



 Northern Ireland
Social Care Council

WORKFORCE DEVELOPMENT & QUALIFICATION GUIDE

FOR THE
ADULT SOCIAL CARE WORKFORCE
NORTHERN IRELAND
VERSION 2.0 November 2016



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Foreword

The Northern Ireland Social Care Council (NISCC) is the regulatory body for the social care workforce in Northern Ireland. NISCC's role is to register social care workers; to set standards for their training & practice and to support professional development across the workforce.

NISCC is a non-departmental public body, sponsored by the **Department of Health, (NI) and founded under the Health and Personal Social Services Act (Northern Ireland) 2001**. Through workforce registration and regulation we are helping to raise standards in social care and strengthening public protection.

The **NISCC Codes of Practice for Social Care Workers** are essential for regulating the profession and helping to improve standards and public protection.

Many people rely on the honesty, integrity and professional skills of social care workers and the Codes of Practice sets out clearly the standards of conduct, training and practice people can expect from social care workers.

All registrants with the NISCC must meet the standards within their codes in order to maintain their registration.

Every social care worker and employer should have access to a copy of the codes.

NISCC is a partner in the UK Alliance 'Skills for Care and Development' (SfCD) – the Sector Skills Council for the social work, social care and children's services workforce. Sector Skills Councils are UK-wide, employer-led organisations which are licensed by the Department for Employment and Skills to promote workforce training and development for a specific employment sector.

Aim of NISCC:

To protect the public through improving safeguards for people who use social care services, raising the standards of social care practice and strengthening the professionalism of the social care workforce.

To achieve this we will:

- Set standards of practice for social care workers and their employers to promote a safe, reliable and competent service.
- Register the social care workforce to assure the public that a social care worker registered with the NISCC will be viewed as safe and competent to practise.
- Regulate social work training to ensure it prepares staff to do the job expected of them.
- Promote education and training for all social care staff.

Contents

1. Introduction

This section outlines the overall aim of workforce learning and development and details the importance of individuals and employers having access to the right qualifications and training.

2. Job roles and Titles

This section describes the various job roles and titles such as day care worker, support worker, deputy manager or registered manager, the job role and function and the qualifications and/or training currently listed as 'desirable'.

3. Level 2 Qualifications

This section lists the level 2 qualifications for job roles/functions such as care assistants and support workers; what are essential and desirable qualifications; what level of CPD is expected and other /previously accepted qualifications.

4. Level 3 Qualifications

This section lists the level 3 qualifications for job roles/functions such as senior support workers and residential care workers; what are essential and desirable qualifications; what level of CPD is expected and other /previously accepted qualifications.

5. Level 4 Qualifications

This section lists the level 4 qualifications for job roles/functions such as senior support workers and assistant /deputy managers; what are essential and desirable qualifications; what level of CPD is expected and other /previously accepted qualifications.

6. Level 5 Qualifications

This section lists the level 5 qualifications for job roles/functions such as registered managers and service managers; what are essential and desirable qualifications; what level of CPD is expected and other /previously accepted qualifications.

7. Resources

This section lists resources including links to the DHSSPS Minimum Standards and useful websites.

1. Introduction

A career in social care offers challenging and rewarding opportunities to work with adults, children, young people, families and older people. Social care workers ensure that practical, social and emotional support is provided to the highest standard.

NISCC works with key partners and professionals in Northern Ireland and across the UK to promote a career in social care and to ensure workforce learning and development is a key element for organisations providing social care services.

This guide aims to provide assistance for employers and social care staff on qualifications that are essential, desirable or relevant to developing the required knowledge and skills to ensure support and care is provided at the highest standard. Continuous Professional Development (CPD) is fundamental to this.

This guide will therefore provide information on workforce learning and development, starting with induction and continuing with the learning and development journey social care staff can take to ensure they have the necessary knowledge and skills required for their role in providing support and care to individuals.

Registered managers in regulated services are the only group of social care staff where there is a mandatory requirement for a qualification as detailed in pages 11 – 15 of this guide.

For all other staff, employers may use this guide to inform learning and development plans. This guide is for advice and guidance and to help support individuals consider what learning, development and qualifications they may need to progress their careers or maintain their knowledge and skills related to their work area (CPD).

This is a guide to qualifications for social care staff. It is not, nor should it be used as, a definitive list of qualifications, learning and development required by the Northern Ireland Social Care Council.

Employers across all sectors and services set their own qualification requirements based on service need. This guide can help inform that and support staff to consider options for their CPD.

2. Job Roles and Titles

Social care employers in Northern Ireland use a range of job titles to describe social care posts; day care worker, support worker, domiciliary care worker, home help/home care worker, senior support worker, deputy or assistant manager, service manager and registered manager.

Social care services are provided across the statutory, independent and voluntary sectors, therefore to use specific job titles that may not be recognised in different sectors may cause confusion.

This guide will concentrate on roles and responsibilities; responsibilities being the determining factor for the level of qualification taken.

It will also identify specific qualifications for CPD and where required identify what is required by the minimum standards.

Employers across all sectors and services set their own qualification requirements based on service need.

This guide can help inform that and guide staff with their CPD.

2.1 Job Roles and Responsibilities

Job Examples	Job Role and Function	Desirable Current Qualifications/Training and CPD
Care assistant Support worker Day care worker level 1 Reablement worker Residential care worker Nursing home care assistant Domiciliary care assistant/home care worker	Care and support Assist with everyday living Working to support/area/assessment plans	Induction In house training On-going CPD Level 2 Diploma in Health and Social care (Adults) Wales and Northern Ireland
Senior support worker Day care worker level 2 Residential – senior care worker Senior care assistant Family workers Community care assistant	Care and support, Keyworker role, Care plan responsibilities, Front line supervisor and line manager responsibilities	Induction In house training On-going CPD Level 3 Diploma in Health and Social care (Adults) Wales and Northern Ireland
Senior support worker Assistant/deputy manager	Staff management Supervision	NVQ 4 Care and NVQ 4 H&SC Management Qualification
Team leader Area domiciliary care managers Senior day care workers	Assessment and care planning Team development Networking Decision making	Degree and Diploma On-going CPD

2. Job Roles and Titles

2.1 Job Roles and Responsibilities (continued)

Job Examples	Job Role and Function	Desirable Current Qualifications/Training and CPD
<p>Registered manager (1)</p> <ul style="list-style-type: none"> • Service manager • Day care manager • Domiciliary care manager • Residential care home manager • Nursing home manager 	<p>Management Supervision Team development Networking Decision making Governance Financial planning and management</p>	<p>NVQ 4 Care NVQ 4 H&SC (2) Level 5 Diploma in Leadership for Health and Social Care (Adult Management) Wales and Northern Ireland Level 5 Diploma in Leadership for Health and Social Care (Adult Residential Management) Wales and Northern Ireland Management qualification Professional social work qualification Nursing qualification Allied health professions On-going CPD</p>

(1) Registered managers must have one of the qualifications identified in column 3 as stated in the **DHSSPS Minimum Standards** for a) Domiciliary Care Providers, b) Residential Homes, c) Nursing Homes and d) Day Care

(2) See page 51 of Domiciliary Care Minimum Standards, page 85 Day Care Minimum Standards and page 83 Residential Care Home Minimum Standards in relation to transitional arrangements for registered managers with NVQ 4 or previous qualifications.

3. Level 2 Qualifications

Level 2 qualifications for job roles/function such as:

<p>Care assistant Support worker Day care worker level 1 Reablement worker Residential care worker Nursing home care assistant Domiciliary care assistant/home care worker</p>		<p>Care and support Assist with everyday living Working to support/area/assessment plans</p>	
Essential	Desirable Current Qualifications	CPD	Other/previous accepted qualifications
<p>All new staff must receive suitable induction training from their employer using NISCC Induction Standards within the first six months of commencing employment. There is no requirement that staff take an accredited qualification in the standards. Registered social care staff are required to complete Post Registration Training and Learning (PRTL) - All registrants must complete 90 hours PRTL in each registration period. NISCC defines PRTL as the learning and development activities through which you maintain and develop your competence throughout your career.</p>	<p>Certificate in Induction in Adult Social Care (Northern Ireland). Level 2 Diploma in Health and Social Care (Adults) for Wales and Northern Ireland.</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems. See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications. Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan.</p>	<p>NVQ 2 Health & Social Care NVQ 2 Care</p>

4. Level 3 Qualifications

Level 3 qualifications for job roles/function such as:

<p>Senior support worker Day care worker level 2 Residential – senior care worker Senior care assistant Family workers Community care assistant</p>		<p>Care and support worker Keyworker role Care plan responsibilities Front line supervisor and line manager responsibilities</p>	
Essential	Desirable Current Qualifications	CPD	Other/previous accepted qualifications
<p>All new staff must receive suitable induction training from their employer using NISCC Induction Standards within the first six months of commencing employment. There is no requirement that staff take an accredited qualification in the standards. Registered social care staff are required to complete Post Registration Training and Learning (PRTL) - All registrants must complete 90 hours PRTL in each registration period. NISCC defines PRTL as the learning and development activities through which you maintain and develop your competence throughout your career.</p>	<p>Certificate in Induction in Adult Social Care (Northern Ireland).</p> <p>Level 3 Health and Social Care Diploma (Adults) Wales and Northern Ireland.</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems.</p> <p>See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications.</p> <p>Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan.</p>	<p>NVQ 3 Health and Social Care NVQ 3 Care NVQ 3 Promote Independence</p>

5. Level 4 Qualifications

Level 4 qualifications for job roles/function such as:

Senior support worker Assistant/deputy manager Team leader		Staff management Assessment and care planning Team development Networking Decision making	
Essential	Desirable Current Qualifications	CPD	Other/previous accepted qualifications
<p>All new staff must receive suitable induction training from their employer using NISCC Induction Standards within the first six months of commencing employment. There is no requirement that staff take an accredited qualification in the standards. Registered social care staff are required to complete Post Registration Training and Learning (PRTL) - All registrants must complete 90 hours PRTL in each registration period. NISCC defines PRTL as the learning and development activities through which you maintain and develop your competence throughout your career.</p>	<p>Level 3 Health and Social Care Diploma (Adults) Wales and Northern Ireland.</p> <p>Level 4 Diploma in Adult Care (Northern Ireland).</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems.</p> <p>See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications.</p> <p>Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan.</p>	<p>NVQ 3 Health and Social Care</p> <p>NVQ 4 Health and Social Care</p>

6. Level 5 Professional Qualifications

Level 5 professional qualifications for job roles/function such as:

<p>Registered manager</p> <ul style="list-style-type: none"> • Nursing home manager • Residential care home manager • Service manager • Day care manager • Domiciliary care manager 	<p>Management Supervision Team development Networking Decision making Governance Financial planning and management</p>	
<p>Essential Qualifications and Experience as defined in DHSSPS Minimum Standards for service area</p>	<p>CPD</p>	<p>Other/previous accepted qualifications</p>
<p>Nursing Home Manager Is a first level nurse with current registration on Part 1 of the Nursing and Midwifery Council (NMC) register</p> <ul style="list-style-type: none"> • Has at least five years post-qualification experience, two of which have been in a similar care setting within the last five years • Has at least two years experience, within the last five years, in a similar care setting providing nursing care to the main client group accommodated within the home • Has a management qualification or two years relevant managerial experience within the last five years 	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems. See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications. Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan. As a manager your organisation may require you to complete a leadership and management training programme that is designed to meet the specific needs of your role as a manager. Appendix 4 lists some of the training programmes available although it should be noted this is not a mandatory requirement or a definitive list.</p>	

6. Level 5 Professional Qualifications

Level 5 professional qualifications for job roles/function such as:

<p>Registered manager</p> <ul style="list-style-type: none"> • Nursing home manager • Residential care home manager • Service manager • Day care manager • Domiciliary care manager 	<p>Management Supervision Team development Networking Decision making Governance Financial planning and management</p>	
<p>Residential Care Home Manager One of the professional qualifications below: (a) a professional social work qualification and registered on the appropriate part of the NISCC register, without condition; or (b) a first level registered nurse on the appropriate part of the NMC register; or (c) allied health professions (3) registered with the Health Professions Council. and a minimum of four years work experience in health and social care setting with one or more of the service user groups supported by the residential care home. At least two years of this experience must be in a relevant operational management capacity in a health and social care setting.</p> <p>Or Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland and registered, or be eligible for registration on appointment, on the appropriate part of the NISCC register, without condition; and a minimum of five years practice experience in any health and social care setting with one or more of the service user groups supported by the residential care home which must include at least two years relevant experience in an operational management capacity in a health and social care setting.</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems. See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications. Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan As a manager your organisation may require you to complete a leadership and management training programme that is designed to meet the specific needs of your role as a manager. Appendix 4 lists some of the training programmes available although it should be noted this is not a mandatory requirement or a definitive list.</p>	<p>NVQ 4 Care NVQ H&SC (3) Professional social work qualification Nursing qualification Allied Health professions</p>

(3) See page 51 of Domiciliary Care Minimum Standards, page 85 Day Care Minimum standards and page 83 Residential Care Home Minimum Standards in relation to transitional arrangements for those registered with NVQ 4 or previous qualifications.

6. Level 5 Professional Qualifications

Level 5 professional qualifications for job roles/function such as:

<p>Registered manager</p> <ul style="list-style-type: none"> • Nursing home manager • Residential care home manager • Service manager • Day care manager • Domiciliary care manager 	<p>Management Supervision Team development Networking Decision making Governance Financial planning and management</p>	
<p>Domiciliary Care Manager, Supported Living Service Manager A professional social work qualification and registered on the appropriate part of the NISCC register, without condition; or (b) a first level registered nurse on the appropriate part of the NMC register; or (c) allied health professions registered with the Health Professions Council. and a minimum of four years work experience in any health or social care setting with one or more of the service user groups supported by the agency. At least two years of this experience must be in a relevant operational management capacity in a health and social care setting.</p> <p>Or Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland and registered, or be eligible for registration on appointment and a minimum of five years practice experience in any health and social care setting with one or more of the service user groups supported.</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems. See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications. Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan. As a manager your organisation may require you to complete a leadership and management training programme that is designed to meet the specific needs of your role as a manager. Appendix 4 lists some of the training programmes available although it should be noted this is not a mandatory requirement or a definitive list.</p>	<p>NVQ 4 Care NVQ H&SC (4) Professional social work qualification Nursing qualification Allied Health professions</p>

(4) See page 51 of Domiciliary Care Minimum Standards, page 85 Day Care Minimum standards and page 83 Residential Care Home Minimum Standards in relation to transitional arrangements for those registered with NVQ 4 or previous qualifications.

6. Level 5 Professional Qualifications

Level 5 professional qualifications for job roles/function such as:

<p>Registered manager</p> <ul style="list-style-type: none"> • Nursing home manager • Residential care home manager • Service manager • Day care manager • Domiciliary care manager 	<p>Management Supervision Team development Networking Decision making Governance Financial planning and management</p>	
<p>Day Care Manager A professional social work qualification and registered on the appropriate part of the NISCC register, without condition; or (b) a first level registered nurse on the appropriate part of the NMC register; or (c) allied health professions (5) registered with the Health Professions Council. and a minimum of four years work experience in any health or social care setting with one or more of the service user groups supported by the agency. At least two years of this experience must be in a relevant operational management capacity in a health and social care setting.</p> <p>Or Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland and registered, or be eligible for registration on appointment and a minimum of five years practice experience in any health and social care setting with one or more of the service user groups supported by the day care setting, which must include at least two years relevant experience in an operational management capacity in a health and social care setting.</p>	<p>Health and Social Care Vocational Qualifications as required by work area and people supported. For example safeguarding, dementia awareness, supporting people with learning disabilities, supporting people with autism, end of life care, supporting people with mental health problems. See Appendix 1 for full list of appropriate CPD Health and Social Care Vocational Qualifications. Progression in CPD should be monitored by the use of a personal development plan see Appendix 2 for example and Appendix 3 for blank plan. As a manager your organisation may require you to complete a leadership and management training programme that is designed to meet the specific needs of your role as a manager. Appendix 4 lists some of the training programmes available although it should be noted this is not a mandatory requirement or a definitive list.</p>	<p>NVQ 4 Care NVQ H&SC (6) Professional social work qualification Nursing qualification Allied Health professions</p>

(5) For these purposes, 'allied health professions' mean: arts therapists; dietitians; occupational therapists; orthoptists; orthotists; physiotherapists; podiatrists; prothetists; radiographers, or speech and language therapists.

(6) See page 51 of Domiciliary Care Minimum Standards, page 85 Day Care Minimum Standards and page 83 Residential Care Home Minimum Standards in relation to transitional arrangements for those registered with NVQ 4 or previous qualifications.

7. Resources

Department of Health Public Services and Public Safety Minimum Standards.

Click any of the links below to open:

- https://www.rqia.org.uk/RQIA/media/RQIA/Resources/Standards/domiciliary_care_standards-Aug-11.pdf
- https://www.rqia.org.uk/RQIA/media/RQIA/Resources/Standards/nursing_homes_standards_-_april_2015.pdf
- https://www.rqia.org.uk/RQIA/media/RQIA/Resources/Standards/care_standards_-_residential_care_homes_August_2011.pdf
- https://www.rqia.org.uk/RQIA/media/RQIA/Resources/Standards/adult_day_care_standards_-_final_version_-_january_2012.pdf

Useful Contacts, Websites and Resources

Click any of the links below to open:

- Northern Ireland Social Care Council
 - Nursing and Midwifery Council
 - Health and Care Professions Council
 - Apprenticeship Northern Ireland
 - Department for the Economy – Leadership and Management Programme
 - A Question of Care a Career for You (AQCCY) is an interactive video challenge that helps recruit the right people into care jobs. Potential recruits can find out whether they are suitable for care roles by using video and questions
 - The Northern Ireland Ambassadors for Careers in Care service enlists individuals who work in social care and early years roles to share their enthusiasm for the work they do and inspire a new generation to join the sector
 - Colleges NI - a useful resource for contact details for Northern Ireland Further Education Colleges
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