

Northern Ireland

**Social
Care
Council**

Learning and Development

Frequently Asked Questions

A large, central graphic consists of a dense cluster of semi-transparent, multi-colored 3D polyhedra (cubes and pyramids) in shades of blue, purple, red, orange, and yellow. These shapes are set against a light beige background that features a subtle, darker network of interconnected dots and lines, resembling a molecular or digital grid.

Last Updated: 31 March 2020

Introduction

As the regulator for social workers and social care workers in Northern Ireland everything we do is focused on supporting high quality care for people who need it. We are all adapting. As the regulator, the Social Care Council remains committed to supporting high quality standards of social work and social care for everyone who needs it. However we understand and know the impact this is having for social workers, social work students and social care workers, as they respond to challenges never experienced before.

We are committed to protecting people who use services while also maintaining public confidence in social work and social care. The onset of the Covid-19 outbreak doesn't change that commitment, but the situation is changing, and will continue to change the way we work. Like other regulators we have made some changes to how we do things. Our approach going forward is based on the core principles of:

- **Minimising the time pressure we impose on registrants and;**
- **Maximising the flexibility for registrants to manage their professional development activities during the challenges of the Covid-19 outbreak.**

The information below outlines the actions we have taken to support registrants, providers and people using services during this time. This document was published on Wednesday 25th March and will continue to be updated as the epidemic and its consequences unfold.

People in our communities are relying on the skills, compassion and kindness of the social work and social care workforces over this challenging period. We want to thank everyone working on, and supporting, the frontline for their professionalism and dedication at this unprecedented time.

General Advice

Frequently Asked Questions



Do you have any general advice about how we should work at this time?

The best place to go for up-to-date information on coronavirus is the Public Health Agency and Government websites, where you will also find more specific information for certain providers of care and support. We also encourage our registrants and employers to use and share our free open access digital [Learning Zone](#) with targeted Covid-19 resources.

Where can I find more advice related to my local area?

For more localised advice, you should first and foremost speak to your line-manager or employer who may have more specific guidelines about how you go about your work in a safe and professional way.

As a social worker or social care worker where can I find more specific advice?

First and foremost speak to your line manager or employer who may have more specific guidelines about how you go about your work in a safe and professional way. Also follow Department of Health updates and guidance on their website and on social media.

Learning and Training

Frequently Asked Questions



What learning resources can I access while working remotely?

The Northern Ireland Social Care Council provides a range of free, open access and targeted learning resources from our Learning Zone, for example: [Good Infection Control](#) and much more.

We have also updated the resource with open access HSC Covid-19 training guides. You can use all learning for your PRTL requirements, or PiP Credits if you are a Social Worker. Please remember to record and log all of your learning during Covid-19 on your portal account.

I have been selected for audit of my Post Registration Training and Learning. Do I need to submit by 1st June 2020?

The date for receipt of PRTL submissions has been extended to the 1st December 2020. If you have already submitted your work it will be assessed in December and you will be notified of the outcome shortly after. If you have decided to submit via the Credit Accumulation route you can continue to log your learning and training items via the portal as normal.

Further Information

Frequently Asked Questions

Further Information

Our information and services will be reviewed and updated as the Department of Health, NI Assembly and UK Government make new announcements and we will be responding with agility to what is a fast-moving situation.

Our website will be regularly updated.

In the meantime we are grateful and deeply humbled by how the social work and social care workforce along with our health care colleagues are working together to provide the highest standards of care.

For all the most up to date information from the Department of Health visit: <https://www.health-ni.gov.uk/coronavirus>

Contact Us

Frequently Asked Questions



If you have further questions you can contact us directly:

For all new registration application queries and renewals contact:

Registration: Registration@niscc.hscni.net

For account password reset, employer portal access and any other related digital queries contact:

Portal: Database@niscc.hscni.net

For raising concerns and current cases contact:

Fitness to practise: Ftp@niscc.hscni.net

For employer liaison, careers, Degree in Social Work, Professional in Practice(PiP) and learning and development for the social care workforce contact:

Learning and Training: Workforcedevelopment@niscc.hscni.net

For further information: [Contact Us.](#)



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