



SSSC Registration Policy

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CROSS REFERENCE TO OTHER POLICIES / STRATEGIES

This policy should be read in conjunction with:	Detail
Policy 6	Risk Assessment Policy
Policy 13	Employee Performance Review Policy
Policy 18	Disciplinary Policy
Policy 20	Learning and Development Policy

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1. INTRODUCTION

The Scottish Social Services Council (SSSC) was formed on 1st October 2001 following the Regulation of Care (Scotland) Act 2001. The SSSC has the duty of registering all Social Services Workers and developing the Codes of Practice. The Code of Practice sets down the standards and responsibilities that employees and employers within Social Services should adhere to. By developing the Codes of Practice and the registration process, the standards will be raised within Social Services.

Registration is based on qualifications and experience which are relevant to the post. Registration is also a legal requirement and therefore it is compulsory for employers and employees within the Social Services Council to comply with this process. Without the relevant registration, employees will not be in a position to continue practicing.

Employers have the responsibility of ensuring their workforce is suitably registered and attaining the standards set down in the Codes of Practice. They have a duty to support and guide employees through the processes involved. However, the employee also has a responsibility to comply with what is required of them and ensure they achieve the relevant registration.

The aim of the policy is to provide guidance to line managers on managing and monitoring the SSSC process and how to deal with employees who cannot or will not achieve registration.

2. SCOPE

This policy will apply to all employees required to register with the SSSC.

3. SSSC REQUIREMENTS

All employees who work in a service where registration is required must register with the SSSC. Employees who register without the required qualification may, if they meet all the other eligibility criteria for registration, be granted registration subject to the condition that they achieve the required qualification(s) within a specified period, normally 5 years of the registration date.

All new employees who commence employment in a service within Primecare Health LTD where registration is required, should apply for registration as soon as possible on starting the new position and must achieve full registration within the first six months. This will be a probationary objective that must be met for an employee to successfully complete their probationary period. All new managers and care supervisors must also ensure that they register within six months of starting the position.

4. RESPONSIBILITIES

4.1 Employees' Responsibilities

It is the employee's responsibility to inform the SSSC of any changes to their details.

The following changes need to be communicated to the SSSC:

- Home address or contact details
- Email address
- Qualifications
- Work address and employer
- If subject to disciplinary action

- An offence (including driving offences)

Employees must also ensure they advise the SSSC when they start a new job or are about to. This may involve applying for another part of the register and should be done as soon as possible through MySSSC (online) as this requires a new application to be processed, which can be a lengthy process. Failure to transfer registration could result in the employee being suspended on nil pay.

Employees registered with the SSSC have to meet Post Registration Training and Learning (PRTL) requirements. Undertaking PRTL, writing about it and submitting it to the SSSC makes sure the employee continues to be suitable for registration.

Employees must ensure they pay the relevant fees in relation to the SSSC in order for the registration to remain valid.

Employees must ensure they renew their registration when requested to do so by the SSSC.

Employees must keep up to date with changes to the SSSC requirements by accessing their online account or website.

4.2 Employer's Responsibilities

Employers are expected, under the SSSC Code of Practice for Employers of Social Service Workers, to help registered workers to continue their professional development.

The PRTL requirements are included in the SSSC's (Registration) Rules. These state the training and learning requirements that all registered social workers and social service workers must meet to ensure their continued suitability for registration.

It is important that line managers use supervisions to discuss and plan with their employees how they meet the SSSC's PRTL requirements.

5. MONITORING AND REPORTING OF SSSC INFORMATION

5.1 Recruitment

Recruiting officers have a responsibility to ensure that they check the SSSC Register online for all new starts. If a new employee is already registered with the SSSC, they must provide their registration certificate at the recruitment stage and this should be sent to HR with all other new start paperwork. This is updated on the Primecare System to allow SSSC information to be monitored.

5.2 Supervision

Line Managers must ensure that SSSC registration is discussed with employees within supervision meetings which will include:

- When registration dates are approaching
- Requesting the original registration certificate if registered and a copy sent to HR team
- Updates on the qualifications they are working towards for their registration (any issues/progress)

5.3 Reporting

Business Manager will produce quarterly SSSC performance management statistics to SMT which identifies the number of employees who should be registered, those that are and those that are not, if any. Service specific information is sent to the Company Director and Director of Adult Services monthly, highlighting any concerns with regards to employees not registered to allow this to be investigated and decide on appropriate course of action.

6. TIMING

This policy can be utilised after SMT approval and will be implemented for employee groups. Primecare Health LTD recommends that Social Care Workers register as soon as possible to ensure our employees are properly registered, reducing the risk of employees missing the specified registration dates and being unable to continue working within their role. However, it is essential that employees commit to submitting their applications to the SSSC prior to the deadline set by the SSSC. This deadline allows the SSSC to process the employee's application and for the employee to gain registration prior to registration becoming compulsory. Therefore, any action required should be taken prior to the application deadline.

7. PROCEDURE FOR NON REGISTRATION OF EMPLOYEES

There are a number of situations that can arise which result in non-registration of employees:

- Existing employees (including employees in their probation) refusing to gain registration
- Existing employees failing to meet the standards required for registration
- Existing employees who fail to maintain registration
- Withdrawal of registration with the SSSC

The situation will govern the action to be taken, and these procedures will be looked at in the following sections.

7.1 Existing Employees Refusing to Gain Registration

Refusal by existing employees to go through the relevant procedures to gain registration is a serious matter. Not being registered, for whatever reason, prevents them from working for Primecare Health LTD in certain posts.

If an employee indicates that they are not willing to go through the registration process, their line manager should discuss this with them and ensure that the employee is aware of the implications of not being registered. Attempts should be made to find out if there is an underlying reason for the non- registration, for example:

- Concern regarding the qualification
- Lack of understanding of the process

Throughout these discussions, every attempt should be made to persuade the employee to register and to remind them that the company will not be in a position to continue their employment after the date by which they must be registered. If the employee continues to refuse to work towards registration, the following course of action should be taken:

- The employee should be invited to a formal investigation meeting to discuss their continuing refusal to gain registration. If the employee is not registered by the required registration date, the employee will be suspended with no pay and advised

in writing of this. The employee can be given one final opportunity to register and a deadline date given.

- If the employee fails to register, they will be invited to a disciplinary hearing, where the outcome will likely be dismissal.

7.2 Employees in Probation Refusing to Gain Registration

All employees in their probation period who require to be registered for their position must complete their registration within the first six months. Managers should be highlighting to the employee in probation review meetings and supervision meetings that this is essential in order for their probationary period to be passed. If the employee has not registered by their three-monthly review meeting, the employee should be given one further week to register as the registration process can take up to three months. If an employee continually fails to register, they will be invited to a probation review meeting, with a senior manager and HR officer, where the legal requirement of registering will be discussed. A possible outcome of this could be termination within probation period. The employee would have the right to appeal. If there are legitimate reasons to why registration has not been processed, the employee will be given leave with no pay until the registration is completed.

7.3 Existing Employee's Failure to Meet the Standards Required for Registration

Employees who endeavour to gain registration to the SSSC, but do not meet the standards required (e.g. are failing to achieve the qualifications for registration or do not meet other standards necessary), should be offered help and support to achieve the standards required.

Once the area(s) of weakness have been identified, it is important to begin dealing with the situation immediately. A meeting should be held with the employee and the line manager to:

- Consider the areas of weakness
- To ensure the employee is aware of the standards/qualifications that they are required to meet
- To establish the reasons for the weaknesses e.g. lack of ability, conduct, medical reasons etc.

The manager should create an agreed action plan. This action plan should be discussed at every supervision, which should take place more frequently than quarterly to ensure the appropriate support is provided. Managers should ensure that agreed timescales are in line with the SSSC registration dates.

It is hoped that by going through this process, employees will be supported to achieve the required standards.

If the employee continues to fail to meet the standards required for registration following additional support, the following course of action should be taken:

- The employee should be invited to a formal investigation meeting to discuss their continuing failure to meet the standards required for registration. At this meeting it would need to be discussed and determined whether there was any chance that an improvement would be seen and if there was adequate time to reach the relevant qualification by the required date.
- The employee will be invited to a disciplinary hearing if there is not adequate time to meet the standards for registration, then the outcome will likely be dismissal

Or

If there is time for the employee to achieve the required qualification, and a deadline date was given, but the employee continued to fail to meet the required qualification, a possible outcome will likely be dismissal

Please note employees will be unable to continue to work in their post on the day following the registration deadline. The employee should be suspended on nil pay by a member of SMT and HR team will issue a letter to confirm this. There is no requirement to pay employees in this situation as by failing to register they can no longer fulfil the role they were employed to do.

Situations like this should be dealt with as they arise; they should not be prolonged until the application deadline, or when registration is compulsory.

If dismissal is the eventual outcome the employee is required to be informed in writing and they will have the right to appeal this decision.

7.4 Existing employee's failure to Maintain Registration

Once registration has been obtained there is a requirement for employees to renew their registration annually and reregister after five years. Failure to do so will result in registration being lapsed. Managers and employees will receive an email alert triggered from the Business Manager three months prior to their registration expiry date.

Following the date where registration becomes compulsory for Social Service Workers, if an employee fails to reregister this would preclude them from continuing to work as they will be removed from the public register and they will no longer be able to undertake the role for which they are registered.

Line Managers should carry out a formal investigation to establish the reasons for the non-renewal of the registration and consider the following options:

- To find alternative employment for the employee to undertake until the registration is renewed;or
- To suspend the employee on no pay until the registration is renewed

There is no requirement for the service to provide alternative employment as the renewal is the responsibility of the employee but if there is an opportunity to deploy the employee while the registration is being processed, the SMT may choose to do so. If the only alternative employment available is a job at a lower grade, there will be no salary protection.

In both situations, the employee should be given an appropriate period of time to renew their registration. Information can be obtained from the SSSC as to the normal length of time for registration. Should the employee fail to renew registration within that period, they should be suspended with no pay, if this has not already been done, and a disciplinary hearing should be arranged, with the likely outcome dismissal.

8. WITHDRAWAL OF REGISTRATION BY THE SSSC

Registration is normally withdrawn by the SSSC where an employee has been dismissed for either an act of gross misconduct or following a series of less serious offences leading to dismissal. If, however, circumstances occur that the company is unaware of and this leads to the SSSC withdrawing an employee's registration, the employee should be suspended on no pay as there is no requirement to pay employees in this situation.

There is no requirement for services to look for alternative employment in these circumstances as the employee will be unable to undertake the duties of the post. The employee should be invited to a disciplinary hearing, where the outcome will likely be dismissal.

9. CASUAL WORKERS

Casual workers (summer term/students/working on availability) have the same responsibility as employees to ensure they are registered if they work within a service where registration is required. Failure of a casual worker to:

- gain the required registration,
- meet the standards required for registration or
- maintain registration

will result in the casual worker not being used for any open shifts and they will be invited to a meeting to discuss the situation. This could result in the casual worker agreement being terminated.

10. AGENCY WORKERS

Primecare Health do not use any agency workers as we aim to provide the best continuity of care to our service users. However, in the future, if for any reason agency staff is used all agency workers working for Primecare Health LTD must have appropriate registration in order to continue working within that service. If the agency worker is working on a temporary assignment, it is the responsibility of the recruitment agency and the Business Manager to ensure that the agency worker has appropriate registration for the role.

11. APPEAL

Employees have the right to appeal all decisions made and should follow the company's appeal process, detailed in the disciplinary policy.

12. REGISTRATION MANAGEMENT STRATEGY – ACTION PLAN

The company needs to ensure that we are adopting a registration management strategy in order to reduce any risk of unregistered employees working within our services.

Risk

- Employers are committing an offence if they continue to employ an unregistered worker for more than six months after their start date in a role recognised for registration.
- Line Managers must liaise with Human Resources if they have an employee who is not registered, but should be, in order to immediately reduce the risk. HR track SSSC registration through performance management systems.

Clarification

Line Managers must clarify the groups of employees that the SSSC Registers are currently open for. In particular the groups where an application deadline is approaching. Business Manager must understand the numbers involved, the timeframes and the requirements that have to be met.

Communication

Line Managers should explain the following to employees who are required to register. The SSSC Register is now open for them to register, and the deadline date has been set that their application must be submitted by:

- Employees can register with conditions prior to achieving their full qualification (e.g. SVQ 2/3)
- Primecare Health will expect people to commence registration as soon as possible – to ensure the standards set by the SSSC are met
- Ask any employees who have issues with registering, to contact their line manager as soon as possible.
- Highlight that failure to register or meet the required qualifications could result in dismissal.

Other communications methods could include:

- Team Meetings / Care Supervisors meetings – to discuss registration and qualifications
- Supervision Meetings - to discuss individuals' progress on registration and qualifications
- Registered employees have discussions with those who are not yet registered.

Commitment

Business Manager must ensure employees are aware of our commitment to the SSSC Standards and to helping them achieve these standards. Gain their commitment to register as soon as possible.

Check

Line Manager must monitor employees to ensure those who have made a commitment to register are taking steps to do so.

Combat

Line Managers must work with employees who have not given the commitment to register, to try and alleviate any fears and concerns in a bid to combat refusal to register.

Collaborate

Line Managers must work with employees who are having difficulty achieving the standards for registration and support them to improve.

Non-Registration

Line Managers must follow the procedure for non-registration of employees for employees who refuse to or are having difficulty achieving registration.

13. MONITORING AND REPORTING

The company recognises the need to monitor the effectiveness of this and associated policies and procedures for statistical and consistency purposes.

14. POLICY REVIEW STATEMENT

This policy will be reviewed every year or earlier if required.