” means the framework set out in Appendix 1;

“assessment level” shall be construed by reference to the Wales Framework for Assessment in the Social Work Degree;

“application” means, for the purposes of Rule 4, the application made under Rule 3 and, for the purposes of Rule 8, the application made under Rule 8(2), and “applicant” shall be construed accordingly;

“approved degree programme” means a degree programme that has been approved under these Rules;

“Benchmark Statement for Social Work” means the Subject Benchmark Statement contained in the document published by the QAA in April 2008 entitled “Social Work”;

“Care Council” means the Care Council for Wales established by Section 54 of the Act;

“degree programme” means a course in relevant social work for persons who wish to become social workers;

“designated senior officer” means a senior member of the staff of the Care Council who has been authorised by it to act as such under these Rules;

“duly authorised officer” means an officer of the staff of the Care Council who has been authorised by it to act as such under these Rules;

“external examiner” shall be construed in accordance with paragraph 7(2) (c) of the Schedule;

“focused investigation” means an investigation under Rule 11;

“Inspection Committee” means the Committee of the Care Council that has been authorised by it to act as such under Rule 12;

“institution” means, in relation to a degree programme (whether or not it is an approved degree programme), the institution that made an application for its approval under these Rules, or an institution that has inherited responsibility for an approved degree programme from another institution;

³ 2000 c. 14 (“the Act”). Section 71(4) of the Act provides that “no rules shall be made by the Council under this Part without the consent of the appropriate Minister.” “appropriate Minister” is defined by section 121(1) of the Act, in relation to Wales, as the National Assembly for Wales. The functions of the National Assembly for Wales under section 71(4) were vested in the Welsh Ministers by the operation of section 162 of and paragraph 30 of Schedule 11 to the Government of Wales Act 2006 (c.32)

“National Occupational Standards” means the National Occupational Standards for Social Work as amended from time to time and published by the Care Council, (being the body to whom the Welsh Ministers have for the time being delegated their functions under Section 67(1)(d) of the Act⁴;

“officer of the Care Council” includes a person who is not a member of staff of the Care Council but with whom the Care Council has made arrangements under paragraph 13(2) of Schedule 1 to the Act;

“partnership agreement” means an agreement of a type referred to in paragraph 1(1) (a) of the Schedule;

“practice assessment panel” means a panel constituted in accordance with paragraph 6(1)(f) of the Schedule;

“practice assessor” means a person referred to in paragraph 6(1)(j) of the Schedule;

“practice learning” shall be construed in accordance with Rule 6(2)(j);

“programme specification” is referred to in paragraph 5(1) of the Schedule;

“QAA” means the Quality Assurance Agency for Higher Education;

“quality assurance” shall be construed in accordance with paragraph 7(1) (a) of the Schedule;

“the Register” means the register maintained by the Care Council under Section 56 of the Act, and “registration” and “registered” shall be construed accordingly;

“required standard of proficiency in relevant social work” means the standard described in Rule 6⁵;

“Review Committee” means a committee of the Care Council that has been authorised by it to act as such under Rule 14;

“routes” shall, in relation to a degree programme, be construed in accordance with Rule 4(7);

“student” means, in relation to a degree programme, a student who is or (as the context requires) may be enrolled on the programme;

“student transcript” has the meaning given by paragraph 5(2)(n) of the Schedule;

“visitor” shall be construed in accordance with Rule 13.

(2) In these Rules, a reference to –

- (a) a numbered Rule is to the Rule in these Rules bearing that number;
- (b) a numbered paragraph in a Rule or the Schedule is to the paragraph in that Rule or the Schedule bearing that number;
- (c) a numbered sub-paragraph in a paragraph is to the subparagraph in that paragraph bearing that number; and
- (d) the Schedule is to the Schedule to these Rules.

⁴ Under Section 67(1)(d) the Welsh Ministers have the function of drawing up occupational standards for social care workers.

⁵ “Relevant Social Work” is defined by section 55(4) of the Act as social work which is required in connection with any health, education or social services provided by any person.

Part II Approval of Degree Programmes in Social Work

3. Applications for Approval

(1) An application to the Care Council under Section 63(1) of the Act for the approval of a degree programme in social work must be –

- (a) made in writing on a form approved by the Care Council;
- (b) accompanied by a programme specification, a copy of the institution's partnership agreement or agreements and such other information as may be required by the form;
- (c) accompanied by a fee of such reasonable amount as the Care Council may require; and
- (d) made by an institution of a type that is referred to in s.214 (2) (a) or (b) of the *Education Reform Act 1988*⁶.

4. Consideration of Applications

(1) An application duly made under Rule 3 for the approval of a degree programme shall be considered by a duly authorised officer of the Care Council. An application that has not been duly made shall not be considered.

(2) The duly authorised officer of the Care Council must –

- (a) where he or she considers that –
 - (i) the requirements of Rule 5 are or (as appropriate) will be satisfied;
 - (ii) the programme will enable persons completing it to attain the required standard of proficiency in relevant social work (Rule 6); and

- (iii) the institution will be able to comply with requirements under Rule 9; but
- (iv) the programme need not be approved subject to conditions recommend to the Care Council approval of the programme and notify the applicant of that fact in writing.

(b) where he or she considers that –

- (i) the requirements of Rule 5 are or (as appropriate) will be satisfied;
- (ii) the programme will enable persons completing it to attain the required standard of proficiency in relevant social work (Rule 6); and
- (iii) the institution will be able to comply with requirements under Rule 9; but
- (iv) approval should be granted subject to conditions; notify the applicant of the proposed conditions.

(c) following notification under paragraph (2) (b) and where the applicant has agreed in writing to the proposed conditions, recommend to the Care Council approval of the programme subject to those conditions and notify the applicant of that fact in writing;

(d) refer the application to a designated senior officer if –

- (i) he or she considers that the requirements of Rule 5 are not or (as appropriate) will not be satisfied or that the programme will not enable persons completing it to attain the required standard of proficiency in relevant social work (Rule 6) or that the institution will not be able to comply with requirements under Rule 9; or

⁶ 1988 c.40 ("the 1988 Act"). Section 214(2)(a) of the 1988 Act refers to universities, colleges and other bodies authorised by Royal Charter or by or under an Act of Parliament to grant degrees. Section 214(2)(b) of the 1988 Act refers to bodies permitted by bodies falling within section 21(2)(a) to grant degrees on their behalf.

- (ii) following notification under paragraph 2(b), the applicant has not agreed to the proposed conditions in writing within 15 working days of receipt of that notification.
- (3) Where an application has been referred under paragraph (2) (d):
- (a) if the designated senior officer considers that the requirements of Rule 5 are or (as appropriate) will be satisfied, the programme will enable persons completing it to attain the required standard of proficiency in relevant social work (Rule 6) and that the institution will be able to comply with requirements under Rule 9, he or she must recommend to the Care Council that the programme is approved (with or without conditions as he or she thinks fit);
 - (b) if the designated senior officer considers that the requirements of Rule 5 are not or (as appropriate) will not be satisfied, the programme will not enable persons completing it to attain that standard (Rule 6) or that the institution will not be able to comply with requirements under Rule 9, he or she must recommend to the Care Council refusal to approve the programme;
 - (c) notify the applicant in writing of the recommendation on the application; and
 - (d) where the recommendation of the designated senior officer is to refuse to approve the programme or to approve it subject to conditions that have not been agreed in writing between the applicant and the Care Council, he or she must give his or her reasons in that notification and inform the institution of its right of review under Rule 14.
- (4) A decision of a type referred to in paragraph (3)(d):
- (a) shall have effect 28 days after the day on which the applicant received notification of it if, during that period, the applicant has not referred the decision in writing to the Review Committee for consideration under Rule 14; but
 - (b) shall not have effect if the applicant does so refer the decision; and any other decision under paragraph (3) shall have effect as soon as it is made.
- (5) A duly authorised officer of the Care Council may at any time require the applicant to provide it with such further information as it may reasonably require for the purposes of considering an application.
- (6) Any approval given under these Rules shall come into force on such day as is specified in the notification of approval given under paragraph (2) or (3) under Rule 14 (review of decisions).
- (7) Where there is more than one means by which students may complete a degree programme (referred to in these Rules as "routes"):
- (a) any reference in these Rules to an Officer of the Care Council or the Review Committee considering –
 - (i) that the requirements of Rule 5 are or (as appropriate) will be satisfied, is a reference to considering whether the requirements are or (as appropriate) will be satisfied in relation to each of those routes;

- (ii) that the degree programme will or will not enable a person completing it to attain the required standard of proficiency in relevant social work (Rule 6), is a reference to considering whether each of those routes will or will not enable such a person to attain that standard;
 - (iii) that the institution will or will not be able to comply with requirements under Rule 9, is a reference to considering whether the institution will or will not be able to comply with those requirements in relation to each of those routes;
- (b) any approval granted under these Rules shall only relate to such routes (if any) as were specified in the application.

5. Requirements for Approval

- (1) The requirements of this Rule are that:
- (a) a student's successful completion of the degree programme will result in either:
 - (i) the grant of an award that confers upon the holder the right to the title of bachelor so long as that award may also (in accordance with the instruments relating to or regulating the applicant) take the form of an honours degree;
 - (ii) the grant of an award that confers upon the holder the right to the title of master; or
 - (iii) the grant of a postgraduate diploma; and
 - (b) the degree programme and the institution do or (as appropriate) will satisfy the criteria set out in the Schedule to these Rules.

6. The Required Standard of Proficiency in Relevant Social Work

- (1) For the purpose of Section 63(5) of the Act, the "required standard of proficiency in relevant social work"⁷ is the standard described in paragraph (2).
- (2) A student completing the degree programme (whether or not he or she intends to practise as a social worker) must demonstrate by the point of final assessment that he or she:
 - (a) has met the Benchmark Statements for Social Work and the NOS for Social Work;
 - (b) proceeded through the degree programme in accordance with the assessment framework;
 - (c) would be able to integrate Welsh, UK and European Union legislation (including the *Human Rights Act 1998*), knowledge and research evidence about best practice and theory, related to social work, into his or her practice as a social worker;
 - (d) would be able to integrate requirements under the *Welsh Language Act 1993* and the *Welsh Language Measure 2011* into his or her practice as a social worker;
 - (e) would understand the desirability for, and would promote in his or her practice as a social worker, the assessment of service users' and carers' needs and the provision of services in a service user's and carer's preferred language;
 - (f) demonstrated throughout the degree programme that he or she had complied with the *Code of Practice for Social Care Workers* published by the Care Council under Section 62 of the Act;

⁷ Section 63(5) of the Act provides that "a course for persons who wish to become social workers shall not be approved under this Section unless the Care Council considers that it is such as to enable persons completing it to attain the required standard of proficiency in relevant social work."

- (g) subject to any credit granted to the student in accordance with any arrangements for the accreditation of prior experience and learning, had undertaken approximately 1200 hours of academic learning, and that such learning has been appropriately guided, structured and assessed;
- (h) subject to any credit granted to the student in accordance with any arrangements for the accreditation of prior experience and learning, has undertaken at least 200 days of practical training in social work (“practice learning”);
- (i) was assessed at the end of the first level of the degree to have successfully completed a minimum of a 20 day period of supervised practice learning and on the basis of observation of interaction with service users and all other assessed work, he or she was judged to be suitable for, and safe to proceed to the next level of the degree. In reaching this judgement the student was assessed as having:
- (ii) the interpersonal skills and values required in order for him or her to be suitable and safe to work with service users and carers; and
- (iii) acquired an understanding, directly from service users and carers, of the impact of social work practice upon them;
- (i) having successfully demonstrated the matters referred to in 2.(1) (i) has successfully undertaken an additional period of at least 180 days of assessed practice learning in which:
- (i) the 180 days included at least two practice learning periods of 80 or more days;
- (ii) one such period involved social work with a materially different service user group to the other;
- (iii) at least one such period was in a Local Social Services Authority and included experience of statutory functions including safeguarding;
- (iv) over the 180 days he or she demonstrated:
- They understand the professional role in relation to safeguarding children and adults;
 - They have the skills to contribute appropriately to safeguarding interventions.
- (v) at least one such period included experience of working with other professions in the delivery of a social work service;
- (vi) where a student is also employed as a social care worker whilst undertaking the degree programme, at least one of these periods was undertaken within a setting that is materially different to the setting within which he or she is employed.

7. Duration and Lapse of Approvals

- (1) The approval of a degree programme given under these Rules shall cease to have effect if –
- (a) it is withdrawn under Rule 12 or 14;
- (b) the institution makes a written request to the Care Council for the approval to be withdrawn and the Care Council accedes to that request; or

(2) The approval of a degree programme given under these Rules shall cease to have effect if during any 12 month period, no student has been enrolled on the programme except for those students already registered with the programme for whom approval will remain so long as Rule 7.1(a) does not apply.

8. Modifications to Degree Programmes

(1) An institution must not make any of the following modifications to a degree programme without the consent of the Care Council:

- (a) an alteration to the programme specification or any partnership agreement, whether in their original forms as at the date of approval of the programme or as subsequently modified under this Rule;
- (b) a material reduction in the ratio of programme resources (including registered social worker teaching staff) to students undertaking the programme (or any route of the programme), as that ratio stood at the date of approval of the programme or as it stands having been subsequently modified under this Rule;
- (c) a variation in the number of students for which the programme (or any route of the programme) is designed, as that design stood at the date of approval of the programme or as it stands having been subsequently modified under this Rule.

(2) An application for consent under this Rule must be made by the institution in writing on a form approved for the purpose by the Care Council, and include such information as may be required.

(3) An application duly made under paragraph (2) shall be considered by a duly authorised officer of the Care Council. An application that is not duly made shall not be considered.

(4) A duly authorised officer of the Care Council must:

- (a) where he or she considers that the proposed modification will not call into question the ability of the programme to continue to satisfy the requirements of Rule 5 or to continue to enable persons completing it to attain the required standard of proficiency in relevant social work, give consent to the modification and notify the applicant of that fact in writing;
- (b) where he or she considers that, if the proposed modification is implemented in an altered form, it will not call into question the matters referred to in subparagraph (a), notify the applicant of the proposed alteration, and, if the applicant agrees in writing to the proposed alteration, give consent to the proposed modification as altered and notify the applicant of that fact in writing;
- (c) refer the application to a designated senior officer where:
 - (i) in a case not falling within subparagraph (b), he or she considers that the proposed modification will call into question the matters referred to in subparagraph (a); or
 - (ii) the applicant has not agreed to a proposed alteration under subparagraph (b).

- (5) Where a reference has been made under paragraph 4(c), the designated senior officer must make one of the following decisions as he or she thinks fit:
- (a) refuse to consent to the proposed modification;
 - (b) give consent without requiring either the proposed modification to be implemented in an altered form or the applicant to produce an action plan;
 - (c) give consent but require the proposed modification to be implemented in an altered form;
 - (d) give consent but require the applicant to produce and implement an action plan with a view to ensuring that the implementation of the modification does not call into question the matters referred to in paragraph (4)(a);
 - (e) give consent but require the proposed modification to be altered as described in sub-paragraph (c) and require the applicant to produce and implement an action plan as described in sub-paragraph (d).
- (6) The designated senior officer must:
- (a) notify the applicant in writing of his or her decision; and
 - (b) where he or she has refused to consent to the proposed modification, required the modification to be implemented in an altered form that has not been agreed in writing with the applicant or required the applicant to produce an action plan –
 - (i) give his or her reasons in that notification; and
 - (ii) inform the applicant of the right of review under paragraph (8).
- (7) A duly authorised officer of the Care Council may require the applicant to provide it with such further information as it may reasonably require at any time for the purposes of considering an application.
- (8) A decision of a type referred to in paragraph (6)(b) –
- (a) shall have effect 28 days after the day on which the applicant received notification of it if, during that period, the applicant has not referred the decision, in writing, to the Review Committee for consideration under Rule 14; but
 - (b) shall not have effect if the applicant does so refer the decision; and any other decision under paragraph (5) shall have effect as soon as it is made.

Part III Monitoring and Quality Assurance

9. Provision of Information

- (1) An institution must provide all prospective students with information on:
 - (a) its student selection process and criteria;
 - (b) routes to successful completion of the degree programme;
 - (c) any arrangements it has for the accreditation of prior experience and learning;
 - (d) its equal opportunities policies;
 - (e) its arrangements for disabled students;
 - (f) the institution's Welsh language scheme, the degree programme's Welsh language policy, and arrangements for students to learn and be assessed through the medium of the Welsh language; and
 - (g) The requirement for social work students to be registered with the Care Council for Wales
- (2) An institution must produce an annual student handbook containing current information on:
 - (a) the programme specification;
 - (b) the assessment process;
 - (c) complaints, termination of a student's place on the programme and appeal and whistleblowing procedures; and
 - (d) the provision of transcripts of student attainment and future learning needs
- (3) An institution must provide the Care Council with the following information in the format, on the date, in respect of the time period, and at a level of detail, specified by the Care Council –
 - (a) number of applicants for places on the degree programme;
 - (b) number of offers made for places on the degree programme;
 - (c) number of student registrations on the degree programme;
 - (d) number of students at each assessment level of the degree programme who have –
 - been referred (that is they have been required to resubmit a piece of work for further assessment);
 - been deferred;
 - temporarily withdrawn from the programme;
 - permanently withdrawn from the programme;
 - exited the programme with a qualification;
 - failed the programme.
 - (e) a number of students offered entrance with a credit due to accreditation of prior experience and learning;
 - (f) number of late-starting practice learning placements;
 - (g) details of the institution's discharge of its equal opportunities obligations under these Rules.

- (4) An institution must provide the Care Council annually (beginning with a date to be specified by the Care Council) with:
- (a) the current student handbook; and
 - (b) a report summarising the outcome of all complaints investigated in the previous year under paragraph 4(7)(a) of the Schedule.
- (5) An institution must –
- (a) immediately notify the Care Council of any matter that may reasonably call into question a student’s continued registration with the Care Council under Section 56(1)(b) of the Act;
 - (b) immediately notify the Care Council of any student whose place on the degree programme is terminated;
 - (c) provide the Care Council with a written report of any evaluation undertaken, or action plan produced, under the arrangements referred to in paragraph 4 of the Schedule (Required Policies and Procedures);
 - (d) in addition to the requirement under paragraph (4)(b) provide the Care Council at regular intervals with details of decisions taken under the complaints procedure required under paragraph 4(7)(a) of the Schedule;
 - (e) provide the Care Council with a copy of any report produced under paragraph 7(2)(b) (quality assurance evaluations) or 7(2)(d) (external examiners’ reports) of the Schedule;
 - (f) provide the Care Council with a copy of any action plan produced under paragraph 7(2)(f) of the Schedule.
- (6) An institution must provide the Care Council with such other information as it may reasonably require for the purpose of considering whether a degree programme of the institution continues to meet the requirements under this Rule and Rule 5 and whether the degree programme will continue to enable persons completing it to attain the required standard of proficiency in relevant social work (Rule 6).

10. Reviews

- (1) An institution must –
- (a) invite the Care Council to participate in any review it proposes to undertake as part of the quality assurance process required under paragraph 8 of the Schedule and, with the agreement of the QAA, any QAA review relating to the degree programme;
 - (b) where the Care Council is to take part in such a review, liaise with it over the timing and methodology of the review;
 - (c) in the case of a review under paragraph 7 of the Schedule, address in it such matters as the Care Council may require, and permit the Care Council to contribute to any report arising from a review in which it has taken part;
 - (d) provide the Care Council with any report or action plan resulting from such a review; and
 - (e) co-operate with the Care Council in any review of the degree programme that the Care Council decides to undertake

11. Focused Investigations

- (1) Subject to paragraph (2), the Care Council may undertake an investigation (referred to in these Rules as a “focused investigation”) into an approved degree programme in any of the following cases:
 - (a) where it is of the opinion that the programme or the institution may no longer satisfy the requirements of Rule 5 or the degree programme may no longer allow persons completing it to attain the required standard of proficiency in relevant social work;
 - (b) where it is of the opinion that the programme is not being provided in compliance with any condition of its approval;
 - (c) where it is of the opinion that the institution has failed to seek consent to modify as required under Rule 8(1);
 - (d) where it is of the opinion that the institution has failed to implement a modification in a form altered under Rule 8 (or, on review, under Rule 14);
 - (e) where it is of the opinion that the institution has failed to implement an action plan required under Rule 8 (or, on review, under Rule 14);
 - (f) where it is of the opinion that the institution has failed to comply with any requirement under Rule 9;
 - (g) where it is of the opinion that the institution has failed to comply with any requirement under Rule 10.
- (2) The Care Council must not proceed with a focused investigation unless:
 - (a) within thirty days of its decision to undertake the investigation, it has given the institution concerned written notice of that fact; and
 - (b) that notice specifies the reasons for the decision, the procedure that the investigation is intended to follow (including whether it is intended to involve scrutiny of documentation and interviews with persons connected with the degree programme) and the timescale over which it is intended to take place.
- (3) The institution concerned must assist the Care Council in the conduct of the investigation.
- (4) Following completion of the investigation, a duly authorised officer of the Care Council must:
 - (a) compile a report of the investigation including the reason why it was undertaken, its conduct and its findings;
 - (b) express in the report his or her opinion as to at least one of the following:
 - (i) whether or not the degree programme and the institution satisfies the requirements of Rule 5;
 - (ii) whether or not the programme will allow persons completing it to attain the required standards of proficiency in relevant social work;
 - (iii) whether or not the programme is being provided in accordance with any condition of its approval; and
 - (c) provide the institution with a copy of the report.

- (5) Where the duly authorised officer expresses a negative opinion under sub-paragraph (4) (b), a designated senior officer of the Care Council must consider the matters raised by the report in accordance with paragraph (6).
- (6) The designated senior officer must:
- (a) invite observations from the institution concerned about the report;
 - (b) having taken those observations into account, make his or her own finding about the matter or matters in respect of which the duly authorised officer expressed a negative opinion (and for the purposes of these Rules, where his or her finding concurs with that opinion the programme is referred to as being “in breach”); and
 - (c) inform the institution of those findings in writing.
- (7) Where the degree programme is in breach, the designated senior officer may, in any of the following circumstances, recommend to the Inspection Committee that an inspection should take place under Rule 12:
- (a) where he or she has been unable to agree an action plan with the institution to remedy the breach;
 - (b) where he or she is of the opinion that the institution has failed to implement such an action plan within a timescale specified by the officer;
 - (c) where he or she is of the opinion that it would not be possible to remedy the breach within an acceptable timescale;
 - (d) where he or she is of the opinion that the institution failed to assist the duly authorised officer of the Care Council in the conduct of a focused investigation, and where the officer has so recommended, he or she must notify the institution of that fact and his or her reasons for referral.

12. Inspections

- (1) The circumstances in which an inspection of an approved degree programme may be undertaken under this Rule are as follows:
- (a) following a recommendation under Rule 11(7);
 - (b) where on more than one occasion a focused investigation has resulted in a finding under Rule 11(6)(b) that a programme is in breach;
 - (c) where the Inspection Committee is of the opinion that there has been a failure to comply with a requirement imposed under paragraph (3)(b)(ii) or Rule 14(1)(c) (reviews of decisions);
 - (d) where the Inspection Committee is of the opinion that there is a real risk that the degree programme would not enable a person completing it to attain the required standard of proficiency in relevant social work.
- (2) The Inspection Committee shall –
- (a) have the function of deciding whether or not an inspection is to take place;
 - (b) if it decides that an inspection is to take place:
 - (i) notify the institution in writing of its decision specifying its reasons, the procedure the inspection is intended to follow and the timescale over which it is intended to take place; and
 - (ii) appoint a sub-committee to carry out the inspection, and require that sub-committee to report to it on the inspection; and
 - (c) following receipt of the sub-committee’s report:
 - (i) provide the institution with a copy; and

- (ii) notify the institution of the period, being not less than one month from the date on which the institution received the copy, within which it may submit observations to the Inspection Committee on the report.
- (3) Where an inspection has taken place, the Inspection Committee must:
- (a) decide, having taken into account the report of the subcommittee and any observations of the institution under paragraph (2)(c), whether, in its opinion, the degree programme and the institution is or is not meeting the requirements of Rule 5, whether the programme will or will not enable persons completing it to attain the required standard of proficiency in relevant social work and whether it is or is not being carried on in accordance with any condition of its approval; and
 - (b) where the committee is of a negative opinion about any of the matters mentioned in sub-paragraph (a), either:
 - (i) withdraw the approval of the degree programme granted under these Rules; or
 - (ii) impose requirements as to the future conduct of the degree programme.
- (4) The Inspection Committee must notify the institution in writing of a decision under paragraph (3), together with its reasons and a statement setting out the institution's right of review under Rule 14.
- (5) Where the Inspection Committee makes a decision under paragraph (3)(b), the decision shall:
- (i) have effect 28 days after the day on which the applicant was notified of it if, during that period, the applicant has not referred the decision, in writing, to the Review Committee for consideration under Rule 14; but
 - (ii) not have effect if the applicant does so refer the decision.
- (6) The sub-committee appointed under paragraph (2)(b)(ii) must have at least two members (including at least one officer of the Care Council), and may include persons appointed under Rule 13.
- (7) No member of a sub-committee appointed under paragraph (2)(b)(ii) may also take part in the proceedings of the inspection committee arising from the sub-committee's report.
- ### 13. Visitors
- (1) The Care Council may appoint persons (referred to in these Rules as "visitors") to visit any places or institutions by which or under whose direction:
- (a) a degree programme (or part of such a programme) is, or is proposed to be, given; or
 - (b) any examination is, or is proposed to be, held in connection with any other relevant course (or part of such a course)⁸.
- (2) No visitor may act as such in relation to:
- (a) any place or institution at which he or she regularly gives instruction in any subject; or

⁸ Section 63(3) of the *Care Standards Act 2000* provides that "relevant course" means (a) any course for which approval by the Care Council has been given, or is being sought, under Section 63; or (b) any training which a person admitted to the part for social workers of the Register maintained by the Care Council may be required to undergo after registration.

- (b) any place or institution with which the visitor has such a connection that a fair-minded observer would conclude that there would be a real possibility that he or she would be biased if her or she were to act as a visitor to the place or institution.
- (3) Where the Care Council arranges for a place or institution to be visited under this Rule, it must notify in writing the institution concerned of:
 - (a) the visitor; and
 - (b) the purpose of the visit.
- (4) Following a visit, a visitor must provide a draft report to the Care Council on such matters relating to the nature and quality of –
 - (a) the instruction given, or to be given, and the facilities provided or to be provided, by the institution or place (including matters relating to quality assurance processes and course management) as the Care Council may have specified when making arrangements for the visit or at a later date; and
 - (b) any examination held, or proposed to be held, in connection with any relevant course as the Care Council may have specified when making arrangements for the visit or at a later date.
- (5) The Care Council must on receipt of a draft report under paragraph (4) –
 - (a) send a copy of it to the institution; and
 - (b) notify the institution of a period, being not less than one month from the date of the notification, within which it may make observations on the draft report.
- (6) Having taken into account any observations under paragraph (5), the Care Council must prepare a final report and send a copy of it to the institution.
- (7) The Care Council must not take any action under these Rules in light of a report produced under this Rule before the end of the period specified in paragraph (5)(b).
- (8) The Care Council may pay reasonable fees, allowances and expensed (being allowance and expenses that are similar to those payable to the staff of the Care Council) to visitors who are not treated as members of the Care Council's staff, taking into account the length of any visit undertaken or to be undertaken, the time taken or likely to be taken to prepare any draft report and the complexity of the issues to be considered or likely to be considered in connection with a visit.
- (9) The Care Council may treat a visitor as a member of the Care Council's staff for the purpose of Schedule 1 of the Act.

Part IV Review of Decisions

14. Review of Decisions

- (1) Upon a reference duly made under Rule 4, 8 or 12, the matter in question shall be considered by a Review Committee which must in accordance with this Rule:
- (a) in the case of a reference under Rule 4 (consideration of applications), make one of the decisions referred to in Rule 4(3)(a) or (b), and for the purposes of this sub-paragraph that Rule shall apply as if any reference to the designated senior officer were a reference to the Review Committee;
 - (b) in the case of a reference under Rule 8 (modifications to degree programmes), make one of the decisions referred to in Rule 8(5), and for the purposes of this sub-paragraph that Rule shall apply as if any reference to the designated senior officer were a reference to the Review Committee;
 - (c) in the case of a reference under Rule 12 (inspections), make a decision on the matters referred to in Rule 12(3)(a) and if it is of a negative opinion as to any of those matters, make one of the decisions referred to in Rule 12(3)(b), and for the purposes of this sub-paragraph that Rule shall apply as if any reference to the designated senior officer were a reference to the Review Committee.
- (2) A Review Committee must:
- (a) consist of a Chair and two other persons, all of whom must be members of the Care Council; and
 - (b) on a reference under Rule 12, not include any person who was a member of the Inspection Committee or subcommittee that considered the matter under that Rule.

(3) A Review Committee:

- (a) must consider the review within thirty working days of the receipt by the Care Council of the institution's written notice referring the matter for review under this Rule, or such longer period as the committee may reasonably specify before the expiry of the thirty days just referred to;
- (b) may hear oral or written submissions before making its decision; and
- (c) must notify the institution concerned of its decision within five working days of the day on which it was made, and provide it with written reasons for its decision within twenty working days of the day on which it was made.

**Signed on behalf of the
Care Council for Wales**



Chair of the Care Council for Wales

**I consent to these Rules on behalf of
the Welsh Ministers**



**Deputy Minister for
Children and Social Services**

The Schedule

Criteria for the Approval and Quality Assurance of Degree Programmes in Social work

1. Partnership Working

- (1) For a programme to be approved by the Care Council:
 - (a) evidence will be required of a Higher Education Institution (HEI) and employer(s) of social workers sharing responsibility for the development, delivery and management of a social work degree. Such evidence would include a formal partnership arrangement between at least one director of social services and the HEI⁹. All such arrangements will specify the resources (including sufficient practice learning opportunities) to be provided in order to support the delivery and management of the degree programme.
 - (b) the institution must involve users of social services, carers and representatives of employers of social workers in all stages of the development, management and delivery of the degree programme (including the selection and assessment of students).
- (2) the degree programme may also enter into further written partnerships with other employers of social workers in the course of their business or in the exercise of their functions.

2. Resource Provision

- (1) The institution must allocate sufficient resources to the degree programme to ensure that:
 - (a) there are sufficient qualified and experienced persons (including registered social workers) contributing to the degree programme so that all students may have sufficient guided, structured and assessed academic and practice learning;
 - (b) students are able to learn and be assessed to the same standard through the medium of the Welsh language;
 - (c) students have adequate access to appropriate and current learning materials;
 - (d) students have access to a learning environment that can accommodate varied learning models and methods.
 - (e) all those people involved in the provision of the degree programme, including users of services and carers, receive induction and ongoing training to enable them to contribute effectively to the programme and update their knowledge and skills in relation to the training of social workers;
- (2) The Institution must, through its partnership agreement or agreements and otherwise, have sufficient resources to ensure that:
 - (a) students have sufficient practice learning opportunities for the purpose of Rule 6(2)(h); and
 - (b) there are sufficient practice assessors (as described in paragraph 6(1)(j)) to assess students in each period of practice learning.

⁹ In the "Statutory Guidance on the Role and Accountabilities of the Director of Social Services" Welsh Assembly Government 2009 Directors are required to "ensure that partnership arrangements are in place with Higher Education Institutions for the delivery of qualifying and post qualifying training for social workers and have in place a strategic plan which secures a sufficient supply of qualified social workers and include arrangements for providing practice learning opportunities".

3. Selection of students for the degree programme

- (1) Before admitting an applicant to a degree programme, the institution must undertake such assessment of him or her as will allow it to be reasonably certain that:
 - (a) the applicant has the potential to attain the required standard of proficiency in relevant social work (Rule 6) upon completion of the course;
 - (b) the applicant demonstrates the values and basic skills that correspond to those generally expected of social workers;
 - (c) the applicant has read and understood the *Code of Practice for Social Care Workers* issued by the Care Council under Section 62 of the Act;
 - (d) the applicant has communication and application of number skills equivalent to Key Skills Level 2 or higher as specified by the Qualification and Curriculum Authority; and
 - (e) the applicant is able to understand and communicate effectively in written and spoken English or Welsh.
- (2) The assessment referred to in paragraph (1) must include an individual interview with the applicant undertaken in his or her presence.

- (3) Before admitting an applicant to a degree programme, the institution:
 - (a) must satisfy itself as to an applicant's medical fitness and character in terms of their suitability to work in social work;
 - (b) if it is possible for a certificate to be issued to an applicant under Part V of the *Police Act 1997* (criminal record certificates), must require the applicant to produce to it the most comprehensive certificate that may be issued under that Part;
 - (c) must satisfy itself that where the applicant is required to be registered under the *Safeguarding Vulnerable Groups Act 2006*, the number allocated to that applicant by the Independent Safeguarding Authority has been provided; and
 - (d) inform students who wish to become social workers:
 - (i) of the requirement to be registered with the Care Council under Section 56(1)(b) of the Act,
 - (ii) must satisfy itself that the student is so registered¹⁰.

4. Required Policies and Procedures

- (1) The institution must have a policy that meet the legal requirements of the *Equality Act 2010* and a *Welsh Language Scheme* that complies with the *Welsh Language Act 1993* and the *Welsh Language Measure 2011*. Both must also meet the requirements of these Rules.
- (2) The institution must have an Equality and Diversity Strategy that meets the requirements of Section 149(1) of the *Equality Act 2010*.

¹⁰ For guidance on selection and Care Council registration see, "Suitability for Social Work, Ensuring the suitability of social work students to access and continue their training". Care Council for Wales, 2010

- (3) The institution must promote and respect equal opportunities and human rights (in accordance with the *Human Rights Act 1998*) in all aspects of the delivery of the degree programme including (but not limited to):
- (a) the recruitment of staff for purposes of the programme;
 - (b) the selection of students for the programme;
 - (c) the delivery of the programme;
 - (d) the assessment of students on the programme.
- (4) The institution must use its best endeavours to protect any person connected with the delivery of the degree programme from mistreatment in any form.
- (5) The institution must set up and comply with arrangements to evaluate its compliance with both the requirements under subparagraphs (1) and (2) and its equal opportunities, anti-discriminatory practice and Welsh language policies.
- (6) The institution must ensure that under the arrangements mentioned in sub-paragraph (5) it will:
- (a) develop and follow an action plan in any case where it is at risk of not complying with the requirements under subparagraph (1) or (2) or any of the responsibilities referred to in subparagraph (3); and
 - (b) audit the Welsh language skills of students and record the numbers who wish to undertake all or part of the degree programme through the medium of Welsh.
- (7) The institution must set up, follow and publicise procedures for:
- (a) the consideration of complaints related to the degree programme;
 - (b) Determining the suitability of students and the termination of a student's place on the degree programme should they be found unsuitable for social work;
 - (c) appeals by students on the degree programme against assessment decisions made about them; and
 - (d) whistleblowing.
- (8) The procedures under paragraph (7) must specify (as appropriate):
- (a) the timescales within which decisions under the procedures are to be taken;
 - (b) the persons by whom decisions under the procedures are to be taken;
 - (c) the possible range of outcomes of decisions under the procedures;
 - (d) that written records of decisions under the procedures will be kept, including the reasons for them;
 - (e) that the institution is committed to taking decisions under the procedures fairly; and
 - (f) the process of appeal against decisions taken under the procedures.

5. Learning Criteria

- (1) The institution must provide the Care Council with a programme specification that meets the QAA's guidelines of June 2006 and as amended from time to time on such specifications and which demonstrates how the degree programme will enable students to attain the required standard of proficiency in relevant social work (Rule 6).

- (2) Without prejudice to sub-paragraph (1), the institution must ensure:
- (a) that each student is offered approximately 1200 hours of guided, structured and assessed academic learning which is sufficient to provide him or her with the opportunity to meet the National Occupational Standards for Social Work and the Benchmark Statements for Social Work;
 - (b) that each student is offered assessed practice learning opportunities as specified in the required standard of proficiency in relevant social work (Rule 6);
 - (c) that there is provision for students to learn through the medium of the Welsh language;
 - (d) that learning and teaching in both the institution and practice settings is informed at all times by contemporary legislation, social policy and legislative developments relevant to Wales, evidence from research, best practice, and the active promotion of equality and human rights (within the meaning of the *Human Rights Act 1998* and the UN Conventions on the Rights of the Child and of Disabled People), including the promotion of anti-discriminatory and anti-oppressive practice;
 - (e) that students are able to identify, understand and respond to issues relating to the statutory functions of safeguarding and protection of both children and vulnerable adults.
 - (f) that students are able to identify, understand, and respond to issues which are specific to or characteristic of the needs of Wales, its languages, legislation, culture, geography and institutions and the distinctive position of the Welsh Language;
 - (g) that students are provided with the theoretical knowledge and the practical experience necessary to develop effective inter-professional and inter-agency social work practice;
 - (h) indicate what opportunities exist and are being developed for inter-professional education;
 - (i) that students are provided with the theoretical knowledge and the practical experience necessary to collect and analyse information critically;
 - (j) that students are required to demonstrate the effective integration of their practice, relevant social work theory, legislation and research;
 - (k) that students are given the opportunity to evaluate and learn from their own social work practice and that of others in both the institution and practice settings;
 - (l) that each student has the opportunity to develop a professional identity as a social worker through a coherent and integrated learning experience;
 - (m) that students are able to use information and communication technology (ICT) methods and techniques to support their learning and practice as defined by the relevant Benchmark Statements for Social Work;
 - (n) that on completion of the Degree programme, students will receive a transcript indicating their attainments and future learning needs (a "student transcript").

6. Assessment Criteria

- (1) The institution must, in the assessment of students, meet the following requirements:
 - (a) ensure that each student must satisfy the assessment criteria at each academic level of the degree programme in accordance with the assessment framework before proceeding to the next level;
 - (b) without prejudice to paragraph 4(7)(c), ensure that at each assessment level, each student is assessed by an examination board, which shall then decide, in accordance with the Assessment Framework, whether the student has met the assessment requirements for that level;
 - (c) ensure that the examination board satisfies itself, at final assessment, each student has attained the required standard of proficiency in relevant social work (Rule 6);
 - (d) ensure that the examination board includes at least one external examiner, the Chair of the Practice Assessment Panel and at least one representative of both employers of social workers and users of social services and carers;
 - (e) ensure that the examination board and Practice Assessment Panel have agreed and current Terms of Reference;
 - (f) ensure the degree programme has a Practice Assessment Panel (made up of staff of the degree programme, representatives of employers of social workers and service users and carers) to manage the process of practice assessment at each level, moderate practice assessor recommendations, and make recommendations accordingly on each student to the examination board;
 - (g) undertake an interim review with the practice assessor of each student's progress during each of the two longer periods of assessed practice learning;
 - (h) have systems to identify students whose practice learning indicates that they may not be able to meet the required standard of proficiency in relevant social work (Rule 6) by the end of their training, and take appropriate action;
 - (i) ensure that the competence in social work practice of each student will be assessed in accordance with the requirements for practice learning referred to in Rule 6(2)(h);
 - (j) ensure that all students are assessed in each period of practice learning by a registered and experienced social worker who is, or is training to be, a qualified assessor;
 - (k) ensure that the first of the student's two longer periods of practice learning will be assessed by a minimum of four direct observations of direct work with service users, of which at least three must be made by the designated practice assessor, the other by a registered social worker, and that the second of the student's two longer periods of practice learning will be assessed by a minimum of five direct observations of direct work with service users, of which at least four must be made by the designated practice assessor, the other by a registered social worker;
 - (l) ensure that the assessment of students draws on a range of assessment methods suited to the range of knowledge and skills required;
 - (m) ensure that there is provision for students to be assessed through the medium of the Welsh language;

(n) ensure that where it has arrangements for the accreditation of prior learning and experience, these accord with the Assessment Framework for Social Work Training in Wales.

7. Quality Assurance Criteria

- (1)
- (a) The institution must set up and comply with arrangements for the monitoring and review at appropriate intervals of all aspects of the degree programme (referred to in these Rules as the “quality assurance process”).
 - (b) The quality assurance process must involve, as well as higher education and employer staff of the degree programme, other persons (including users of social services, carers and students) connected with the delivery of the programme.
- (2) Without prejudice to the general requirement in sub-paragraph (1), the institution must ensure that under the quality assurance process it will:
- (a) at least annually, seek and respond to the views of students, users of social services and carers, staff involved in academic and practice teaching and assessment, and employers of social workers about the degree programme;
 - (b) at least annually, evaluate in a written report the performance of the degree programme;
 - (c) appoint examiners who are independent of the institution (referred to in these Rules as “external examiners”) to evaluate whether students on the degree programme are likely to attain the required standard of proficiency in relevant social work (Rule 6);
 - (d) require the external examiners to produce an annual report on the results of their evaluation under sub-paragraph (c) above;
 - (e) in light of a report under sub-paragraph (b) or (d), take such action as is necessary to ensure that the degree programme continues to meet the requirements of this Schedule and will continue to enable persons completing the programme to attain the required standard of proficiency in relevant social work (Rule 6); and
 - (f) produce and implement an action plan in any case where the institution considers that the degree programme is at risk of not continuing to meet the requirements of this Schedule or of not continuing to enable persons completing the programme to attain the required standard of proficiency in relevant social work (Rule 6).
- (3) The institution must notify the Care Council of a named member of its staff whom the Care Council may correspond with about the operation of its quality assurance process.

Appendix 1: The Wales Framework for Assessment in the Social Work Degree

Introduction

In February 2011, the Welsh Government published *Sustainable Social Services for Wales: A Framework for Action*¹¹. This policy document makes it clear that “*citizen focused, sustainable social services will not be possible without placing the professional contribution of social workers even more at the heart of services*” (page 24). The social work degree prepares social work students to make their contribution towards this commitment. It must equip graduates with a sophisticated skill set through a course combining practice and academic learning.

Purpose of the Assessment Framework

The purpose of this Assessment Framework is to ensure all social work students successfully completing the social work degree in Wales have demonstrated they meet the minimum requirements of competence as described in the Welsh Government Requirements for an Award of a Degree in Social Work. See Section 2 of this document.

As a vocational and academic degree leading to professional registration there can be no artificial division between the development of knowledge and skills; one must inform the other. The Assessment Framework therefore provides a structure for standardising the learning outcomes at three levels of the social work degree, upon which programmes can base their curriculum for academic and practice development. This structure draws from the *Code of Practice for Social Care Workers*, the National Occupational Standards for Social Work, the Benchmark Statements for Social Work and the QAA level descriptors for higher education¹².

¹¹ Sustainable Social Services for Wales: A Framework for Action, Welsh Government, 2011

¹² The Framework for Higher Education Qualifications in England, Wales and Northern Ireland, The Quality Assurance Agency for Higher Education, 2008

Objectives of the Assessment Framework

The objectives of the framework are to:

For practice education	1. Support practice learning that provides the appropriate opportunities to develop competence against the National Occupational Standards for Social Work, 2011;
	2. Provide a structure through which students are able to demonstrate growing knowledge and skill including an understanding, analysis and application of the <i>Code of Practice for Social Care Workers</i> ;
	3. Demonstrate increasing knowledge and skill against defined measures of competence;
For the organisation of the programme	4. Standardise the learning outcomes that programmes need to address in both academic and practice settings at the three levels of the social work degree;
	5. Describe the requirements for the progression of students from one level to the next;
	6. Describe the requirements for the assessment of students' practice learning;

Status of Framework

The framework defines the standard social work students must meet if they are to be awarded a professional social work qualification in Wales.

The practice and academic standards are derived from the NOS for Social Work 2011 and the Benchmark Statements for Social Work. Applying the QAA level descriptors to the standards enables judgements to be made about student learning and progression. These practice and academic standards need to be complemented by increasing understanding and application of the Care Council's *Code of Practice for Social Care Workers*.

Each programme will need to demonstrate to the Care Council how it has incorporated the Assessment Framework into its course and the Care Council will consider the arrangements for the assessment of students as part of its Quality Assurance of Social Work Degree programmes.

Structure of the Framework

The main body of the framework sets out the overall arrangements for the assessment of students at the three levels of the social work degree.

Appendix A: indicates the standards and performance indicators appropriate to each of the three levels.

Appendix B: illustrates the relationship between the Subject Benchmark Statements for Social Work, the NOS for Social Work and the *Code of Practice for Social Care Workers* that is essential to the design and delivery of an integrated academic and professional degree.

Appendix C: provides the detailed requirements for students' competence in ICT as required by the Welsh Government.

Assessment and Levels

- 1.1. By the end of the programme students will need to be able to meet the standards described in the NOS for social work.
- 1.2. As the social work degree is an integrated academic and professional award leading to professional regulation, in order to pass the degree, students must:
 - successfully complete each level of learning before proceeding to the next;
 - pass at least 200 days of assessed practice learning;
 - provide evidence of competence against the six Key Roles of Social Work as defined by the twenty NOS for Social Work 2011;
 - demonstrate a growing understanding, analysis and application of the Care Council's *Code of Practice for Social Care Workers*;
 - pass all assessed components of academic work;
 - demonstrate they are able to use ICT methods and techniques to support their learning and practice as defined by the relevant QAA Subject Benchmark Statement for Social Work (See Appendix C).
- 1.3. Students will need to demonstrate their development over the course of the social work degree towards the six key roles and the 20 NOS. The performance criteria for each of the 20 NOS provide an explanation of what is meant by the standard and therefore are indicators of competence. Whilst performance indicators do not need to be evidenced individually they should be used to inform judgements about competence against the standard.
- 1.4. The performance indicators have been divided up to allow a differential to be drawn between the levels thereby guiding standards, assessment and progression. See Appendix A.

All forms of teaching, learning and assessment, whether college or agency based, must integrate theory and practice. Overall assessment methods will be developed by the programme but can, for instance, draw upon:

 - direct observation of practice;
 - reflective accounts, diaries or logs;
 - assignments;
 - significant incident analyses;
 - presentations;
 - other practice or agency based products;
 - examinations.

Practice must show evidence of the integration of skills and knowledge with relevant conceptual understanding, including evidence of applying an understanding of the legislation, culture (including the role of language), geography and institutions in Wales in their practice.
- 1.5. Practice assessment of each period of practice learning must be provided by a registered and experienced social worker who is, or is training to be, a qualified assessor.
- 1.6. **Level 1** – The focus of learning at Level 1 is on the Fitness to Proceed in Social Work Practice. Students will be assessed on whether they are suitable for further social work education and training on the basis of observation of his or her practice and all other assessed work.

1.6.1. Students will need to demonstrate they have:

- the interpersonal skills and values required in order for him or her to be suitable and safe to work with service users and carers;
- acquired an understanding, directly from service users and carers, of the impact of social work practice upon them and;
- described, illustrated and applied the *Code of Practice for Social Care Workers* through their practice, conduct and academic work.

1.6.2. In reaching this judgement assessors will need students to demonstrate they meet the following standards drawn from the NOS¹³:

- seek professional supervision to develop accountable social work practice;
- prepare for formal professional supervision in ways that maximise its effectiveness;
- recognise ethical issues, dilemmas and conflicts that arise in the course of social work practice;
- plan how to use communication to secure initial engagement;
- use communication skills to establish the social work relationship.

1.7. **Level 2** – The focus of Level 2 is on Applying Knowledge Skills and Values in Social Work Practice.

1.7.1. At this level students should be applying social work knowledge, skills and values including research findings in their practice and will need to demonstrate the development of critical, analytical and reflective practice.

1.7.2. In reaching a judgement about the student's competence at this level they will be assessed on the basis of:

- evidence of the development of competence in the six key roles of a social worker as defined by the 20 NOS. The performance indicators ascribed to Level 2 (Appendix A) are indicators of competence that should inform the assessment;
- evidence of analysis and evaluation of their application of the *Code of Practice for Social Care Workers* through their practice, conduct and academic work.

1.7.3. There will be a minimum of four direct observations of the student's practice with users of social services. At least three must be undertaken by the practice assessor, the other may be undertaken by a different registered social worker.

1.8. **Level 3** – The focus of Level 3 is on Development and Confirmation of Competence in Social Work Practice.

1.8.1. At this level students should be demonstrating professional judgement, intervention and critical reflection.

¹³ Taken from Performance Criteria from NOS numbers 2, 5 & 9. See Appendix A for details.

1.8.2. In reaching a judgement about the student's competence at this level they will be assessed on the basis of:

- evidence of competence in the six key roles of a social worker as defined by the 20 NOS. The performance indicators ascribed to level 3 are indicators of competence that should inform the assessment;
- evidence of fully integrating and critically analysing their application of the *Code of Practice for Social Care Workers* through their practice, conduct and academic work.

1.8.3. There will be a minimum of five direct observations of the student's practice with users of social services. At least four must be undertaken by the practice assessor, the other may be undertaken by a different registered social worker.

1.9. In progressing through Levels 1, 2 and 3 as well as evidencing the appropriate National Occupational Standards and increasing understanding and application of the *Code of Practice for Social Care Workers*, students must be assessed by the programme as meeting:

- the skills described in the Subject Benchmark Statements for Social Work;
- the subject knowledge and understanding described in the Subject Benchmark Statements for Social Work.

1.10. Programmes will decide how best to record student evidence of progression.

Appendices

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Appendix A

Indicators of Progression Towards NOS Social Work by Level

In reaching a judgment about a student's competence Programmes will assess against the six Key Roles for Social Work and the 20 National Occupational Standards. The performance indicators will allow for a differential to be drawn between Levels 1, 2 and 3 thereby guiding standards, assessment and progression.

In progressing through Levels 1, 2 and 3 as well as evidencing the appropriate Key Roles, National Occupational Standards and increasing understanding and application of the *Code of Practice for Social Care Worker* students will be meeting:

- The skills described in the Subject Benchmark Statements for Social Work
- The subject knowledge and understanding described in the Subject Benchmark Statements for Social Work.

Key Roles

Key Role 1: Maintain professional accountability

Key Role 2: Practise professional social work

Key Role 3: Promote engagement and participation

Key Role 4: Assess needs, risks and circumstances

Key Role 5: Plan for person centred outcomes

Key Role 6: Take actions to achieve change

NOS	Level 1: Fitness to Proceed in Social Work Practice	Performance indicators
SW 2	Develop social work practice through supervision and reflection	P1 and P2
SW 5	Manage ethical issues, dilemmas and conflicts	P1
SW 9	Engage people in social work practice	P1 and P2

NOS	Level 2: Applying Knowledge Skills and Values in Social Work Practice	Performance indicators
SW1	Maintain an up to date knowledge and evidence base for social work practice	P1 P2 P3 & P7
SW2	Develop social work practice through supervision and reflection	P1 P2 P3 P4 P5 P6 & P7
SW3	Manage your role as a professional social worker	P1 P2 P3 P4 P5 & P6
SW4	Exercise professional judgement in social work	P1 P2 P3 P4 & P8
SW5	Manage ethical issues, dilemmas and conflicts	P1 P2 & P3
SW6	Practise social work in multi-disciplinary contexts	P1 P2 P3 P4 P5 & P9
SW7	Prepare professional reports and records relating to people	P2 P3 P4 & P5
SW8	Prepare for social work involvement	P 1 P2 P3 P4 P5 P6 & P7
SW9	Engage people in social work practice	P1 P2 P3 P4 P5 P6 P9 & P10
SW10	Support people to participate in decision-making processes	P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 & P11
SW11	Advocate on behalf of people	P1 P2 P3 P4 P5 P6 P7 & P8
SW12	Assess needs, risks and circumstances in partnership with those involved	P1 P2 P3 P4 P5 & P10
SW13	Investigate harm or abuse	P1 P2 P3 P4 & P9
SW14	Plan in partnership to address short and longer term issues	P1 P2 P3 P4 P5 P6 P7 P8 & P9
SW15	Agree risk management plans to promote independence and responsibility	P1 P2 P3 P4 P5 & P9
SW16	Agree plans where there is risk of harm or abuse	P2 P3 & P8
SW17	Apply methods and models of social work intervention to promote change	P1 P2 P3 & P4
SW18	Access resources to support person centred solutions	P1 P2 P3 P4 P5 P6 & P7
SW19	Evaluate outcomes of social work practice	P1 P2 P3 & P7
SW20	Disengage at the end of social work involvement	P1 P2 P3 P4 & P5

NOS	Level 3: Development and Confirmation of Competence in Social Work Practice	At Level 3 all Performance indicators are relevant. The additional indicators are:
SW1	Maintain an up to date knowledge and evidence base for social work practice	P4 P5 & P6
SW2	Develop social work practice through supervision and reflection	P8
SW3	Manage your role as a professional social worker	P7 P8 & P9
SW4	Exercise professional judgement in social work	P5 P6 & P7
SW5	Manage ethical issues, dilemmas and conflicts	P4 P5 & P6
SW6	Practise social work in multi-disciplinary contexts	P6 P7 & P8
SW7	Prepare professional reports and records relating to people	P1
SW8	Prepare for social work involvement	All indicators relevant at level 2 and level 3
SW9	Engage people in social work practice	P7 & P8
SW10	Support people to participate in decision-making processes	All indicators relevant at level 2 and level 3
SW11	Advocate on behalf of people	All indicators relevant at level 2 and level 3
SW12	Assess needs, risks and circumstances in partnership with those involved	P6 P7 P8 & P9
SW13	Investigate harm or abuse	P5 P6 P7 & P8
SW14	Plan in partnership to address short and longer term issues	All indicators relevant at level 2 and level 3
SW15	Agree risk management plans to promote independence and responsibility	P6 P7 & P8
SW16	Agree plans where there is risk of harm or abuse	P1 P4 P5 P6 & P7
SW17	Apply methods and models of social work intervention to promote change	P5 & P6
SW18	Access resources to support person centred solutions	All indicators relevant at level 2 and level 3
SW19	Evaluate outcomes of social work practice	P4 P5 P6 & P8
SW20	Disengage at the end of social work involvement	All indicators relevant at level 2 and level 3

Appendix B

Mapping of QAA Subject Benchmark Statements Social Work, the National Occupational Standards and the Code of Practice for Social Care Workers

Level 1 – Fitness to Proceed in Social Work Practice

Code of Practice for Social Care Workers:

The student **describes, illustrates and applies** the *Code of Practice for Social Care Workers* through:

- their approach to professional and academic development;
- assessed work;
- practice learning;
- their conduct.

Progression towards National Occupational Standards	Skills from Benchmark Statements for Social Work ¹⁴	Subject Knowledge and Understanding from Benchmark Statements
<p>By the end of the Fitness to Proceed in Social Work Practice level, students should be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate the interpersonal skills and values required in order for him or her to be suitable and safe to work with service users and carers; and 2. Demonstrate an understanding, directly from service users and carers, of the impact of social work practice upon them. 3. In reaching this judgement students will need to demonstrate they meet the following standards drawn from the NOS¹⁵: <ul style="list-style-type: none"> • seek professional supervision to develop accountable social work practice; • prepare for formal professional supervision in ways that maximise its effectiveness • recognise ethical issues, dilemmas and conflicts that arise in the course of social work practice; • Plan how to use communication to secure initial engagement 	<p>By the end of the Fitness to Proceed in Social Work Practice level, students should be able to:</p> <ul style="list-style-type: none"> • manage problem solving activities • gather information • use a range of communication skills • reflect on and learn from the exercise of the their skills • demonstrate skills in personal and professional development • demonstrate skills in working with others • meet deadlines • demonstrate ICT and numerical skills 	<p>By the end of the Fitness to Proceed in Social Work Practice level, students should have knowledge of:</p> <ul style="list-style-type: none"> • the underlying concepts and principles associated with social work, and an ability to evaluate and interpret these within the context of their study • an ability to present, evaluate and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgements in accordance with basic theories and concepts of social work. <p>The knowledge should have been acquired and integrated in the following core areas:</p> <ul style="list-style-type: none"> • social work services, service users and carers • the service delivery context • values and ethics • social work theory • the nature of social work practice

¹⁴ www.qaa.ac.uk/Publications/InformationAndGuidance/Pages/Subject-benchmark-statement-Social-work.aspx

¹⁵ Taken from Performance Criteria from NOS numbers 2, 5 & 9. See appendix A for details.

Level 2 – Applying Knowledge Skills and Values in Social Work Practice

Code of Practice for Social Care Workers:

The student **analyses and evaluates their application of** the *Code of Practice for Social Care Workers* through:

- their approach to professional and academic development;
- assessed work;
- practice learning;
- their conduct.

Progression towards National Occupational Standards

By the end of the Applying Knowledge Skills and Values in Social Work Practice level, students should be able to demonstrate developing competence in the six key roles and 20 NOS as indicated in Appendix A.

Key role 1: Maintain professional accountability

1. Maintain an up to date knowledge and evidence base for social work practice
2. Develop their social work practice through supervision and reflection

Key role 2: Practise professional social work

3. Manage their role as a professional social worker
4. Exercise professional judgement in social work
5. Manage ethical issues, dilemmas and conflicts
6. Practise social work in multi-disciplinary contexts
7. Prepare professional reports and records relating to people

Key Role 3: Promote engagement and participation

8. Prepare for social work involvement
9. Engage people in social work practice
10. Support people to participate in decision-making processes
11. Advocate on behalf of people

Skills from Benchmark Statements for Social Work

By the end of the Applying Knowledge Skills and Values in Social Work Practice level, students should:

- use a range of established techniques to initiate and undertake critical analysis of information, and to propose solutions to problems arising from that analysis
- effectively communicate information, arguments and analysis in a variety of forms to specialist and non-specialist audiences, and deploy key techniques of the discipline effectively
- undertake further training, develop existing skills and acquire new competences that will enable them to assume significant responsibility within organisations

These skills should have been acquired and integrated in the following core skill areas:

- problem-solving skills
 - managing problem-solving activities
 - gathering information
 - analysis and synthesis
 - intervention and evaluation
- communication skills
- skills in working with others
- skills in personal and professional development
- ICT and numerical skills

Subject Knowledge and Understanding from Benchmark Statements

By the end of the Applying Knowledge Skills and Values in Social Work Practice level, students should have:

- knowledge and critical understanding of the well-established principles of social work, and of the way in which those principles have developed
- the ability to apply underlying concepts and principles outside the context in which they were first studied, including the application of those principles in practice
- have knowledge of the main methods of enquiry in social work, and ability to evaluate critically the appropriateness of different approaches to solving problems in the field of study
- an understanding of the limits of their knowledge, and how this influences analyses and interpretations based on that knowledge.

This knowledge should have been acquired and integrated in the following core areas of study:

- social work services, service users and carers
- the service delivery context
- values and ethics
- social work theory
- the nature of social work practice

**Progression towards National
Occupational Standards**

**Skills from Benchmark
Statements for Social Work**

**Subject Knowledge and
Understanding from
Benchmark Statements:**

**Key Role 4: Assess needs,
risks and circumstances**

12. Assess needs, risks and circumstances in partnership with those involved

13. Investigate harm or abuse

**Key Role 5: Plan for person
centred outcomes**

14. Plan in partnership to address short and longer term issues

15. Agree risk management plans to promote independence and responsibility

16. Agree plans where there is risk of harm or abuse

**Key Role 6: Take actions
to achieve change**

17. Apply methods and models of social work intervention to promote change

18. Access resources to support person centred solutions

19. Evaluate outcomes of social work practice

20. Disengage at the end of social work involvement

Level 3 – Development and Confirmation of Competence in Social Work Practice

Code of Practice for Social Care Workers:

The student **integrates the Code of Practice for Social Care Workers and critically analyses their application** through:

- their approach to professional and academic development;
- assessed work;
- practice learning;
- their conduct.

National Occupational Standards	Skills from Benchmark Statements for Social Work	Subject Knowledge and Understanding from Benchmark Statements
<p>By the end of the Development and Confirmation of Competence in Social Work Practice level, students should be able to:</p> <p>Key role 1: Maintain professional accountability</p> <ol style="list-style-type: none"> 1. Maintain an up to date knowledge and evidence base for social work practice 2. Develop their social work practice through supervision and reflection <p>Key role 2: Practise professional social work</p> <ol style="list-style-type: none"> 3. Manage their role as a professional social worker 4. Exercise professional judgement in social work 5. Manage ethical issues, dilemmas and conflicts 6. Practise social work in multi-disciplinary contexts 7. Prepare professional reports and records relating to people <p>Key Role 3: Promote engagement and participation</p> <ol style="list-style-type: none"> 8. Prepare for social work involvement 9. Engage people in social work practice 10. Support people to participate in decision-making processes 11. Advocate on behalf of people 	<p>By end of the Development and Confirmation of Competence in Social Work Practice level students should have acquired and integrated skills in the following core skill areas:</p> <ul style="list-style-type: none"> • problem-solving skills <ul style="list-style-type: none"> • managing problem-solving activities • gathering information • analysis and synthesis • intervention and evaluation • communication skills • skills in working with others • skills in personal and professional development • ICT and numerical skills <p>On graduating with a social work degree, students should be able to demonstrate a developed capacity to:</p> <ul style="list-style-type: none"> • apply creatively a repertoire of core skills as detailed above • communicate effectively with service users and carers, and with other professionals • integrate clear understanding of ethical issues and codes of values, and practice with their interventions in specific situations 	<p>By the end of the Development and Confirmation of Competence in Social Work Practice level students should have:</p> <ul style="list-style-type: none"> • a sound understanding of the five core areas of knowledge and understanding relevant to social work, an ability to use this knowledge and understanding in an integrated way, in specific practice contexts • an ability to use this knowledge and understanding to engage in effective relationships with service users and carers • appraisal of previous learning and experience and ability to incorporate this into their future learning and practice • acknowledgement and understanding of the potential and limitations of social work as a practice-based discipline to effect individual and social change • an ability to use research and enquiry techniques with reflective awareness, to collect, analyse and interpret relevant information • a developed capacity for the critical evaluation of knowledge and evidence from a range of sources.

National Occupational Standards	Skills from Benchmark Statements for Social Work	Subject Knowledge and Understanding from Benchmark Statements
<p>Key Role 4: Assess needs, risks and circumstances</p> <p>12. Assess needs, risks and circumstances in partnership with those involved</p> <p>13. Investigate harm or abuse</p> <p>Key Role 5: Plan for person centred outcomes</p> <p>14. Plan in partnership to address short and longer term issues</p> <p>15. Agree risk management plans to promote independence and responsibility</p> <p>16. Agree plans where there is risk of harm and abuse.</p> <p>Key Role 6: Take actions to achieve change</p> <p>17. Apply methods and models of social work intervention to promote change</p> <p>18. Access resources to support person centred solutions</p> <p>19. Evaluate outcomes of social work practice</p> <p>20. Disengage at the end of social work involvement</p>	<ul style="list-style-type: none"> • consistently exercise an appropriate level of autonomy and initiative in individual decision-making within the context of supervisory, collaborative, ethical and organisational requirements • demonstrate habits of critical reflection on their performance and take responsibility for modifying action in light of this. 	<p>This knowledge should have been acquired and integrated in the following core areas of study:</p> <ul style="list-style-type: none"> • social work services, service users and carers • the service delivery context • values and ethics • social work theory • the nature of social work practice

Appendix C

QAA Benchmark Statements for Social Work¹⁶ Information and Communication Technology Requirements

ICT and numerical skills

5.9 Honours graduates in social work should be able to use ICT methods and techniques to support their learning and their practice. In particular, they should demonstrate the ability to:

- use ICT effectively for professional communication, data storage and retrieval and information searching
- use ICT in working with people who use services
- demonstrate sufficient familiarity with statistical techniques to enable effective use of research in practice
- integrate appropriate use of ICT to enhance skills in problem-solving in the four areas set out in paragraph 6.2¹⁷
- apply numerical skills to financial and budgetary responsibilities
- have a critical understanding of the social impact of ICT, including an awareness of the impact of the 'digital divide'.

¹⁶ Taken from: Quality Assurance Agency – Subject Benchmark Statements for Social Work, 2008

¹⁷ 6.2 The learning processes in social work at honours degree level can be expressed in terms of four inter-related themes.

- **Awareness raising, skills and knowledge acquisition** – a process in which the student becomes more aware of aspects of knowledge and expertise, learns how to systematically engage with and acquire new areas of knowledge, recognises their potential and becomes motivated to engage in new ways of thinking and acting.
- **Conceptual understanding** – a process in which a student acquires, examines critically and deepens understanding (measured and tested against existing knowledge and adjustments made in attitudes and goals).
- **Practice skills and experience** – processes in which a student learns practice skills in the contexts identified in paragraph 4.4 and applies theoretical models and research evidence together with new understanding to relevant activities, and receives feedback from various sources on performance, enhancing openness to critical self-evaluation.
- **Reflection on performance** – a process in which a student reflects critically and evaluatively on past experience, recent performance, and feedback, and applies this information to the process of integrating awareness (including awareness of the impact of self on others) and new understanding, leading to improved performance.