Frequently Asked Questions and Answers

See below some questions and answers you may have in relation to paying your fee on 1st October 2020 and using the new portal. If you have any further queries please email registration@niscc.hscni.net.

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 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. **Can I pay my fee before the 1st October 2020?**
   No. The Social Care Council portal for paying your fee will go live from Thursday 1st October 2020.

3. **Where do I access the Social Care Council portal?**
   The new look portal will go live on Thursday 1st October 2020. You can access your account at: https://portal.niscc.org/ or via our website www.niscc.org

4. **What's the deadline for paying my fee?**
   The deadline for paying your registration fee is Friday 30th October 2020. Please note failure to pay your fee will result in removal from the register. Removal from the Social Care Council Register will impact your employment in social work or social care.

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

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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. Removal from the Social Care Council Register impacts your employment in social work or social care.

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 registrants 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. Can I call into the Social Care Council office to pay my fee?
During this time the Social Care Council offices remain closed but our team are available online to assist you. Our new portal makes paying and registering online, easier and faster.

9. 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 can contact us through your online account: portal.niscc.org OR by email: registration@niscc.hscni.net

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10. 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'.

11. What payment methods are available?
Payment online is the method of annual fee payment. Where registrants cannot pay online they should contact the registration team via the registration email address with a contact number and a team member will contact you to arrange payment.

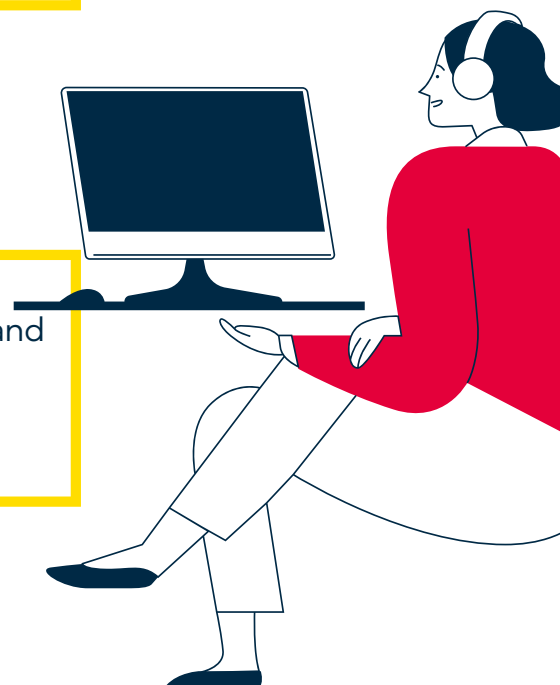**12. What features are available on the new portal?**
We have listened to your feedback and worked hard to create an improved customer experience online. Applying for and renewing your registration, paying your fee and updating your details is straightforward and set out in easy to follow steps. You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

13. 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.

14. What number do I call 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

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15. What if I recently sent a cheque to pay my fee?
Due to the lockdown restrictions we have been unable to process bank cheques from March 2020. Your cheque is therefore out of date and will not have been taken from your account. You should now log in to your on line account and make payment to the Social Care Council using the online facility. As above, where registrants cannot pay online they should contact the registration team via the registration email address with a contact number and a team member will contact you to arrange payment. In the meantime we will be contacting you regarding the disposal or return of your cheque.

16. What if I recently paid my fee by postal order or in cash?
We have securely held your payment by postal order/cash although it is not yet recorded on our system. These payments will be processed from 1st October 2020. If you have already made payment by postal order or cash you do not need to pay again. If you have questions please email registration@niscc.hscni.net.

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

**Working together.
Making a difference.**