

New Portal and Fee Collection: Frequently Asked Questions and Answers

1. Why were registration fees deferred from 1st April to 30th September 2020?

On the 1st May 2020 the Department of Health introduced the interim policy decision to defer fees for the social work and social care workforce for the period from 1st April 2020 to 30th September 2020. This policy was implemented to support the demand for skilled workers to assist with the frontline response to the Covid-19 global pandemic.

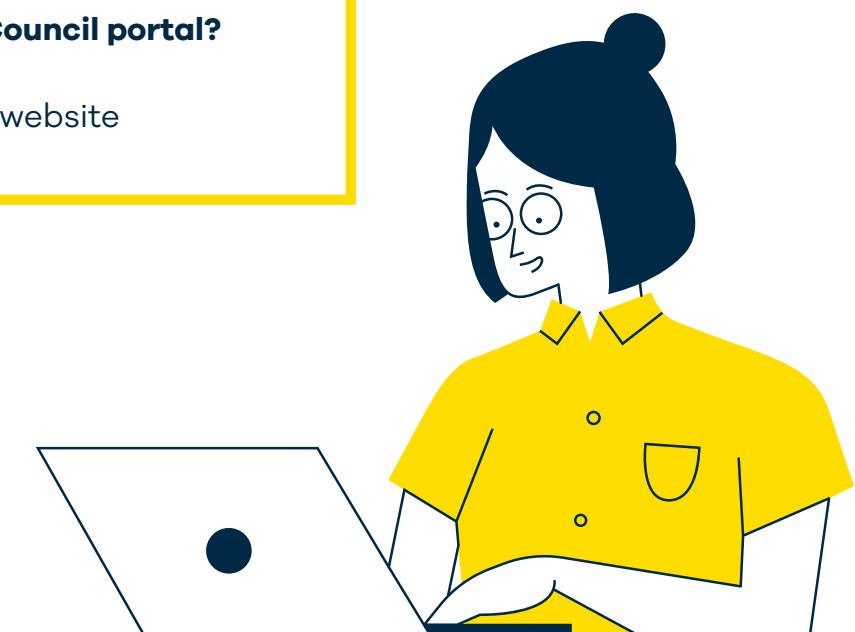
2. What is the process for paying my fee online?

You should have received a 'Registration Reminder' email from us containing a pay your fee link. Click on the link and follow the prompt for login. After login you will land on the fee page where the payment fee due for you will appear. Follow the easy, step by step instructions to make payment. Or visit the portal directly, enter your login details and navigate to the yellow tile named 'Fees'.

If a fee is not present you need to complete your renewal form which is available under the renewal button. Once you submit this form the system will automatically generate the fee which can be paid on line from the Fee button.

3. How do I access the Social Care Council portal?

You can access your account at:
<https://portal.niscc.org/> or via our website
www.niscc.info



New Portal and Fee Collection: Frequently Asked Questions and Answers

4. What if I can't remember my password?

If you are unable to access your account or require either a username or password reset please use the reset functionality on the portal. For login or a password reset, you will require your username and email address that you have previously provided to the Social Care Council. Your employer now has access to your email and username and can share this with you. Please note this does not breach data protection. Remember to keep your password safe and do not share.

5. What is the cost of my registration fee?

£65 for Qualified Social Workers and Social Care Managers
£30 for all Social Care Workers
£20 for Social Work Students

6. What happens if I don't pay my fee on time?

It's important you pay your fee on time. If for some reason you haven't paid your fee the Social Care Council will issue a final notice requesting the fee. If you do not pay the outstanding fee you are at risk of being removed from the Register. Please note you will remain registered during this fee collection period.

7. When will my next annual fee be due?

For those registrants who have been on the register for some time, your registration date will remain the same each year and therefore payment will be due again on the anniversary of your registration date in 2021.

For those new registrants or emergency registrant who wish to remain on the register, your registration date will be the 1st October each year and your annual fee will be due on or before this date.

8. What if I no longer wish to be registered to work in social work or social care?

If you no longer intend to work in social work or social care please notify the Social Care Council that you wish to be removed from the Register. You will find a Voluntary Removal Form under the tab 'My Portal'. You can also contact us through your online account: portal.niscc.org OR by email: registration@niscc.hscni.net



New Portal and Fee Collection: Frequently Asked Questions and Answers

8. What if I no longer wish to be registered to work in social work or social care?

If you no longer intend to work in social work or social care please notify the Social Care Council that you wish to be removed from the Register. You will find a Voluntary Removal Form under the tab 'My Portal'. You can also contact us through your online account: portal.niscc.org OR by email: registration@niscc.hscni.net

9. What payment methods are available?

Payment online is the main method of annual fee payment. Where registrants cannot pay online we are providing an alternative dedicated phone line option: 02895 362600 - for details on line opening times see below.

10. What features are available on the new portal?

We have listened to your feedback and worked hard to create an improved customer experience online. Applying for and renewing your registration, paying your fee and updating your details is straightforward and set out in easy to follow steps. You can access the portal anytime, anywhere and from a range of digital devices.

11. Who can I contact for assistance?

The Social Care Council team is working remotely and responding promptly to all queries. For assistance please follow the guides and steps. If you require assistance email: registration@niscc.hscni.net



New Portal and Fee Collection: Frequently Asked Questions and Answers

If you have further questions you can contact us directly:

For all new registration application queries, renewals and fee information contact registration:

E: registration@niscc.hscni.net

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

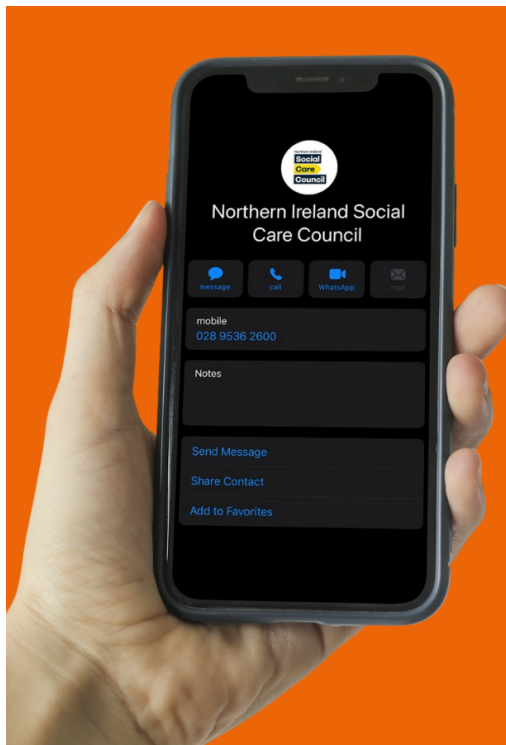
E: Database@niscc.hscni.net

For raising concerns and current cases contact fitness to practice:

E: Ftp@niscc.hscni.net

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

E: Workforcedevelopment@niscc.hscni.net



02895 362600

Call to pay your fee

This line is for payment of fees **ONLY** and will be open weekly at the following times:

Tue & Thu 10am - 12:30pm	Mon & Wed 1:30 - 4pm
---	---

You can also pay your fee online @ <https://portal.niscc.org/>

**Working together.
Making a difference.**