



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

Frequently asked questions from employers and signatories

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Go to <https://socialcare.wales/registration/employers-and-heis-responsibilities/employers-and-heis-responsibilities-faqs> for the latest version.

Questions employers and signatories often ask:

What happens if my worker says there was no signatory listed to select for endorsement?

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If your organisation has no signatories please see: [How to become a signatory](#)

If your organisation has established signatories and they're not showing for the worker when they fill in their form, it's likely that they've chosen the incorrect organisation in the employment section of their form; for example social service is not an employer, 'XXX Council' would be.

It's important that people complete their employment section properly, it's this choice that lets the system know which names to offer people to pick from as endorsers.

While their form is still unsubmitted, the employment section can be changed, and the endorsement screen will update and show the list of signatories.

Once the application or renewal is submitted, it can't be changed and your worker will need to email us so that we can correct the information for them. Once we've done this, their application for endorsement will show in the account for their chosen signatory.

What do I do if I'm getting employer requests for people no longer employed at our organisation?

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If you log into your SCWonline account and head to 'My Organisation', clicking on the name of your place of work will load several options to give you registration information about your workers.

If you have workers listed that no longer work for your organisation, you can end their employment records in the Outstanding reminders for employees or Registered persons tab. We advise that employers do this regularly to reduce unnecessary contact from us.

Please note, if someone has been employed with you in the last 12 months, we must still contact you to confirm that there are no outstanding fitness to practise issues up to the end of that person's employment with your organisation.

If you have any fitness to practise concerns about registered people, you should inform us through the 'Report an FtP Issue' section of your account.

What happens if one of our workers has no DBS or their DBS date is not within the last three years?

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We can process the registration if the employer confirms that a DBS check is in progress and that you as an employer email over the confirmation once the check is complete.

How do I know if my worker's application / renewal has been successful or where in the process it is?

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Signatories can keep up to date with the status/progress of their workers registration in their SCWonline account.

As a signatory your account will show you the status of an application. To check, log in to your SCWonline account and head to 'My Organisation' and select your required organisation from the list, this loads a screen with a range of options.

One of these options is 'Applicants'; in here you can see if someone has applied with us and where in the application process they are. If the application is complete and the registration has been granted, that person will appear on the Register and in your account under your 'registered persons' section.

There's another option called 'Outstanding Reminders for employees'; in here you can see if one of your workers is due to renew, has a fee due or a compliance requirement due.

What do I do if you've started to remove one of my workers who's still employed with us?

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If an individual hasn't met the requirements to renew or paid their annual fee, their registration will not be renewed, and they'll be removed from the Register.

When the removal process starts, we email the employer to ask if there are any fitness to practise concerns before they're removed. **We can't keep someone on the Register at your request.**

The registered person needs to return any outstanding information to us and pay any outstanding fees to avoid removal. Encouraging them to contact us straight away and resolve any outstanding issues is the best course of action.

How to become a signatory?

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To **become a lead signatory**, you'll need to contact signatories@socialcare.wales You'll be asked questions to ensure you are suitable to fulfil this role.

Go to [Apply for Signatory](#) to apply to become an **additional signatory** in your SCWonline account.

Once submitted these requests appear in the Signatories section of MyOrganisation for a lead signatory to approve or decline.

An organisation must have an approved lead signatory before we can add any additional signatories.

Accounts on SCWonline are individual. If you're registered or already have an account, you should use the same account and log in for all roles and interactions with us.

How many SCWonline accounts should I have?

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Everyone should only ever have **one** SCWonline account, regardless of whether they're registered, returning to the Register or an employer.

All your information should be held on one account with one log in and email. Duplication of accounts can lead to serious delays so please be mindful of creating accounts on the system.