



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



# Student Registration Essentials

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




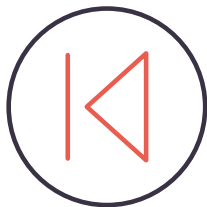
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## User guide and key

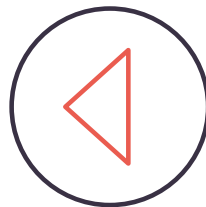
- This is a 'click and go' guide that enables you to find the information you want about specific topics quickly and directly
- The contents page shows what each section of the document covers. Click the section you want and you will go straight to it
- Throughout the document, click on any web link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



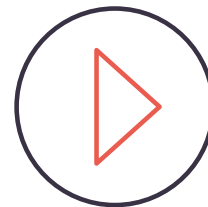
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# This guide is about your registration with Social Care Wales

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

Did you know:

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

This guide is for registered social work students. If you are not registered as a social work student, please see the registration essentials document in the registration resources section of your SCWonline account.

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

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If you need this guide in any other format, please contact our registration team. You can find contact details on page 21.

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



# Welcome to the Register in Wales

Congratulations on entering the first phase in your career as a social worker.

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

- uphold the standards in the Code of Professional Practice for Social Care at all times
- keep your registration, contact and employment details up-to-date

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

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

This is an exciting time to be joining the social care profession in Wales. There are many challenges but also opportunities.

**Good luck with your studies.**

## The public Register

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

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



## The Registration Rules

The Registration Rules are formally approved by the Welsh Government and are the legal basis for the registration of the social care workforce and can viewed via our website: [socialcare.wales/registration/what-is-registration](https://socialcare.wales/registration/what-is-registration)



# The Code of Professional Practice for Social Care

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

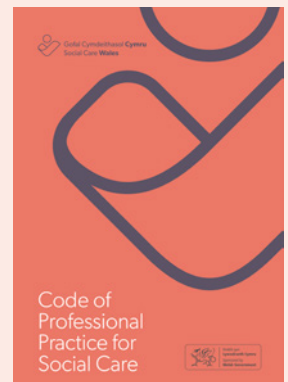
It gives criteria to guide your practice and clarity about the standards of conduct you are expected to meet. You are responsible for making sure you work to these standards at all times and that no action or omission on your part harms the well-being of individuals.

We will take account of the Code in considering issues of fitness to practise and will investigate any alleged breach of the Code. See page 8 for more information.

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

## **Social care workers must:**

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





## Caring with Pride

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

Taking advantage of the free Caring with Pride resources in our online **Learning Zone** can help you apply its principles in practical situations.

The free resources include a video, workbook and multiple choice knowledge test. By getting at least eight of the test's 10 questions right, you will receive a Caring with Pride certificate acknowledging your understanding of the Code and commitment to Caring with Pride.



Geraint Jones, a social work student from Gwynedd, was the first person to finish the Caring with Pride test and get a certificate.

"I've worked in social care for the last 10 years and worked in a number of roles before starting my social work degree at Glyndŵr University," he said. "It has helped with my knowledge of the Code as a student, but I think it will be just as relevant to someone who has been in the profession for a number of years."

Geraint has been spreading the word, showing how quick and easy it is to take part.

"People of all levels will definitely take something away from the workbook and test," he added. "I completed them for personal reasons to make sure I'm as informed as I can be, but it will also be beneficial to my studies. My practice teacher says the certificate can be used as evidence in my final report."

"I found the Learning Zone easy to access and easy to use. It is all very straightforward. The workbook covers everything you need to know beforehand, so the test shouldn't be too difficult. I've already recommended Caring with Pride to colleagues and others on my course, and I think others should, too. The more people who are well-informed and Caring with Pride the better."

Visit our **Learning Zone** to complete the workbook and test. Spread the word by tweeting a picture with your certificate to **@SocialCareWales**, using the hashtag **#CaringWithPride**.



# Important legislation

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

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

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

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

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

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

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

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



# Fitness to practise

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

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

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

## **Fitness to practise panels**

Normally, fitness to practise panels are held in public.

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

There will be information about warnings, undertakings and removals by agreement made by fitness to practise officers. There will also be sanctions as outcomes from fitness to practise hearings.

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

Details of upcoming public hearings are published at: [\*\*socialcare.wales/upcoming-hearing-list\*\*](https://socialcare.wales/upcoming-hearing-list)

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

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

More information about fitness to practise can be found at: [\*\*socialcare.wales/fitness-to-practise\*\*](https://socialcare.wales/fitness-to-practise)



# SCWonline – our online services

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



**SCWonline**

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

You can:

- see your personal registration record
- pay your fees
- update your employment details
- see and show others proof of your registration
- update your personal details
- see your annual payment due dates
- view previous payment information
- view your bursary information (if applicable)
- read important guides and information in your registration resources folder.

We will:

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

## Data protection

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



## Digital registration

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



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

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



## Our new Registration app

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

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

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

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

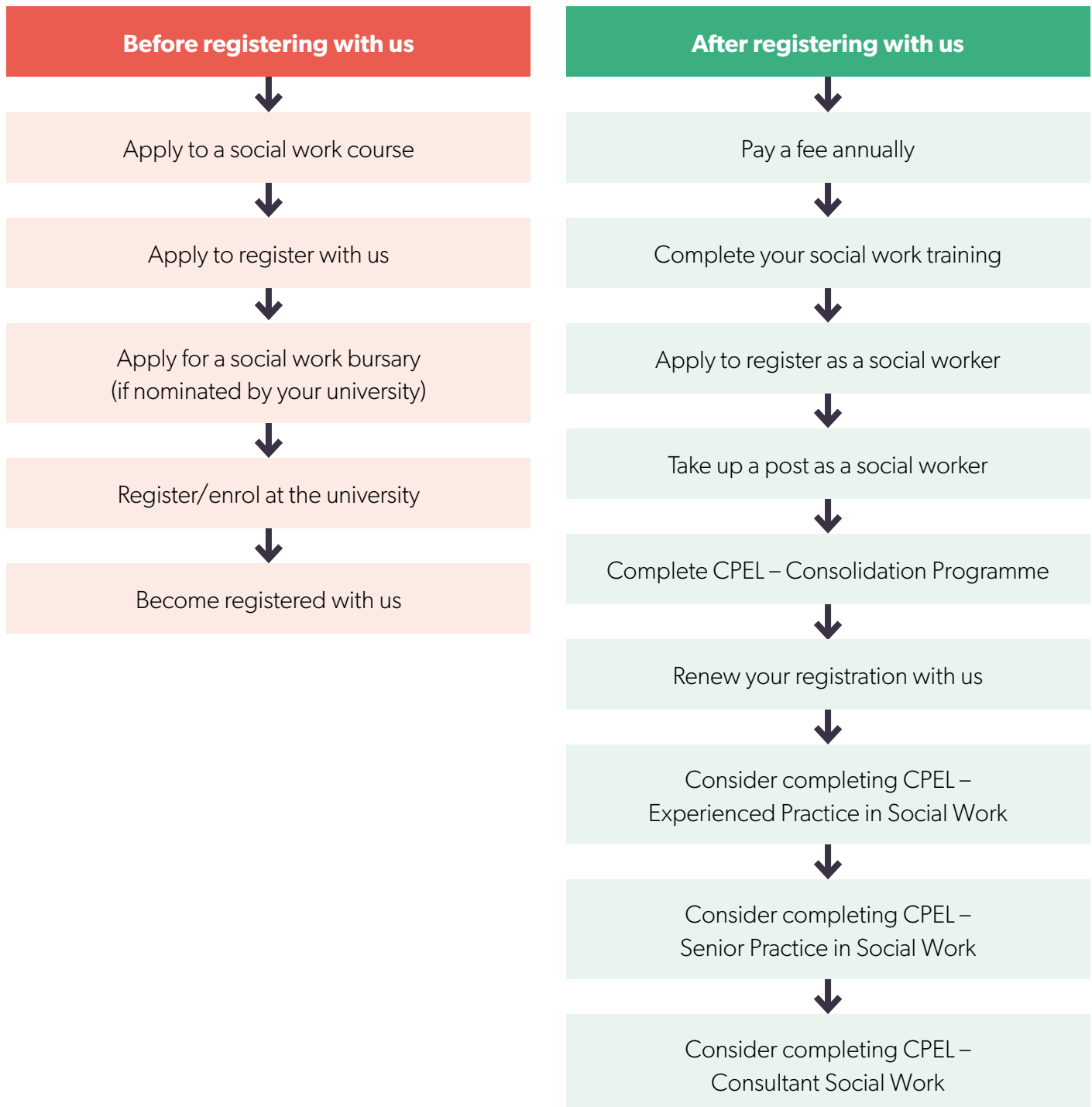
Google Play: <https://play.google.com/store/apps/details?id=wales.socialcare.Registration>

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

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



# Your registration journey as a social work student



# Your responsibility to update your registration details

It is your responsibility to keep your details up-to-date as they allow you to practise and remain registered.

**Your email address is the key to our contact with you.** We use your contact details to send you reminders when your fees are due and to let you know about events, current information, forums and to ask your opinion for our consultations. If you fail to tell us about changes to your personal details, it may be considered misconduct and could result in a referral to our fitness to practise team.

Changes you **must** tell us about:

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

## What evidence is required:

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

## How to tell us

You can see and amend your registration details online through SCWonline. Documentary evidence of a change can be scanned and uploaded through **SCWonline**.



## Registration period and fees

You will stay on the Register while you are a student on your social work course or for up to eight years from the date you were registered, whichever is the earlier.

Your £15 registration fee is due every year on the anniversary of your registration. We will remind you this fee is due using the email address you have given us, so it is important you keep it up-to-date. The fee will not be refunded if you leave the Register part-way through the year.

If you leave your course you will need to let us know, so if it is appropriate, we can remove you from the Register. If you then return to an approved social work degree, you can reapply to return to the Register in your SCWonline account.

## Paying your fees

### Direct Debit

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

In **SCWonline** you can:

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

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



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

## What is the CPEL framework?

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

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

The CPEL framework consists of four programmes:

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

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

CPEL framework and Consolidation Programme: [socialcare.wales/learning-and-development/postqualifying-training](https://socialcare.wales/learning-and-development/postqualifying-training). Other programmes: [sites.cardiff.ac.uk/cpel/](https://sites.cardiff.ac.uk/cpel/)



## Student funding

If you have been awarded a bursary by us this section is relevant to you.

Once our student funding and grants team has received confirmation you are registered with us as a social work student and received confirmation from your university that you are enrolled on your course, you will receive the first instalment of your bursary.

If you have been nominated for and awarded the bursary, you will be eligible to receive the bursary for the duration of your course, that is £2,500 x three years if you're an undergraduate student and £6,640 x two years if you're a postgraduate student. However, you must complete a Bursary Renewal Form before the start of your second and third years to receive the bursary. We will email you when the forms are available to complete and submit on SCWonline. This usually happens around June each year.

Postgraduate students can also apply for the Income Assessed Grants and Allowances (IAGA). These are income assessed and awarded depending on your household income. If you wish to apply for the Parents Learning Allowance, Childcare Grant or Adult Dependents Grant elements of IAGA, please contact the student funding and grants team before applying to make sure you are eligible. You must complete and submit a new IAGA form each year in case your household income has changed during the last year.

If you suspend your studies at any point during an academic year, you will only receive the remainder of the bursary you are entitled to when you return to complete that academic year, that is you cannot receive more than £2,500 or £6,640 while completing any academic year. You will also have to repay any bursary you were not entitled to after the last date you attended the course or withdrew permanently from the course.

You will receive your initial Practice Learning Opportunity Allowance (PLOA) before you start your practice learning opportunity. The student funding and grants team will send you an email a month before you are scheduled to begin your PLOA. This email will include details of how you can claim reimbursement for any travel costs that exceeded the initial PLOA you have already been awarded. The email will also contain a copy of the Travel Scheme, the Travel Claim Form and guidance about how to complete them.

If you need any more information about bursaries or reimbursement of travel costs, please get in touch with our student funding and grants team at [studentfundingandgrants@socialcare.wales](mailto:studentfundingandgrants@socialcare.wales) or call us on **029 2078 0698**.



## Your registration assistant

Your registration assistant has been written based on questions asked to our staff, if you have a question you would like featured please contact us at [registration@socialcare.wales](mailto:registration@socialcare.wales).

Can I use SCWonline on my mobile?



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

How do I pay my fees?



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

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



We know it can be difficult to remember a password so we have added a 'forgotten your password' option on the **SCWonline** log in screen.

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



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

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



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

How do I prove that I am registered?



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

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



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

Where can I find my registration number?



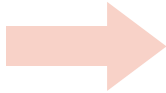
Once you are registered, you can find your registration number in lots of places in your **SCWonline** account. For example, once you have logged in, your registration number will appear on the bar at the top under your name.

I have another social care job, as well as being a social work student. Do I need to register again for this role?



If your social care job is in a role **requiring registration**, you will need to make a separate application to register to practise in that role.

When do I renew my registration?



Students do not need to renew their registration. As a student, you will need to pay a fee each year you stay on the Register. Once you are qualified, you will be removed from the Register and invited to apply as a newly-qualified social worker.

I have questions about my bursary. Who do I contact to find out more?



You can send any questions about your bursary to **[studentfundingandgrants@socialcare.wales](mailto:studentfundingandgrants@socialcare.wales)**. We have a specialist team who manage our student funding and grants who will be happy to help you.

## More than just words

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

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

The Welsh Government has produced a pack about providing the Active Offer and it can be seen below. It shows you do not have to be a fluent Welsh speaker to provide people with the Active Offer.

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

We have also produced resources for services wishing to make sure they are providing a service that answers Welsh speakers' needs, as well as information about resources and learning guides provided by others.

[socialcare.wales/learning-and-development/working-in-welsh](https://socialcare.wales/learning-and-development/working-in-welsh)



## Completing your course

Your university will tell us when your course has ended and we will remove your name from the part of the Register for students.

If you have passed your course, we will invite you to apply to register as a qualified social worker.

Registration as a social worker **is not automatic** and you will have to demonstrate your competence, good conduct and character. You can apply in your SCWonline account and pay a fee.

## Useful resources and information

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

**Code of Professional Practice for Social Care – resources**

**SCWonline registration resources**

**Duty of candour**

**Current registration data reports**

**Historic registration data reports**

**The Consolidation Programme for Newly Qualified Social Workers**

**Continuing Professional Education and Learning (CPEL) Framework for social workers**

**Learning and development**

**Learning Zone**

**Fitness to practise rules**

**Mandatory reporting of female genital mutilation**



# Contact us

More information is available on our website: **socialcare.wales**

Email: **registration@socialcare.wales**

**FTP@socialcare.wales**



**@SocialCareWales**



**Care Careers Wales**

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

Registration Helpline: **029 2078 0646**

Fitness to practise: **029 2078 0648**

## Social Care Wales

South Gate House, Wood Street, Cardiff CF10 1EW

Email: [info@socialcare.wales](mailto:info@socialcare.wales) | Website: [socialcare.wales](http://socialcare.wales)

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ISBN: 978-1-911463-81-8

### Copies and other formats

Copies of this document are available in large print or other formats, if required.

This document is also available in Welsh.

Designed by Escape to Design [escapetodesign.co.uk](http://escapetodesign.co.uk)

