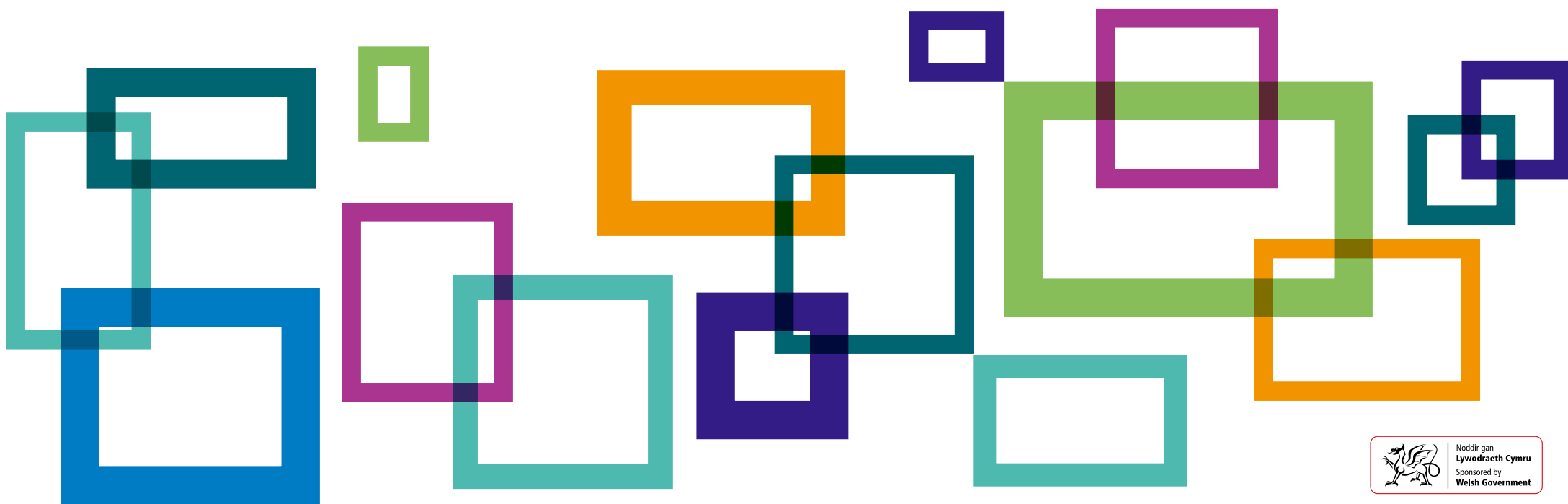


# Qualification Framework

## FOR THE SOCIAL CARE SECTOR IN WALES



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## Foreword

**In *Sustainable Social Services: A Framework for Action*<sup>1</sup>, the Deputy Minister for Social Services and Children states that 'high quality, responsive, citizen centred services, are essential to a successful Wales'.**

Throughout the document the achievement of those services is seen as dependent on having a professional workforce - 'we see the quality of professionals and their professionalism as central to responsive and sustainable social services.'

A professional workforce is a qualified workforce. Qualifications help to ensure that the people delivering services have the competence required to do so, recognising the knowledge and skills they have attained.

The *Qualification Framework for the Social Care Sector in Wales* (Qualification Framework) provides a benchmark for qualifications for work in social care and social work services. The Qualification Framework has been used as a basis for qualification requirements for registration and is referred to by some of the National Minimum Standards used for regulation of social care services.

The Qualification Framework was first published in 2001 and revised in 2003. Some updating of qualifications had occurred

since then. However it was important that the framework was fully reviewed and account was taken of the changing nature of services and the vision for the transformation of the workforce to deliver citizen centred services.

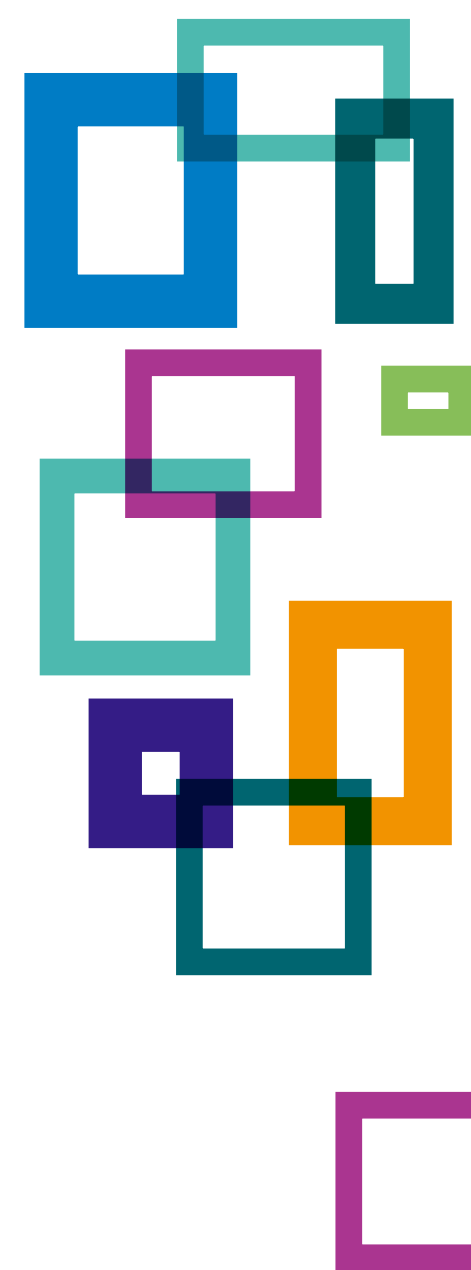
The changes reflect the consultations with the sector, and aim to ensure competence in roles and professionalisation of the workforce (social care managers in particular). The changed layout is intended to give greater clarity and ease of use.

It has been recognised that the framework needs to be flexible, able to respond to changes as a result of legislation, policy, and new qualifications, therefore the primary use will be as a resource available through the Care Council website.

The Care Council would like to thank all those who worked hard on a lot of detail in the early stages, contributed expertise in the consultations and helped steer the framework to a conclusion.



**Roberta Hayes**, Director of Learning and Development



<sup>1</sup> Sustainable Social Services: A Framework for Action, Welsh Government 2011

# Contents

<b>1. Introduction</b> .....	<b>5</b>
1.1 The Development of the Qualification Framework.....	5
1.2 Changes from the previous version.....	5
1.3 Assessment of Qualifications.....	7
1.4 Scope of the Qualification Framework.....	7
1.5 Welsh Language.....	8
<b>2. The Qualification Framework for the Social Care Sector in Wales: Guidance</b> .....	<b>9</b>
2.1 The aim and purposes of the Qualification Framework.....	9
2.2 How can the Qualification Framework be used?.....	9
2.3 What are the criteria for qualifications to appear on the Qualification Framework for the Social Care Sector in Wales?.....	10
2.4 Is the Qualification Framework mandatory?.....	10
2.5 Qualification levels.....	13
2.6 Direct Payments.....	13
2.7 Links to the Social Care Induction Framework for Wales.....	13
2.8 Equivalence and prior learning.....	14
2.9 Who is responsible for the development of the workforce? ..	14
2.10 Definitions of terms used in the tables.....	15
<b>3. The Qualification Framework for the Social Care Sector in Wales</b> .....	<b>16</b>
3.1 Qualifications required for registration with the Care Council for Wales.....	18
3.2 Qualifications required by allied professionals working in social care.....	24
3.3 Qualifications needed to meet National Minimum Standards (NMS).....	25
3.4 Guidance on suggested qualifications for progression.....	29
3.5 Guidance on qualifications for other roles.....	31
<b>4. Additional information</b> .....	<b>43</b>
4.1 Service Areas.....	43
4.2 Job Roles.....	44
<b>5. Continuing Professional Development</b> .....	<b>47</b>
5.1 Introduction.....	47
5.2 Responsibility for workforce development.....	47
5.3 Welsh Language.....	48
5.4 Career pathways.....	48
5.5 Useful information, standard setting organisations and regulatory bodies.....	49
<b>6. List of Qualification Abbreviations</b> .....	<b>53</b>

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

# 1. Introduction

The Care Council was established under the *Care Standards Act 2000* and became operational on 1 October 2001 to promote high standards of conduct and practice among social care workers and high standards in their training. In terms of qualifications, this has involved the development of qualifications, qualifications frameworks and a variety of learning materials as well as the regulation of social work training.

The *Social Services (Wales) Bill* Consultation<sup>2</sup> stated that the 'regime of training and qualifications is very well embedded in service delivery'. It clearly regarded qualifications as a means to underpin the professionalisation of the workforce, supporting the overarching need 'to strengthen our key professionals and build their confidence by being clear about the level of expertise needed in delivering particular services'. Within this, clear information is needed about qualifications to help employers to target their resources.

## 1.1 The Development of the Qualification Framework

The framework was first published in 2001, based on

the Welsh Government's List of Approved Qualifications identified for social care and social work roles, and revised in 2003. Its content has since changed only to include new qualifications as they are developed on a 'like for like' basis.

A revised Qualification Framework was drafted during 2012 using feedback from a steering group, workshop event, online survey and focus group. A consultation took place on the draft document during the summer of 2012 to ensure that it reflected the roles and needs of the sector. A large volume of responses were received from 56 individuals, groups and organisations.

This framework will update and replace the previous Qualification Framework.

## 1.2 Changes from the previous version

Many of the changes that have been made to the Qualification Framework aim to make the information about qualifications clear and easier to understand. There have been changes to the way that the tables are laid out and some guidance has been added about using the framework.

<sup>2</sup> Social Service (Wales) Bill Consultation Document, Wales Government March 2012

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

However for some parts of the Qualification Framework there have been more significant changes. These are outlined briefly, together with information about how this will affect people currently working in social care.

### 1.2.1 Social Care Managers

With the exception of Residential Services for Children and Young People, the social work qualification alone has been recognised as a suitable qualification to manage a social care service. The feedback that we have received during the review of the Qualification Framework has strongly suggested the need for social workers to complete an additional management qualification.

We understand that some of the proposed changes will require more for some management roles, but it is important to ensure that people managing social care services have the required knowledge and skills in both social care and management to be confident to carry out their role. The change also aligns social care services across adults and children's services, and provides equity between people holding professional qualifications who wish to manage social care services.

For those people who are currently registered as a social care manager using a social work qualification,

nothing will change and there is no need to complete any additional qualifications. Units and qualifications could still be used to structure and support professional development. The change will come into practice for people registering for the first time following the publication of this version of the Qualification Framework or, for social care managers of Domiciliary Services for Adults and Children, from 31st December 2013.

### 1.2.2 Residential Family Centres

The same change for social care managers listed above will apply to Residential Family Centres. In addition, the feedback we received suggested that the qualifications need to incorporate options for working with both adults and children and that they should reflect the residential setting of the service. As there are National Minimum Standards for Residential Family Centres, the Care Council for Wales has agreed with the CSSIW (Care and Social Services Inspectorate Wales) that qualifications for working with adults can be included in the Qualification Framework for some roles.

The changes made to the qualifications should increase opportunities for people to work in Residential Family Centres and will not affect services that are currently registered.

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

### 1.2.3 Continuing Professional Development (CPD)

A section providing information about CPD has been added to the back of the Qualification Framework. The purpose of this is to give information, ideas and contacts to help people to plan and carry out professional development.

### 1.2.4 Job Roles and Titles

Fewer job titles have been included in some parts of the Qualification Framework. Instead, job titles have been used to show levels of responsibility in each service area. Not all employers will have all job titles listed in the framework, and different services may use different titles for similar roles, but the titles used reflect those suggested by the sector during consultation and engagement events. A broad description for each job title is given in section 4 *Additional Information*.

Some new roles have been added to the Qualification Framework where there is a clear need, for example to reflect the job titles in the [Continuing Professional Education and Learning \(CPEL\) Framework for Social Workers](#). Current and predecessor qualifications have been identified where possible, although these will be added at a later date where they are part of ongoing work.

## 1.3 Assessment of Qualifications

The achievement of qualifications will rely upon assessors who have the knowledge, competence and capacity to support people through their qualifications. Investing in workforce development through the achievement of qualifications can help to create a culture of learning, build the competence needed for future assessors and increase the strength and professionalisation of the whole service and organisation.

## 1.4 Scope of the Qualification Framework

The Qualification Framework has been developed to provide information about qualifications for people delivering social care services. The qualifications may be required to register as a social care worker, to meet National Minimum Standards or they may be recommended for job roles and services which do not have such registration requirements. Whilst it is acknowledged that service delivery continues to become more integrated, the Qualification Framework remains focused on workers who are employed within social care.

Workers who have contact with people who use services but who are not involved in the delivery of social care, such as administrators, gardeners

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

or community equipment workers, have not been included in the Qualification Framework. The *Social Care Induction Framework*<sup>3</sup> can be used for social care learning, and information about organisations relevant to other roles is given in section 5 *Continuing Professional Development*.

For information and some useful tools about careers in social care, please visit the careers section of our website. <http://www.ccwales.org.uk/careers/>

## 1.5 Welsh Language

Wales is a diverse, bilingual country. Encouraging and supporting the development of Welsh language skills in the workforce benefits both the workforce themselves and the people who use social care services. Enabling service users to communicate with workers using their first language shows dignity and respect. It ensures that people receive more accurate assessments and appropriate, effective care. The workforce also benefits from opportunities to use and develop Welsh language skills.

The *Welsh Language Act*<sup>4</sup> places a duty on organisations in contact with the public in Wales to 'try to have enough Welsh speakers with the appropriate skills to provide a full service through the medium of Welsh'. This is further supported by the Welsh Government's three year strategic framework *More than just words*<sup>5</sup>.

<sup>3</sup> Social Care Induction Framework for Wales, Care Council for Wales 2012

<sup>4</sup> Welsh Language Act UK Government 1993

<sup>5</sup> More than just words – Strategic Framework for Welsh Language Services in Health, Social Services and Social Care (Consultation document) 2012



## 2. The Qualification Framework for the Social Care Sector in Wales: Guidance

### 2.1 The aim and purposes of the Qualification Framework

The main aim of the Qualification Framework is to promote positive outcomes for people who use social care services by supporting the professionalisation of the workforce through qualifications. It aims to do this by:

- giving clear information about which qualifications are required for registration and regulation;
- providing a benchmark of qualifications for social care services that are not regulated; and
- encouraging people to consider lifelong learning through continuing professional development.

### 2.2 How can the Qualification Framework be used?

The Qualification Framework can be used in many ways, including:

- raising staff knowledge, competence and confidence;

- ensuring that people hold appropriate qualifications during recruitment;
- setting service standards during commissioning;
- standardisation of training, including training that is commissioned;
- developing and agreeing internal policies;
- succession planning for services;
- professional development and progression planning for staff;
- workforce planning and career progression/ pathways;
- checking whether older qualifications are still accepted for regulation and registration;
- regulation of services by the [Care and Social Services Inspectorate Wales \(CSSIW\)](#);
- providing information about current qualifications.

### 2.3 What are the criteria for qualifications to appear on the Qualification Framework for the Social Care Sector in Wales?

All of the qualifications developed by the Care Council for Wales are available bilingually on our website. There are specific 'Design Principles'<sup>6</sup> that the Care Council for Wales uses to develop and review qualifications. Qualifications would need to meet these criteria and **in addition** be based on the assessment of work-based competence. The Design Principles are as follows:

- Based on National Occupational Standards appropriate to the needs of the sector.
- Must be externally verifiable.
- Qualifications being developed should be explicitly based on reliable and robust demonstration of employer need and therefore 'fit for purpose'.
- They should be able to respond flexibly to the needs of the sector and its learners including delivery models, language and accessibility.
- Be easily aligned to qualifications frameworks across the United Kingdom and European Union (using Qualification and Credit Framework would be one way to achieve it).
- Have a structure that facilitates and promotes the need

for horizontal and vertical progression routes which also provide the opportunity to study a breadth and/or depth of knowledge and skill as required.

- Recognise different types of learning, knowledge, skills and competence all have their place and should be used to facilitate progression and deepen knowledge, while retaining the good practice position of testing competence in the workplace.

A wide range of qualifications appear on the framework, each of which has been agreed with the sector to reflect their needs and the principles set out above.

For more information about qualifications, please visit the qualifications and careers pages of the Care Council's website at <http://www.ccwales.org.uk/qualifications>.

### 2.4 Is the Qualification Framework mandatory?

Some workers will need to hold one of the qualifications listed in the Qualification Framework to be able to practice, while in other services and job roles there is more flexibility about which qualifications workers could achieve. The qualifications listed in the Qualification Framework fall broadly into three categories: qualifications required for registration; those needed to meet National Minimum Standards; and qualifications recommended for other roles.

<sup>6</sup> Professionalisation: the contribution of workforce development 2012-2017 Sector Qualification and Learning Strategy February 2012 Care Council for Wales

## 2.4.1 Qualifications required for registration

For some specific job roles and settings, workers are required to register with a professional body. The aim of registration is to make sure that workers are suitable to work in social care. The Welsh Government requires people working in some social care roles to register with the Care Council for Wales. These are currently:

- social workers;
- social work students;
- residential child care managers;
- residential child care workers; and
- adult care home managers.

Domiciliary care service managers will also be required to register by 31st December 2013.

One of the conditions of registration is that the worker must hold the necessary qualifications (with the exception of social work students, who must be on an approved social work degree course in Wales). Section 3.1 of the Qualification Framework sets out the qualifications required to register with the Care Council for Wales.

Occupational Therapists also work in social care, and are required to register, but not with the Care Council for Wales. Section 3.2 of the Qualification Framework



Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

sets out the qualifications required by allied professionals working in social care and gives information about registration for this group.

### 2.4.2 Qualifications needed to meet National Minimum Standards (NMS)

Some of the core requirements for social care services are currently set out in NMS. They are published by the Welsh Government and aim to ensure that services are safe and provide positive outcomes for the people who use them. The Care and Social Services Inspectorate Wales (CSSIW) take them into account when they regulate services. The *Social Services (Wales) Bill Consultation*<sup>7</sup> proposed that the term 'minimum' be removed from the standards, but the term is kept here as the current standards are published as 'National Minimum Standards'.

For some work roles the service will have requirements from NMS and the individual will also be required to register with the Care Council for Wales. Where this is the case the current requirements are listed in Section 3.1: Qualifications required for registration with the Care Council for Wales.

Section 3.3 of the Qualification Framework sets out qualifications for roles referred to in the current NMS. Where the feedback from the consultation on the

framework suggested different qualifications to those required by NMS, the Care Council for Wales has agreed with the CSSIW the most suitable qualifications to include. Our agreed view is given in the tables.

### 2.4.3 Qualifications recommended for other roles

There are many areas of work in social care where additional guidance about useful and relevant qualifications for specific job roles is important and valuable. These might go beyond the requirements of registration and regulation, or apply to service areas where there are no requirements set through registration or NMS. For these services and roles employers have more flexibility in the requirements they set for workers and the information given on this framework is for guidance only.

There may also be other requirements set that have not been identified in the Qualification Framework. Examples could include Welsh Government policies, employer policies or commissioning agreements.

Section 3.4 of the Qualification Framework identifies specific qualifications that could help people to progress in their work role, going beyond the qualification requirements for registration or NMS but remaining appropriate for the job roles.

<sup>7</sup> Social Services (Wales) Bill Consultation, Welsh Government 2012

Section 3.5 of the Qualification Framework sets out some suggested qualifications for job roles where there is no requirement for the worker to register with the Care Council for Wales and there are no NMS.

## 2.5 Qualification levels

Some of the qualifications listed on the Qualification Framework have a number as part of their title, which denotes the level of that qualification. The level of the qualification indicates the complexity of knowledge and skills that the learner needs to demonstrate to achieve the qualification, with higher numbers indicating more autonomy, responsibility and complexity. Both the content and the level of qualifications in the Qualification Framework are appropriate to the roles that they are listed against. More information can be found on the Care Council for Wales website.

## 2.6 Direct Payments

The Social Care and Social Work Workforce Task Group considered the training provision for Personal Assistants (PAs) employed by direct payments recipients, among other issues, in its report of December 2010<sup>8</sup>. They recommended consideration of a Voluntary Registration Scheme for Direct Payments and further debate about how the quality and safety of social care commissioned by the user are assured.

Qualifications for people working as PAs have not been defined in this framework.

## 2.7 Links to the Social Care Induction Framework for Wales (SCIF)

The [Social Care Induction Framework for Wales](#)<sup>9</sup> (SCIF) has been developed with employers to provide a foundation for workers new to a particular social care role. The SCIF provides a benchmark for the structure and content of an induction programme. It is vital for workers new to social care to complete an induction programme so that they can begin to understand social care. All workers in a new role should undertake induction, regardless of whether they hold the required or recommended qualification, to understand their specific role within social care services.

The learning outcomes contained within the SCIF have been mapped to the mandatory units for qualifications at levels 2, 3 and 5 as well as the relevant National Occupational Standards and the *Code of Practice for Social Care Workers*<sup>10</sup>. The main aim of this is to support workers in their development, from induction to accredited learning.

All residential childcare workers working in Wales are required to register with the Care Council for Wales. Once a new worker has completed the induction they

<sup>8</sup> The Report of the Social Care and Social Work Workforce Task Group, Welsh Government, 2010

<sup>9</sup> Social Care Induction Framework for Wales, Care Council for Wales 2012

<sup>10</sup> Code of Practice for Social Care Workers, Care Council for Wales

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

should apply for registration submitting a copy of their qualification certificate or SCIF certificate, signed by their manager, with their application.

## 2.8 Equivalence and prior learning

There may be some circumstances where a qualification can be deemed equivalent to one of those specified on the Qualification Framework. The Care Council has developed an assessment process where people wish to register with a qualification that may be equivalent. Please contact the Care Council for further details.

Awarding organisations can also look at a learner's existing qualification or learning and decide whether some of it can be recognised towards a different qualification. Please contact the awarding organisation for the qualification that you wish to complete for further details.

### 2.8.1 Qualifications gained outside Wales

There may be workers who wish to work in Wales who have completed a qualification elsewhere. For those who have qualified within the UK, guidance has been developed which specifies which qualifications will be accepted to practise in Wales.

<http://www.ccwales.org.uk/edrms/132645/>

For people coming to work in Wales from outside the UK, the Care Council for Wales will need to assess the equivalence of the qualification that you hold to any requirements within Wales. Please contact the Care Council for further details.

## 2.9 Who is responsible for the development of the workforce?

Workforce development includes a variety of activities aimed at providing induction, achievement of qualifications and other learning activities. It aims to ensure that workers are able to fulfil their roles and continue to develop and update their knowledge and skills, including Welsh language skills. It may also include planning for the progression and succession of workers within a setting.

Responsibilities for workforce development should be negotiated between managers and the people who work for them, with support where available from experts in training and learning. For workers without a line management structure, it will be the worker's responsibility to plan and organise their own professional development activities.

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

## 2.10 Definitions of terms used in the tables

### **Job title**

The job titles in the Qualification Framework show the levels of responsibility that a worker might have in a service setting. Not all job titles can be listed as they vary between different services. A broad description of what each job title means is given in Section 4 of the Qualification Framework.

### **Current required qualification**

These are the most up-to-date qualifications available that can be used to register with the Care Council for Wales.

### **Current required qualifications for NMS**

These are the most up-to-date qualifications available that meet the requirements of National Minimum Standards.

### **Current qualifications**

These are the most up-to-date qualifications available that are not required by, or go beyond the requirements of, registration or National Minimum Standards. For some job roles, qualifications have not been identified and there is ongoing work to identify or develop the most suitable qualification.

### **Other qualifications accepted for registration**

These are qualifications that can be used to register with the Care Council for Wales. They are qualifications which are no longer available but that continue to meet the requirements for registration.

### **Other accepted qualifications**

These are qualifications that meet the requirements of the National Minimum Standards. Some of these qualifications may no longer be available but continue to meet the requirements of National Minimum Standards.

### **Proportion of workforce**

Where this has been included in the tables, it shows the proportion of the workforce that needs to hold one of the qualifications listed. The qualification might be required for registration or to meet National Minimum Standards.

### **Training targets**

National Training Targets are published each year by the Welsh Government in a circular to Social Care Workforce Development Partnerships (SCWDPs). They are intended to be guiding principles for service providers.

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

## 3. The Qualification Framework for the Social Care Sector in Wales

### Domiciliary Services for Adults and Children

- [Social Care Manager \(Adults\)](#)
- [Social Care Manager \(Children and Young People\)](#)
- [Deputy Manager](#)
- [Service Co-ordinator](#)
- [Senior Support Worker](#)
- [Support Worker](#) – Current required qualifications for NMS
- [Support Worker](#) – Guidance on suggested qualifications for progression
- [Health and Social Care Support Worker](#)

### Adult Care Homes

- [Social Care Manager](#)
- [Deputy Manager](#)
- [Senior Care Worker](#)
- [Care Worker](#) – Current required qualifications for NMS
- [Care Worker](#) – Guidance on suggested qualifications for progression

### Residential Services for Children and Young People

- [Social Care Manager](#)
- [Deputy Manager](#)
- [Residential Child Care Worker](#)

### Social Work Services and Allied Professional Services

- [Social Work Team Manager](#) – Required for registration with the Care Council for Wales
- [Social Work Team Manager](#) – Guidance on suggested qualifications for progression
- [Consultant Social Worker](#)
- [Senior Social Work Practitioner](#) – Required for registration with the Care Council for Wales
- [Senior Social Work Practitioner](#) – Guidance on suggested qualifications for progression
- [Approved Mental Health Professional](#)
- [Independent Reviewing Officer](#)
- [Social Worker in years 3 and beyond](#)
- [Social Worker in years 1 and 2](#) – Required for registration with the Care Council for Wales
- [Social Worker in years 1 and 2](#) – Guidance on suggested qualifications for progression
- [Social Services Officer](#)
- [Support Worker](#)
- [Health and Social Care Support Worker](#)
- [Senior Practitioner Occupational Therapy](#)
- [Occupational Therapist](#)
- [Occupational Therapy Assistant](#)

- [Mobility/Rehabilitation Officer](#)

### Residential Family Centres

- [Social Care Manager](#)
- [Deputy Manager](#)
- [Support Worker](#)

### Foster Care and Adoption Services

- [Foster Care/Adoption Manager](#)
- [Foster Carer](#)

### Adult Placement Schemes

- [Adult Placement Carer](#)

### Reablement Services

### Day/Community Services for Adults

- [Social Care Manager](#)
- [Deputy Manager/Senior Officer](#)
- [Day Services Officer](#)
- [Day Services Assistant](#)



Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

### Day/Community Services Children and Families

- [Social Care Manager](#)
- [Deputy Manager](#)
- [Senior Day Services Officer](#)
- [Day Services Officer](#)

### Social Care Planning and Commissioning

- [Commissioning Manager](#)
- [Operational Officer](#)
- [Support Officer](#)

### Inspectors in Health and Social Care

- [Health and Social Care Inspector](#)

### Workforce Development and Training

- [Workforce Development Manager](#)
- [Workforce Development Officer/Training Officer](#)
- [Internal Quality Assurer](#)
- [Assessor](#)

### Central Management and Service Development

- [Director](#)
- [Head of Service/Assistant Director](#)
- [Service Manager/Principal](#)
- [Adviser/Planner/Researcher](#)
- [Other Manager](#)





### 3.1 Qualifications required for registration with the Care Council for Wales

For some specific job roles and settings, workers are required by the Welsh Government to register with the Care Council for Wales. The aim of registration is to make sure that workers are suitable to work in social care, part of which means that they must hold the necessary qualifications. This section of the Qualification Framework sets out the qualifications required to register with the Care Council for Wales.

For some work roles, the service will also have requirements set by National Minimum Standards however, where the worker is required to register with the Care Council for Wales, the qualification requirements for registration may have superseded the requirements of the NMS. Where this is the case the current qualification requirements are listed in this section.

Domiciliary Services for Adults and Children			
Job Title	Current required qualification	Other qualifications accepted for registration	Proportion of workforce
<a href="#">Social Care Manager (Adults)</a> <sup>11</sup>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Registered Managers Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care Diploma in Domiciliary Care Management <b>OR FOR PEOPLE REGISTERED PRIOR TO 2014:</b> Social work qualification approved by the Care Council <sup>12</sup>	100%

<sup>11</sup> The regulations also require that people nominated to deputise for a registered manager must also be qualified as a domiciliary care manager and register with the Care Council

<sup>12</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Domiciliary Services for Adults and Children			
Job Title	Current required qualification	Other qualifications accepted for registration	Proportion of workforce
<a href="#">Social Care Manager (Children and Young People)</a> <sup>13</sup>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Management) Wales</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Health and Social Care (Children and Young People) NVQ 4 Care Diploma in Domiciliary Care Management <b>OR FOR PEOPLE REGISTERED PRIOR TO 2014:</b> Social work qualification approved by the Care Council <sup>14</sup>	100%

Adult Care Homes			
Job Title	Current required qualification	Other qualifications accepted for registration	Proportion of workforce
<a href="#">Social Care Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Registered Manager Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care <b>OR FOR PEOPLE REGISTERED PRIOR TO MAY 2013:</b> Social work qualification approved by the Care Council <sup>15</sup>	100%

<sup>13</sup> The regulations also require that people nominated to deputise for a registered manager must also be qualified as a domiciliary care manager and register with the Care Council

<sup>14, 15</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Residential Services for Children and Young People				
Job Title	Current required qualification	Other qualifications accepted for registration for Social Care Managers	Proportion of workforce	
<a href="#">Social Care Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales</a>	NVQ 4 Leadership and Management for Care Services (must include units B6 and B7) NVQ 4 Registered Manager Award in Residential Child Care	100%	
		<b>OR ONE OF THE FOLLOWING CARE QUALIFICATIONS PLUS ONE OF THE MANAGEMENT QUALIFICATIONS:</b>		
		<b>Care Qualifications:</b> NVQ 4 Health and Social Care (Children and Young People) NVQ 4 Care  Social work qualification approved by the Care Council <sup>16</sup>		<b>&amp; Management Qualifications:</b> NVQ 4 in Management (assessed in a care setting) NVQ 4 Leadership and Management for Care Services (if units B6 and B7 not included) NVQ 5 in Management MBA Post Graduate Certificate/ Diploma/ Master's in Management Certificate in Management Studies Diploma in Management Studies City & Guilds 3250-03 Advanced Management in Care Diploma in Management of Care Services
		<b>OR ONE OF THE FOLLOWING CARE QUALIFICATIONS PLUS ONE OF THE MANAGEMENT QUALIFICATIONS:</b>		
		<b>Care Qualifications:</b> Certificate in Residential Care of Children and Young People Senior Certificate in Residential Care of Children and Young People	<b>&amp; Management Qualifications:</b> NVQ 4 in Management (assessed in a care setting) NVQ 4 Leadership & Management for Care Services (if units B6 and B7 not included)	

<sup>16</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Residential Services for Children and Young People			
Job Title	Current required qualification	Other qualifications accepted for registration below manager level	Proportion of workforce
<a href="#">Deputy Manager</a>	<p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales</a></p> <p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland</a></p> <p><a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a></p> <p>Degree in Social Work</p>	<p>NVQ 4 Leadership and Management for Care Services (must include units B6 and B7)</p> <p>NVQ 4 Registered Managers Award in Residential Child Care</p> <p>NVQ 4 Health and Social Care (Children and Young People)</p> <p>NVQ 4 Care</p> <p>NVQ 3 Health and Social Care (Children and Young People)</p> <p>NVQ 3 Caring for Children and Young People</p> <p>Social work qualification approved by the Care Council<sup>17</sup></p> <p>Certificate in Residential Care for Children and Young People</p> <p>Senior Certificate in Residential Care for Children and Young People</p>	
<a href="#">Residential Child Care Worker</a>	<p><a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a></p> <p>Degree in Social Work</p>	<p>NVQ 3 Health and Social Care (Children and Young People)</p> <p>NVQ 3 Caring for Children and Young People</p> <p>Social work qualification approved by the Care Council<sup>18</sup></p> <p>Certificate in Residential Care for Children and Young People</p> <p>Senior Certificate in Residential Care for Children and Young People</p> <p>Residential Child Care Workers can apply to register on completion of the Social Care Induction Framework for Wales. This must be done within six months of taking up the post.</p>	<p>100%</p> <p>The required qualification must be completed within three years of being appointed to work in child care.</p>
Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a> .			

<sup>17, 18</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

### Social Work Services

Job Title	Current required qualification	Other qualifications accepted for registration	Proportion of workforce
<a href="#">Social Work Team Manager</a>	Degree in Social Work	Social work qualification approved by the Care Council <sup>19</sup>	100%
<a href="#">Consultant Social Worker</a>	Degree in Social Work The <i>CPEL Framework for Social Workers</i> will set out any additional qualification requirements for this role and will be reflected here once completed and agreed	Social work qualification approved by the Care Council <sup>20</sup>	100%
<a href="#">Senior Social Work Practitioner</a>	Degree in Social Work The <i>CPEL Framework for Social Workers</i> will set out any additional qualification requirements for this role and will be reflected here once completed and agreed	Social work qualification approved by the Care Council <sup>21</sup>	100%
<a href="#">Approved Mental Health Professional</a>	A relevant professional qualification Approved Mental Health Professional Award (AMHP) (or a course approved by the appropriate regulatory council as meeting the AMHP requirements)	Social work qualification approved by the Care Council <sup>22</sup> <b>and</b> ASW/MHA	100%
<a href="#">Independent Reviewing Officer</a>	Degree in Social Work	Social work qualification approved by the Care Council <sup>23</sup>	100%
<a href="#">Social Worker in years 3 and beyond</a>	Degree in Social Work The <i>CPEL Framework for Social Workers</i> will set out any additional qualification requirements for this role and will be reflected here once completed and agreed	Social work qualification approved by the Care Council <sup>24</sup>	100%

<sup>19, 20, 21, 22, 23, 24</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Social Work Services			
Job Title	Current required qualification	Other qualifications accepted for registration	Proportion of workforce
<a href="#">Social Worker in years 1 and 2</a>	Degree in Social Work The <i>CPEL Framework for Social Workers</i> will set out any additional qualification requirements for this role and will be reflected here once completed and agreed	Social work qualification approved by the Care Council <sup>25</sup>	100%

<sup>25</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



### 3.2 Qualifications required by allied professionals working in social care

A large number of professionals work in partnership with social care services to provide services to people in the community. Some are employed within social care and need to register to practise, but are not required to register with the Care Council for Wales. This section of the Qualification Framework sets out the requirements for those professionals.

Allied Professional Services		
Job Title	Current required qualification	Proportion of workforce
<a href="#">Senior Practitioner Occupational Therapy</a>	Qualification as required by the <a href="#">Health and Care Professions Council</a>	100%
<a href="#">Occupational Therapist</a>	Qualification as required by the <a href="#">Health and Care Professions Council</a>	100%



Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

### 3.3 Qualifications needed to meet National Minimum Standards (NMS)

Some of the core requirements for social care services that aim to ensure safe, quality services that provide positive outcomes for the people who use them, are currently set out in NMS. They are published by the Welsh Government and the Care and Social Services Inspectorate Wales (CSSIW) take them into account when they regulate services. *The Social Services (Wales) Bill Consultation* proposed that the term 'minimum' be removed from the standards, but the term is kept here as the current standards are published as 'National Minimum Standards'.

This section of the Qualification Framework sets out qualifications for roles referred to in the current NMS. Where the feedback from the consultation on the framework suggested different qualifications to those required by NMS, the Care Council for Wales has agreed with the CSSIW the most suitable qualifications to include. Our agreed view is given in the tables below.

For some work roles the service will have requirements from the NMS and in addition, the worker will also be required to register with the Care Council for Wales. In this case, the qualification requirements for registration may have superseded the requirements of the NMS. Where this is the case the current requirements are listed in section: 3.1 Qualifications required for registration with the Care Council for Wales.

**Where level 2 qualifications are listed within the following tables, level 3 qualifications would also be accepted. Additional information about higher level qualifications that would be suitable for some job roles are given in the next section of the Qualification Framework.**



### Domiciliary Services for Adults and Children

Job Title	Current required qualifications for NMS	Other accepted qualifications	Proportion of workforce
<a href="#"><u>Support Worker</u></a>	<a href="#"><u>Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</u></a>  <a href="#"><u>Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</u></a>	NVQ 2 Health and Social Care NVQ IGC NVQ 2 Care Social work qualification approved by the Care Council <sup>26</sup>	50% of all care workers hold a qualification as listed as the recommended occupational qualification in the Care Council for Wales Qualification Framework <sup>27</sup>

Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the [Social Care Induction Framework for Wales](#).

### Adult Care Homes

Job Title	Current required qualifications for NMS	Other accepted qualifications	Proportion of workforce
<a href="#"><u>Care Worker</u></a>	<a href="#"><u>Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</u></a>	NVQ 2 Health and Social Care NVQ 2 Care Social work qualification approved by the Care Council <sup>28</sup> First level registered nurse	50% of care staff hold NVQ level 2 in care or a similar qualification recognised by the Care Council for Wales <sup>29</sup>

Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the [Social Care Induction Framework for Wales](#).

<sup>26, 28</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))

<sup>27</sup> National Minimum Standards for Domiciliary Care Agencies in Wales 2004

<sup>29</sup> National Minimum Standards for Care Homes for Older People 2004; National Minimum Standards for Care Homes for Younger Adults 2002



Residential Family Centres			
Job Title	Current required qualifications for NMS	Other accepted qualifications	Proportion of workforce
<a href="#">Social Care Manager</a>	<p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales</a></p> <p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland</a><sup>30</sup></p>	<p>NVQ 4 Leadership and Management for Care Services                      NVQ 4 Health and Social Care (Children and Young People)                      NVQ 4 Management (assessed in a care setting)                      NVQ 4 Care                      NVQ 4 MRCC (assessed in a care setting)</p> <p><b>OR FOR PEOPLE REGISTERED PRIOR TO MAY 2013:</b></p> <p>Social work qualification approved by the Care Council<sup>31</sup></p>	100% must hold a professional qualification relevant to working with children <sup>32</sup>
<a href="#">Deputy Manager</a> <sup>33</sup>	<p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Residential Management) Wales</a></p> <p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland</a></p> <p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland</a></p> <p><a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</a></p>	<p>NVQ 4 Leadership and Management for Care Services                      NVQ 4 Health and Social Care (Adults/Children and Young People)                      NVQ 4 Management (assessed in a care setting)                      NVQ 4 Registered Manager Award                      NVQ 4 Care                      Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland                      NVQ 3 Health and Social Care (Children and Young People)                      NVQ 3 Caring for children and young people</p>	100% must hold an NVQ level 3 <sup>34</sup>

<sup>30</sup> Agreement has been reached with the CSSIW to also accept adult pathway qualifications

<sup>31</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))

<sup>32, 34</sup> National Minimum Standards for Residential Family Centres 2003

<sup>33</sup> National Minimum Standards for Residential Family Centre state that the qualifications should be at level 3. The CSSIW support the use of level 5 qualifications within the Qualification Framework and have agreed to amend the NMS to reflect this



Residential Family Centres			
Job Title	Current required qualifications for NMS	Other accepted qualifications	Proportion of workforce
<a href="#">Support Worker</a>	<a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Children and Young People) NVQ 3 Care NVQ 3 Caring for Children and Young People NVQ 2 Care	50% of its care staff qualified at NVQ level 2 or equivalent <sup>35</sup>
Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a> .			

Foster Care and Adoption Services			
Job Title	Current required qualifications for NMS	Other accepted qualifications	Proportion of workforce
<a href="#">Foster Care/Adoption Manager</a>	Degree in Social Work	Social work qualification approved by the Care Council <sup>36</sup>	100% must hold a social work qualification or a qualification equivalent to NVQ 4 relevant to the setting and a qualification that at least matches the competencies of a NVQ level 4 in management <sup>37</sup>
	<b>AND</b> Postgraduate Certificate in Managing Practice Quality in Social Care	<b>AND</b> NVQ 4 Management (assessed in a care setting)	

<sup>35</sup> National Minimum Standards for Residential Family Centres 2003 state that the qualification should be at level 2, which is an adult services focused qualification. The CSSIW support the use of the level 3 qualifications within the Qualification Framework and have agreed to amend the NMS to reflect this

<sup>36</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))

<sup>37</sup> National Minimum Standards for Adoption Support Agencies 2005; National Minimum Standards for Voluntary Adoption Agencies 2003; National Minimum Standards for Local Authority for Adoption Services for Wales 2007; National Minimum Standards for Fostering Services 2003



### 3.4 Guidance on suggested qualifications for progression

The aim of this section of the Qualification Framework is to identify specific qualifications that would help people to progress in their work role. It sets out some suggested qualifications for specific job roles that go beyond the qualification requirements for registration or National Minimum Standards, but that would be useful for some workers to achieve and are appropriate for the job roles.

Domiciliary Services for Adults and Children		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Support Worker</a>	<a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>  <a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Adults) NVQ 3 Health and Social Care (Children and Young People) NVQ 3 Care NVQ 3 Promoting Independence NVQ 3 Caring for Children and Young People

Adult Care Homes		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Care Worker</a>	<a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Adults) NVQ 3 Care



Social Work Services		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Social Work Team Manager</a>	Postgraduate Certificate in Managing Practice Quality in Social Care	NVQ 4 Management (assessed in a care setting)
<a href="#">Senior Social Work Practitioner</a>	Postgraduate Certificate in Managing Practice Quality in Social Care  The <i>Continuing Professional Education and Learning (CPEL) Framework for Social Workers</i> will set out the qualification requirements for this role and will be reflected here once completed and agreed	NVQ 4 Management (assessed in a care setting)
<a href="#">Social Worker in years 1 and 2</a>	<a href="#">Consolidation Programme for Newly Qualified Social Workers</a>	

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

### 3.5 Guidance on qualifications for other roles

There are many areas of work in social care where individuals are not required to register with the Care Council for Wales and services do not have National Minimum Standards. This allows for flexibility in how the workforce is qualified and organised, but it is still important to have some guidance about the qualifications that would be useful for certain job roles.

This section of the Qualification Framework sets out qualifications for specific job roles where there is no requirement for the worker to register with the Care Council for Wales and there are no National Minimum Standards.

#### Reablement Services

Reablement plays an increasingly important role in the delivery of modern social care services in Wales. In some areas there are specific, named Reablement Services; in others, a more flexible approach is taken. To encompass reablement within one table of the Qualification Framework risks repeating similar roles already listed and missing the purpose of reablement, which is a broad approach to the way that services are delivered, drawing upon a wide range of expertise to deliver outcomes through collaborative working.





Domiciliary Services for Adults and Children		
Job Title	Current qualification	Other suggested qualifications
<a href="#"><u>Deputy Manager</u></a> <sup>38</sup>	<p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Management) Wales</u></a></p> <p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland</u></a></p>	<p>NVQ 4 Leadership and Management for Care Services</p> <p>NVQ 4 Management (assessed in a care setting)</p> <p>NVQ 4 Registered Manager Award</p> <p>NVQ 4 Health and Social Care (Adults/Children and Young People)</p> <p>NVQ 4 Care</p> <p>Social work qualification approved by the Care Council<sup>39</sup></p>
<a href="#"><u>Senior Support Worker</u></a>	<p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</u></a></p>	<p>NVQ 4 Leadership and Management for Care Services</p> <p>NVQ 4 Health and Social Care (Adults/Children and Young People)</p> <p>NVQ 4 Care</p> <p>NVQ 3 Health and Social Care (Adults/Children and Young People)</p> <p>NVQ 3 Care</p> <p>NVQ 3 Promoting Independence</p> <p>NVQ 3 Caring for Children and Young People</p> <p>NVQ IGC</p> <p>Social work qualification approved by the Care Council<sup>40</sup></p>
<a href="#"><u>Service Co-Ordinator</u></a>	<p><a href="#"><u>Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</u></a></p> <p><a href="#"><u>Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</u></a></p>	<p>NVQ 3 Health and Social Care (Adults/Children and Young People)</p> <p>NVQ 3 Care</p> <p>NVQ 3 Promoting Independence</p> <p>NVQ 3 Caring for Children and Young People</p> <p>NVQ IGC</p>

<sup>38</sup> The regulations also require that people nominated to deputise for a registered manager must also be qualified as a domiciliary care manager and register with the Care Council

<sup>39, 40</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))





Domiciliary Services for Adults and Children		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Health and Social Care Support Worker</a>	<p><a href="#">Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a></p> <p>with the expectation of working towards</p> <p><a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a></p>	<p>NVQ 2 Health and Social Care NVQ 2 Care</p> <p>NVQ 3 Health and Social Care (Adults) NVQ 3 Care NVQ 3 Promoting Independence</p>
<p>Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a>.</p>		



Adult Care Homes		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Deputy Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Residential Management) Wales and Northern Ireland</a>  <a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Registered Manager Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care Social work qualification approved by the Care Council <sup>41</sup>
<a href="#">Senior Care Worker</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</a>  <a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Registered Managers Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care NVQ 3 Health and Social Care (Adults) NVQ 3 Care NVQ 3 Promoting Independence Social work qualification approved by the Care Council <sup>42</sup>
Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a> .		

<sup>41, 42</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Social Work and Allied Professional Services		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Social Services Officer</a>	The recommended qualification for this role is currently being explored, together with the full role and function of workers who directly support social work activities	
<a href="#">Support Worker</a>	<a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>  <a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Adults/Children and Young People) NVQ 3 Care NVQ 3 Promoting Independence NVQ 3 Caring for Children and Young People
<a href="#">Health and Social Care Support Worker</a>	<a href="#">Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>  with the expectation of working towards  <a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>	NVQ 2 Health and Social Care NVQ 2 Care  NVQ 3 Health and Social Care (Adults) NVQ 3 Care NVQ 3 Promoting Independence
<a href="#">Occupational Therapy Assistant</a>	<a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>  <a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Adults/Children and Young People) NVQ 3 Promoting Independence NVQ 3 IGC
<a href="#">Mobility/Rehabilitation Officer</a>	No current qualification available in Wales that meets the Care Council's design principles	CRWVI

Introduction	Guidance	Qualification Framework	Additional Information	Professional Development	Qualification Abbreviations
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Foster Care and Adoption Services			
Job Title	Current qualification	Other suggested qualifications	Training targets
<a href="#">Foster Carer</a>	<a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Children and Young People) NVQ 3 Caring for Children and Young People	No requirement for registration or National Minimum Standards, but National Training Targets specify that 25% of Foster Carers should hold the recommended qualification

Adult Placement Schemes	
Job Title	Current qualification
<a href="#">Adult Placement Carer</a>	The required or recommended qualification for this role is currently being explored.



Day/Community Services for Adults		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Social Care Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Registered Manager Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care
<a href="#">Deputy Manager/Senior Officer</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Management) Wales and Northern Ireland</a>  <a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Adults' Advanced Practice) Wales and Northern Ireland</a>	NVQ 4 Management (assessed in a care setting) NVQ 4 Registered Manager Award NVQ 4 Health and Social Care (Adults) NVQ 4 Care
<a href="#">Day Services Officer</a>	<a href="#">Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Adults) NVQ 3 Care NVQ 3 Promoting Independence
<a href="#">Day Services Assistant</a>	<a href="#">Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland</a>	NVQ 2 Health and Social Care NVQ 2 Care
Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a> .		



Day/Community Services Children and Families		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Social Care Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Management) Wales</a>	NVQ 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Health and Social Care (Children and Young People) NVQ 4 Care NVQ 4 MRCC (assessed in a care setting)
<a href="#">Deputy Manager</a>	<a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Management) Wales</a>  <a href="#">Level 5 Diploma in Leadership for Health and Social Care Services (Children and Young People's Advanced Practice) Wales and Northern Ireland</a>	NVQ 4 Management (assessed in a care setting) NVQ 4 Health and Social Care (Children and Young People) NVQ 4 Care NVQ 4 MRCC (assessed in a care setting)
<a href="#">Senior Day Services Officer</a>	<a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Children and Young People) NVQ 3 Care NVQ 3 Caring for Children and Young People Social work qualification approved by the Care Council <sup>43</sup>
<a href="#">Day Services Officer</a>	<a href="#">Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland</a>	NVQ 3 Health and Social Care (Children and Young People) NVQ 3 Care NVQ 3 Caring for Children and Young People NVQ 2 Care
Workers who are new to the care sector, new to an organisation or undertaking a new role should complete the <a href="#">Social Care Induction Framework for Wales</a> .		

<sup>43</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Social Care Planning and Commissioning		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Commissioning Manager</a>	<a href="#">Level 7 Diploma in Commissioning, Procurement and Contracting for Care Services</a>	NVQ 5 Commissioning, Procurement and Contracting for Care Services
<a href="#">Operational Officer</a>	<a href="#">Level 5 Diploma in Commissioning, Procurement and Contracting for Care Services</a>	NVQ 4 Commissioning, Procurement and Contracting for Care Services
<a href="#">Support Officer</a>	<a href="#">Level 3 Diploma in Commissioning, Procurement and Contracting for Care Services</a>	NVQ 3 Commissioning, Procurement and Contracting for Care Services

Inspectors in Health and Social Care		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Health and Social Care Inspector</a>	National Occupational Standards have been developed for Inspectors of Services. Qualifications will be developed from the National Occupational Standards.	Regulation of Care Services Award Programme Wales



Workforce Development and Training		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Workforce Development Manager</a> <a href="#">Workforce Development Officer/Training Officer</a>	Social care qualification that appears on the Qualification Framework <b>and/or</b> Learning and development qualification recognised by the <a href="#">Learning and Skills Improvement Service (LSIS)</a>	Social work qualification approved by the Care Council <sup>44</sup> MSC OM5 MSC SM5 Level 4 Leadership and Management for Care Services NVQ 4 Management (assessed in a care setting) NVQ 4 Health and Social Care (Adults/Children and Young People) NVQ 4 Care NVQ 4 TDLB
<a href="#">Internal Quality Assurer Assessor</a>	Learning and development qualification as required by the awarding organisation	Must have relevant occupational competence at the same level or above the unit which is being assessed

<sup>44</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))





## Central Management and Service Development

The particular skills needed for Central Management and Service Development roles vary greatly across localities and between organisations, depending on their size and structure, whether they are a local authority, a third sector or independent organisation. This means that the range of job roles, knowledge and skills needed will also vary.

The tables below offer some guidance and recommendations about qualifications that can be used to support the work of particular job roles – the qualifications listed are not exhaustive, and local variation and need will determine the skills and functions that a particular organisation seeks.

Central Management and Service Development		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Director</a> <a href="#">Head of Service/Assistant Director</a>	<p>The <i>Social Services (Wales) Bill</i> Consultation sets out the need to specify a range of competencies for these roles. These will inform the qualifications that are listed for this role.</p> <p>As the work begins on the process to develop a senior management national training programme, led by the <a href="#">Social Services Improvement Agency</a>, this will be considered in relation to the Qualification Framework.</p>	<p>Social work qualification approved by the Care Council<sup>45</sup></p> <p>MSC OM5</p> <p>MSC SM5</p> <p>NVQ 5 Commissioning, Procurement and Contracting for Care Services</p> <p>NVQ 4 Management (assessed in a care setting)</p> <p>NVQ 4 Care</p>
<a href="#">Service Manager/Principal</a>	<p>As the work begins on the process to develop a senior management national training programme, led by the <a href="#">Social Services Improvement Agency</a>, this will be considered in relation to the Qualification Framework.</p>	<p>Social work qualification approved by the Care Council<sup>46</sup></p> <p>MSC OM5</p> <p>MSC SM5</p> <p>NVQ 5 Commissioning, Procurement and Contracting for Care Services</p> <p>NVQ 4 Management (assessed in a care setting)</p> <p>NVQ 4 Care</p>

<sup>45, 46</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))



Central Management and Service Development		
Job Title	Current qualification	Other suggested qualifications
<a href="#">Adviser/Planner/Researcher</a>	Degree in Social Work  <a href="#">Level 5 Diploma in Commissioning, Procurement and Contracting for Care Services</a>	Social work qualification approved by the Care Council <sup>47</sup>  NVQ 4 Commissioning, Procurement and Contracting for Care Service
<a href="#">Other Manager – administrative, finance, personnel, IT / information, other</a>	See appropriate standard setting body (see <a href="#">Section 5 - Continuing Professional Development</a> )	

<sup>47</sup> For further information please visit the Registration pages of our website ([www.ccwales.org.uk/registration](http://www.ccwales.org.uk/registration))

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

## 4. Additional Information

This section provides some additional information about the service settings and job roles that are listed in the Qualification Framework. There are many different terms and titles used across different agencies or providers within social care services for the same or similar job roles. These descriptions are therefore broad and provide general clarification only.

### 4.1 Services Areas

#### Reablement Services

Reablement plays an increasingly important role in the delivery of modern social care services in Wales. In some areas there are specific, named Reablement Services; in others, a more flexible approach is taken. To encompass reablement within one table of the Qualification Framework risks repeating similar roles already listed and missing the purpose of reablement, which is a broad approach to the way that services are delivered, drawing upon a wide range of

expertise to deliver outcomes through collaborative working.

#### Domiciliary Services for Adults and Children

Covers the delivery of a range of person centred care and support services to individuals in their own homes or community settings to allow for independent living.

#### Adult Care Homes

Provide accommodation with person centred support and care for individuals. Some adult care homes also provide nursing care.

#### Residential Services for Children and Young People

Provide both accommodation and children and young person centred care and support.

#### Social Work Services

Provide a range of services and support to improve outcomes for individuals, including both children and adults. This can take place in a number of settings but is normally under local authority direction.

#### Allied Professional Services

Statutory registered practitioners employed within social care services to deliver a range of services and support to individuals including both children and adults.

#### Residential Family Centres

Support families in need and provide them with person centred advice and guidance based on their assessed needs.

#### Foster Care and Adoption Services

Foster care is when a child or children under 16 years old (or under 18 if the child is disabled) is cared for by an adult, who is not a relative, under a temporary arrangement.

Adoption is where a child becomes a full and permanent member of their new family.

#### Adult Placement Schemes

Adult placement / shared lives is an arrangement where members of the community (approved carers) can provide accommodation and/or support for a wide range of people.

Introduction

Guidance

Qualification Framework

Additional Information

Professional Development

Qualification Abbreviations

**Day/Community Services for Adults**

Provide support to individuals to access a broad range of activities aimed at increasing social inclusion. These may take place within the community or a day centre.

**Day/Community Services Children and Families**

Provide support to children and families to access a broad range of activities aimed at increasing social inclusion. These may take place within the community or a day centre.

**Social Care Planning and Commissioning**

Develop and commission social care services to ensure that they meet the needs of service users and represent value for money.

**Inspectors in Health and Social Care**

Undertake inspections and make judgements and recommendations on the provision of social care services.

**Workforce Development and Training**

Deals with the planning, development, commissioning and delivery of learning and development opportunities.

**Central Management Service Development**

Develop and agree strategies with partners

and decision makers to meet the needs of people who use services. Support the implementation of strategies, service delivery and/or development.

**4.2 Job Roles**

**Social Care Manager**

The Social Care Manager will set the operational direction and organise the effective running of the service provision to meet overall service needs.

**Deputy Manager**

Will support and assist the manager of the service in a number of the key management functions and will, where required, deputise for them.

**Service Coordinator**

Responsible for coordinating the staff of domiciliary care services in their day to day duties.

**Residential Childcare Worker**

Provides child and young person centred care and support to children and young people in a residential setting.

**Senior Support Worker**

Will fulfil the role as described of a Support

Worker but will undertake additional supervisory duties.

**Support Worker**

Provide person centred support to individuals, including adults and/or children, to enable them to live independent lives.

**Health and Social Care Support Worker**

Will undertake health and social care tasks prescribed and appropriately delegated by professional staff, thereby contributing to supporting the individual to live as independently as possible through the delivery of a holistic and person centred approach.

**Senior Care Worker**

Will fulfill the role as described of a care worker but they will undertake additional supervisory duties.

**Care Worker**

Provides person centred daily personal care and support for individuals.

**Foster Care/Adoption Manager**

Responsible for the management, development and delivery of foster care/ adoption services.

Introduction

Guidance

Qualification Framework

Additional Information

Professional Development

Qualification Abbreviations

### Foster Carer

Looks after children or young people who are unable to live in their own family home and provides them with practical and emotional support in a safe and secure environment.

### Social Work Team Manager

Responsible for the day to day management of a social work team.

### Consultant Social Worker

A practising Social Worker appointed to a specific Consultant Social Worker post.

### Senior Social Work Practitioner

A practising Social Worker appointed to a designated Senior Social Work Practitioner post.

### Approved Mental Health Professional

A Social Worker or other approved professional (Nurse, Psychologist or Occupational Therapist) appointed to exercise designated functions under the Mental Health Act.

### Independent Reviewing Officer

Social Worker with particular responsibilities for ensuring that individual

children receive the social care services they need. Their specific duties include participating in care plan reviews, monitoring how well the plan is being delivered to meet the child's needs and taking action to ensure that the care plan is revised or renewed where change is required.

### Social Worker in years 3 and beyond

A Social Worker with more than 2 years post-qualifying experience.

### Social Worker in years 1 and 2

A Social Worker in their first 2 years of practice after qualifying.

### Social Services Officer

Details of this role are currently being explored.

### Senior Practitioner Occupational Therapy

Will fulfill the role as described for Occupational Therapists but they will undertake additional supervisory duties.

### Occupational Therapist

Assists individuals to engage in activities or occupations to promote, regain or maintain health and well-being through

needs assessments and support packages.

### Occupational Therapy Assistant

Under the supervision of the Occupational Therapist will assist in direct service delivery and support of individuals and implementation of support packages.

### Mobility/Rehabilitation Officer

Provides specialist assessment, training and advice to visually impaired people to increase their knowledge, skills and independence.

### Adult Placement Carer

Provides support to an individual within their own home and community setting aimed at increasing independence and social inclusion.

### Senior Day Services Officer

Will support the coordination of person centred day service provision and the management of buildings and staff where appropriate.

### Day Services Officer

Deliver person centred day service provision for individuals in accordance with their care plan.

Introduction

Guidance

Qualification Framework

Additional Information

Professional Development

Qualification Abbreviations

**Day Services Assistant**

Will assist the Day Services Officer to deliver person centred day service activities and support individuals to undertake those activities.

**Commissioning Manager**

Will be responsible for supporting managers and staff to commission high quality, outcome focused services that support the overall aims of the organisation.

**Operational Officer**

Will develop, implement, monitor, review and evaluate commissioning and contracting arrangements in line with agreed plans, policies and procedures.

**Support Officer**

Will assist and support the development, implementation, monitoring and review of commissioning and contracting arrangements in line with agreed plans, policies and procedures.

**Health and Social Care Inspector**

Will carry out inspections to ensure that services comply with regulations, taking into account National Minimum Standards.

Health and Social Care Inspectors will make recommendations and where necessary impose enforcements.

**Workforce Development Manager**

Responsible for the overall management, planning and development of learning and development opportunities within an organisation.

**Workforce Development Officer/Training Officer**

Supports the planning, development and delivery of learning and development opportunities within an organisation.

**Internal Quality Assurer**

Assures the quality of the assessment of learning within an organisation and ensures that assessment decisions are fair, reliable and made by a competent assessor.

**Assessor**

Assesses learning and provides information, guidance and learning plans to support learners in meeting learning and qualifications standards.

**Director**

Responsible for the overall leadership and management of social work and/or social care within an organisation including strategic planning, the commissioning of services and service development/planning.

**Head of Service/Assistant Director**

Will lead on an area of social work/social care with responsibility for planning, development and management within that area. May also deputise for the Director.

**Service Manager/Principal**

Responsible for overseeing the planning and delivery of projects, services and initiatives in line with organisational aims.

**Advisor/Planner/Researcher**

Responsible for the supporting of strategic functions within organisations by the planning, development and review of information and services.

**Other Manager (administrative, finance, HR, ICT)**

Responsible for the directing and planning of operations and systems within a specific area or function.

## 5. Continuing Professional Development

### 5.1 Introduction

Continuing professional development (CPD) could be described as ‘on-going learning and development to improve and extend professional practice throughout a person’s career’.

CPD is a planned, ongoing development of professional knowledge and skills throughout one’s working life. It is a holistic approach to learning which recognises every day experiences as learning opportunities. The essence of CPD is about achieving professionalism in everything you do, it is a personal commitment to continuously updating knowledge and skills.

A toolkit has been developed to assist social care managers and workers to plan their continuing professional development, the [Continuing Professional Development Toolkit for Social Care, Early Years and Child Care Managers and Workers](#)<sup>48</sup>.

This outlines the many ways in which continuing professional development can be supported and is available through the Care Council’s website.

The following information is intended to provide some guidance about how CPD can be linked to recognised or accredited learning, which can help to provide a standardised benchmark for training standards.

### 5.2 Responsibility for workforce development

Responsibilities for CPD should be negotiated between managers and the people who work for them, with support where it is available from experts in training and learning. It is important that the worker’s learning is recorded, especially where they are required to show evidence for registration.

For those workers registered with us, there

is a requirement that evidence of post registration training and learning (PRTL) is presented every three years in order to maintain registration status with the Care Council. Further guidance on PRTL can be found on the Care Council website. Similarly, workers registered with the Health and Care Professional Council will need to fulfill their requirements for re-registration.

CPD extends beyond achieving the minimum qualification requirements for a work role whilst recognising that development can take a variety of forms. There are a wide variety of methods that can be employed to support the professional development of the workforce, including:

- attending a training course/programme
- reflecting on your own work and learning

<sup>48</sup> Continuing Professional Development Toolkit for Social Care, Early Years and Child Care Managers and Workers, Care Council for Wales 2012

Introduction

Guidance

Qualification Framework

Additional Information

Professional Development

Qualification Abbreviations

- completing a qualification
- accredited learning – completing a unit on the [Credit and Qualification Framework for Wales \(CQFW\)](#)
- participating in workshops
- attending a conference
- watching a demonstration
- discussion with other colleagues or workers from other agencies e.g. health or education
- briefing sessions
- self-directed learning
- guided reading
- research
- mentoring
- coaching
- shadowing
- buddying

- practising a skill
- placement in another setting or role
- acting up or deputising opportunities
- e-learning
- webinars
- action learning sets
- networks
- meetings
- forums
- observation
- individual supervision/group supervision
- peer supervision
- taking on the role of Care Ambassador

### 5.3 Welsh Language

Planning and developing the Welsh language skills of the workforce is crucial to satisfy the needs of Welsh speaking service users. Welsh language skills can be developed by accessing learning that is delivered in Welsh, as well as by directly

focusing on the improvement of Welsh language skills.

### 5.4 Career pathways

For a worker to progress to a ‘higher’ level of qualification, their job role would need to provide enough opportunities for them to demonstrate their competence at a more complex level of skill and understanding. The qualifications are not progressive in the sense that a learner can automatically complete a level 3 qualification once they have successfully completed a level 2 qualification: their work role may need to change to enable them to demonstrate competence at this level.

However, where a worker’s job role enables them to demonstrate the required competence, they may be able to complete units or a qualification that are either more specialised to their job role or at a higher level. This could prove a useful tool for succession planning, however it is important that the worker has sufficient autonomy and responsibility to demonstrate their competence.



Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

The Diploma qualifications have been designed to reflect the variety of requirements and responsibilities that can be found within one job role. This means that there is a certain amount of variation in the level of units for each qualification (although the majority of units will be at the specified level for the qualification). The Level 5, advanced practice Diplomas are set at the same level as the Level 5 management Diplomas, but are smaller and have fewer mandatory management units. They provide an opportunity for learners to build their competence through accredited learning towards the management qualifications required to practise in certain, specified posts.

### 5.5 Useful information, standard setting organisations and regulatory bodies

The following information is intended to provide some useful information and contacts to plan and structure CPD for managers and workers in the social care sector.

#### a) QCF Qualification units

The QCF is the Qualifications and Credit Framework, which is where the Diploma qualifications developed for the social care workforce are found. Qualification units that are used to make up the Diploma qualifications on this Qualification Framework can also be used to structure further learning and development, and awarding organisations can accredit single units as well as complete qualifications. Using the qualification units ensures that the worker's learning reflects the outcomes identified through the extensive qualification development process.

At some qualification levels and in some areas of practise, specialist units have been developed to reflect the needs of specific groups of individuals, such as people who have dementia or learning disabilities. A series of leaflets has been developed outlining the most suitable units for people working in different areas of social care, which are available through the Care Council's website. There are also units that assess knowledge only, and these can be taken by a worker to support specialist or

more complex understanding of their area of work. These units can be particularly useful for support staff who do not undertake care, support or social work but who are involved in the delivery of social care and social work services.

The Level 5 advanced practice Diplomas contain lots of the units that are in the management route qualifications; they are often however optional within the advanced practice route, whereas they may be mandatory in the management route. This means that learners can complete the units needed to achieve the management qualifications as and when they have an opportunity to demonstrate the occupational competence required to meet the standards set out within them.

QCF qualification units can be offered by learning providers who are approved by an awarding organisation. For more information please visit the Care Council website.

Introduction

Guidance

Qualification Framework

Additional Information

Professional Development

Qualification Abbreviations

b) Quality Assured Lifelong Learning (QALL)

The Care Council has developed a guide, [Recognition of Quality Assured Lifelong Learning on the Credit and Qualifications Framework Wales in Social Care, Early Years and Childcare](#)<sup>49</sup> which focuses on the accreditation of quality assured lifelong learning for social care, early years and childcare in Wales.

For more information please visit the Care Council website.

c) Higher Education

Higher education is offered through universities and a number of further education colleges. Further information about higher education, including a course finder tool, can be found through the Directgov website.

<http://www.direct.gov.uk>

d) Continuing Professional Education and Learning: A Framework for Social Workers in Wales

This sets out the minimum arrangements for the continuing professional education and learning for social workers after initial

qualification in order to progress. It aims to develop a more skilled workforce with clear pathways for social workers in Wales, from newly qualified social workers through to consultant social workers and social work managers.

Progress has been made in some areas of the CPEL Framework for Social Workers and others are still being developed in partnership with employers and education providers. Details will be available through the Care Council's web pages as elements are developed. Links between the Qualification Framework for the Social Care Sector in Wales and the CPEL Framework can then be made.

e) Continuing Professional Education and Learning for Social Care Managers

The Care Council has started to develop a CPEL Framework for Social Care Managers. This will aim to support the professionalisation of social care managers by providing clear information about CPD after initial qualification and include information about people holding other professional qualifications.

f) Social Services Improvement Agency (SSIA)

The SSIA produce learning resources and information about notable practice to help inform service delivery and contribute to the development of the workforce. More information can be found at their website. <http://www.ssiacymru.org.uk/index.cfm?articleid=2897&homepagenosplash>

g) Social Care Institute for Excellence (SCIE)

The SCIE is an independent charity working with adults, families and children's social care and social work services across the UK to share knowledge about what works to improve the lives of people who use care services. <http://www.scie.org.uk/>

h) Care and Social Services Inspectorate Wales (CSSIW)

The CSSIW inspect, review and regulate social care, early years and social services and so encourage improvement by the service providers. [www.cssiw.org.uk](http://www.cssiw.org.uk)

i) The Health and Care Professions Council (HCPC)

The HCPC registers and regulates health professions and develops standards for

<sup>49</sup> Recognition of Quality Assured Lifelong Learning on the Credit and Qualifications Framework Wales in Social Care, Early Years and Childcare, Care Council for Wales 2012

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

training, professional skills, behaviour and health. [www.hpc-uk.org](http://www.hpc-uk.org)

j) College of Occupational Therapists

The College of Occupational Therapists is a registered charity that sets the professional and educational standards for the occupational therapy profession and represents the profession at national and international levels.

<http://www.cot.co.uk>

k) Skills for Health

Skills for Health is the Sector Skills Council for health services. They help the health sector develop a more skilled and flexible workforce to help improve the productivity and quality of health and healthcare.

<http://www.skillsforhealth.org.uk>

l) National Leadership and Innovation Agency for Healthcare (NLIAH)

NLIAH is part of NHS Wales and shares expertise, knowledge and resources to support NHS Wales staff in improving patient care. <http://www.wales.nhs.uk/sitesplus/829/home>

m) Skills for Justice

Skills for Justice is the Sector Skills Council for Justice, Community Safety and Legal Services. They work with employers to identify and provide solutions for their skills and workforce development needs.

<http://www.skillsforjustice.com>

n) Chartered Institute of Purchasing and Supply (CIPS)

The Chartered Institute of Purchasing and Supply develop learning programmes and resources for those whose work involves purchasing and supply management.

<http://www.cips.org>

o) Learning and Skills Improvement Service (LSIS)

The Learning and Skills Improvement Service is the sector-owned body that aims to accelerate the drive for excellence in the learning and skills sector, building the sector's own capacity to design, commission and deliver improvement and strategic change. Their areas of work include learning provision, advice and guidance and youth work.

<http://www.lsis.org.uk>

p) Nursing and Midwifery Council (NMC)

The NMC are the nursing and midwifery regulator for England, Wales, Scotland, Northern Ireland and the Islands. They set standards of education, training, conduct and performance. <http://www.nmc-uk.org>

q) Chartered Institute of Personnel and Development (CIPD)

The CIPD is Europe's largest HR and development professional body.

[www.cipd.co.uk](http://www.cipd.co.uk)

r) CFA (formerly the Council for Administration)

The CFA provides and promotes both business skills and knowledge and aims to ensure that employees from all types of organisations have the required skills to excel and develop throughout their careers.

<http://www.cfa.uk.com>

s) Finance Skills Partnership (FSP)

The Financial Skills Partnership aims to support the development of a skilled workforce in the UK's financial, finance and accountancy sectors. <http://www.financialskillspartnership.org.uk>

Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

#### t) e-skills

e-skills is the Sector Skills Council for Business and Information Technology, working on behalf of employers to develop the software, internet, computer gaming, IT services and business change expertise necessary to thrive in today's global digital economy. <http://www.e-skills.com>

#### u) People 1st/Go Skills

People 1st/Go Skills is the sector skills council for hospitality, leisure, passenger transport, travel and tourism in the UK. <http://www.people1st.co.uk>

#### v) Lantra

Lantra is the sector skills council for land based and environmental industries, providing land-based training and helping people find environmental and agricultural jobs. [www.lantra.co.uk](http://www.lantra.co.uk)



Introduction

Guidance

Qualification  
Framework

Additional  
Information

Professional  
Development

Qualification  
Abbreviations

## 6. List of Qualifications Abbreviations

### **ASW/MHA**

Approved Social Work Award under the Mental Health Act

### **CRWVI**

Certificate in Rehabilitation Work in Visual Impairment

### **MSC OM5 NVQ 5**

Operational Management

### **MSC SM5 NVQ 5**

Strategic Management

### **NVQ 2**

National Vocational Qualification Level 2

### **NVQ 3**

National Vocational Qualification Level 3

### **NVQ 4**

National Vocational Qualification Level 4

### **NVQ 5**

National Vocational Qualification Level 5

### **TDLB**

Training and Development Lead Body