

Croydon Assessed and Supported Year in Employment (ASYE) Handbook January 2022

Croydon Adult Assessed and Supported Year in Employment Programme (ASYE)



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This document was published in January 2022 and was correct at the time. We reserve the right to modify or make variations to the content if necessary. If you have any questions or comments, please contact Adult Social Care Work Force Cohesion Team.

Special thank you to all the Children's L&OD Team for their significant contribution to the Adult ASYE Programme Handbook.

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Introduction

Welcome to Croydon Adult Social Care, we are pleased that you have chosen to work with us. We know that the role of a Social Worker is complex; it can often be extremely demanding, as well as rewarding. It involves making crucial decisions to best support the wellbeing and outcomes of clients and carers and protecting vulnerable adults from the risk of harm or abuse. For this reason, this structured ASYE (Assessed and Supported Year in Employment) programme supports Newly Qualified Social Workers (NQSWs) to develop the skills and confidence needed to meet the demands of the role.

The ASYE programme is underpinned by Croydon's Vision for Adult Social Care: *for our residents to live as independently as possible, carers supported in their caring roles and to prevent harm and reduce risk of abuse or neglect to adults with care and support needs. We are committed to making the best use of available resources whilst keeping people in Croydon safe and as independent as possible.* The programme also reflects the 'Croydon 5' which are the organisation's key values: 1) One Team, 2) Proud to Serve, 3) Honest and Open, 4) Taking Responsibility, 5) Valuing Diversity.

We deliver a successful ASYE scheme with many Social Workers progressively developing their social work careers in Croydon and we are confident that we will be able to support you in this important first year of your social work career and beyond.

Purpose of the Croydon ASYE Guide

Croydon understands the importance of developing social workers to improve their own practice, the service and ultimately, the lives of clients, carers and the wider local community. It is within this context that Croydon invests the time, commitment and support to Newly Qualified Social Workers (NQSWS) to develop them into highly skilled and reflective practitioners.

This guide explains what it is you need to do to pass your ASYE and the roles, and responsibilities of others in ensuring that you are given the best possible support. It outlines the quality assurance mechanisms in terms of the assessment and review process required throughout the ASYE programme and provides guidance on the completion of the portfolio of evidence.

This guidance should be read and used alongside the comprehensive documents and advice offered by [Skills for Care](#) in conjunction with the Department for Education.

This guidance applies to:

- All NQSWS employed within Croydon's Adult Social Care
- Anyone with responsibility for line management and assessment of NQSWS
- Anyone involved in the process of supporting and leading on the ASYE programme
- Heads of Services and Service Managers

Introduction to the London Borough of Croydon

Croydon is an outer London Borough bordering Surrey to the south and Lambeth, Lewisham and Southwark to the north. Croydon is London's southern-most Borough and covers an area of 87 square kilometres.

In 1086 Croydon was a small market town with 365 inhabitants. Since then, it has become the second most populated London Borough with one of London's biggest retail and commercial centres. Croydon has substantially developed infrastructure (rail, tram and road links) and more than 120 parks and open spaces. You can find out more about Croydon by looking at the [Borough Profile](#).



Employment Location & Transport Links

Croydon has very good public transport connections in and out of London. Please visit the [Transport for London](#) website or the City Mapper app for more information about public transport options.

Travel for Work

Staff can claim reimbursement for work related travel on public transport or using your person vehicle via My Resources. The council is also signed up to a Zipcar scheme which employees can sign up to use for travel.

Places to Eat & Drink

We have a cafeteria on the 8th floor in Bernard Weatherill House (BWH). It offers tea, coffee, hot meals and sandwiches. There is normally a space to eat, but due to covid restrictions, it is not always possible to eat in the cafeteria. Microwaves are also available on the 8th floor for you to warm up your food.

Social Work Practice in Croydon Adult Social Care

Adult Social Care in Croydon is embedding a practice framework that is strengths based and put clients, carers and building relationships at its heart. Community Led Support and the Good Conversations and Strength Based Model, form the practice framework Croydon Adult Social Care has chosen to help move away from care management and needs assessment, to a focus on supporting individuals and communities to identify for themselves what outcomes they need to achieve, and how they can use their existing strengths to do this.

A key part of delivering a lasting change in our approach, has always been making sure Croydon has the resources to support, maintain, and strengthen Community Led Support as the practice framework for Adult Social Care. Community Led Support and Strength-based practice is our overarching practice model that has embedded in it is theories around relationship-based, systems theory, solution focussed, person-centred practice, motivational interviewing.

It is imperative that the NQSWs as aware of Adult Social Care commitments to the clients and carers using our services:

1. Universal support – ‘something for everyone

We will promote people’s health and wellbeing through the development of universal support that is accessible through the provision of clear information about facilities and activities in their communities. Connecting people to their communities is a key objective in the Council’s Independence Strategy and this must be instrumental in lowering the demand on adult social care due to early intervention, prevention and support within communities.

2. Enabling people to make their own decisions safely

A critical element of our work will be to ensure we respect the right for people to make their own decisions about their health and wellbeing as long as they have capacity to do so, and regardless of whether we agree with them. We will not take responsibility away from someone unless we have a clear and formal indication that

the person does not have capacity to manage their own affairs. We will ensure that people have a suitable level of service, preferably through a direct payment, that will meet their assessed needs and support their goals towards independence.

3. Support for those 'who need a little bit more'

Our interventions will offer the right level of support to a person's assessed needs. We recognise that sometimes the support many require can be found within their own families, communities and within their own strengths. We will work with each person and their network to find creative ways of meeting personal goals that they wish to achieve. Where people have lost their support networks we will work in partnership to rebuild those networks. Doing this means people get back on their feet more quickly, regain independence and no longer need unnecessary support. We will give priority in how we provide adult social care to help people recover and retain their ability to live as independently as possible and enhance their wellbeing and resilience to life challenges and changes. To support this we will ensure that all staff understand and are enabled to work with people in ways that promote their independence, their wellbeing, their connection to their family and community and their safety to live, so that they can live a life that is as independent as possible. Our response will offer the right level of support according to a person's assessed needs. Assessments will be carried out over an appropriate period of time; having good conversations that will ensure long term decisions are not taken in haste. We will work together developing a plan for maximising independence and recovery and identifying the outcomes important to the vulnerable person and offer a choice of a direct payment to support eligible needs.

We will also promote the choice of having a direct payment to enable people, who need more help than universal services can provide, to exercise as much choice and control as possible over their lives. We will seek to build on people's strengths and the contribution they can make and not just focus on what they cannot do.

4. Valuing carers

Many people with social care needs will have these met mainly through the carers

with whom they live or are supported by. We will ensure that carers are informed of their right to have a carers assessment which they can have either together with the person they care for or separately. We will develop a plan with each carer as to how we can best share the responsibility for delivering the care the person needs.

5. A knowledgeable and informed workforce

We will ensure staff understand how to work with service users in ways that promote their independence and support their recovery. We will support staff to work within multi-disciplinary teams, knowing their localities and to develop their professional practice in ways which will assist them to empower our service users to make the best use of their personal budget. The focus will be on promoting independence rather than creating dependency.

6. Working in partnership with health professionals and providers

We will work with our care and support providers to build a philosophy of care that focuses on outcomes. We will continue to monitor services that are provided or commissioned by Croydon Council and ensure performance is centred on the desired outcomes and interest of our service users and provide value for money.

We have developed an integrated and outcome-focused approach to our work with our health partners. In 2016, we established an alliance of accountable providers to commission and deliver all age 65-plus social care, community and acute health and Age UK services in Croydon. This ground-breaking new way of joining up these organisations into a single alliance organisation has enabled services for the age group to be better co-ordinated, seamless and focused on the outcomes of the individual in a more cost efficient way.

In response to the Council's Adult Social Care Strategy, we have established an all-age disability service to integrate our service for children and adults with disability into one team. This has helped to provide a seamless transition for young people between our children and adult services and stimulate a better local offer for young people to enjoy education, employment and a quality of life in Croydon.

The experience of some current service users is variable and the challenge to deliver a consistent quality of care in some sectors need addressing in partnership

between commissioners and providers of services. We will seek to engage all our stakeholders and people in Croydon, to co-produce the answers and new innovative ways of working that will be required to deliver a high quality, choice and control driven, sustainable and affordable adult social care and health service in Croydon.

The Assessed and Supported Year in Employment

The Assessed and Supported Year in Employment (ASYE) programme arose from the recommendations of the [Social Work Reform Board](#) in 2012, with the 'employer led' ASYE programme applying to both Children's and Adult Social Care in England.

In 2015, Skills for Care issued its' [NQSW ASYE Guide 2015](#) which had found that:

- NQSWs and supervisors/assessors identified a range of benefits for the NQSW in taking part in the ASYE, the main one of which was the 'development of professional confidence';
- For NQSWs the key benefits of undertaking the ASYE included time for reflection, receiving structured support and guidance and the importance of peer support;
- A quarter of social workers who responded a year after completing the ASYE felt that the ASYE had prepared them 'very well' for the transition from student to social worker and almost three-fifths felt it had prepared them 'fairly well'.

As an employer-led programme, the ASYE is designed to support NQSWs to consolidate and extend their learning from their pre-qualifying education and to make the transition to professional social work practice. For full-time social workers, the programme is exactly one year. For social workers who work part-time, the programme will be adjusted accordingly – hence it will be worked out pro- rota and it will take longer than a year to complete.

The programme ensures that NQSWs have access to supervision, training and development opportunities which broaden and deepen the knowledge and skills that an NQSW will bring from their pre-qualifying course.

Croydon's programme assessors and the moderation panel are responsible for quality assuring the programme and making accurate, valid and robust assessment decisions to decide whether the NSWQ has passed or failed the programme.

The key aims of the ASYE programme are to:

- Provide tailored learning, support and supervision
- Help NQSWs to improve their skills, competence, confidence and practice as a social worker in a systematic manner during their first year of employment (or longer if employed part-time)
- Provide a protected workload and protected development time (which includes workshops, support groups, action learning sets and self-study), with this linking to Social Work England CPD requirements
- Learn from peers and senior colleagues working on complex and challenging cases
- Enable the NQSW to demonstrate and evidence their potential through their practice, their case file recording, direct observations, feedback from others – all of which contributes to their portfolio of evidence

The programme uses the ' Post Qualifying Standard: Knowledge and Skills Statement for Social Workers in Adult Services (KSS) and The Professional Capabilities Framework (PCF) to monitor, review and holistically assess the progressive development of NQSWs in their first year of employment as a social worker.



Contractual Requirements

- All NQSWs will have been issued with a contract of employment prior to commencing employment with the Council. This contract clearly specifies that successfully completing the ASYE is a condition of your continued employment with the Council as a social worker.
- The majority of NQSWs complete a probation period lasting one year (i.e. probation mirrors the ASYE); those with non-standard work patterns will serve an ASYE period that is equivalent to a year. The probationary period may be extended if NQSW takes a significant period of leave, e.g. adoption leave, maternity/paternity leave, long term sick leave etc.
- If at any point during the ASYE period there are concerns about the NQSWs potential to successfully complete their ASYE, these will be addressed as soon as possible. The line manager is accountable for the NQSWs probationary period and where there are concerns the line manager should arrange for a meeting (for example with the ASYE Assessor and, if relevant, line manager, senior manager, or relevant L&OD Staff) to discuss the concerns and the support and actions to address the concerns. The 'Work Plan/Support

Plan/PDP' will be confirmed in writing as soon as practicable after the meeting.

- Where the concerns continue, the matter will be dealt with under the standard probationary and / or capability procedures- see intranet for Human Resources Handbook.

Timescales

Under national guidance (Skills for Care/DfE) the ASYE will normally be started within 2 years of completion of the pre-qualifying social work award. Most full-time employees will take 12 months to complete the ASYE; however timescales will be adjusted to take into account part time work. Adjustments should be discussed and noted at the initial meetings between the NQSW, Line Manager, relevant L&OD staff and the ASYE Assessor.

If a NQSW joins Croydon having already partially completed their ASYE, they do not automatically need to start again. The recruiting manager and Head of Service should be satisfied on the level of evidence presented by the NQSW and the former employer, about how they have progressed and the standard already achieved. The timescale for completion of the ASYE in Croydon will consider the period already completed, and the total time will not be less than one year.

For a social worker in full time employment there are only exceptional circumstances in which the ASYE can be extended – as mentioned above – for sickness, maternity leave, leave of absence etc. or where the level of appropriate support has not been made available. In the latter case the ASYE process should be suspended for a prescribed and limited time to allow for the appropriate and proportional arrangements to be put in place. The suspension, the reason why, and the action/support/plan/PDP should also be recorded. The year may not be extended for capability reason.

For more information about the above, and other useful information please refer to the relevant [Skills for Care FAQ document](#).

Workplace Support

Your Line Manager (Supervisor), ASYE Assessor and ASYE Co-ordinator will ensure that you have the timely and relevant support you need to complete your ASYE. Additionally, you will be given guidance to put together your ASYE portfolio together to the required standards and deadlines.

Supervision

Croydon's Adult Social Care supervision policy and standards apply to all social workers including those in their ASYE year. This policy supports and promotes the use of Reflective Supervision. NQSW supervision guidelines also follow Skills for Care national minimal standards and the Local Government Association 'Standards for Employers of Social Workers in England' which both state:

- 0-6 weeks into ASYE – once a week
- 6 weeks to 6 months – every two weeks
- 6 months to 1 year – every two weeks

Reflective supervision will be provided by your ASYE Assessor and will be reflected both in your initial ASYE Record of Support and Progressive Assessment Agreement and Supervision Contract. Similarly, casework supervision will be provided by the NQSW's line manager and again recorded in the RSPA. These two will alternate.

Reduced Workload

NQSWs are allocated into teams prior to their induction. You will have a proportionately protected caseload, mixed in complexity and variety, linked to the current stage of your ASYE. Progressive development will be mapped, and holistically assessed, against the Post Qualifying Standards - Knowledge and Skills Statement all the domains of the Professional Capabilities Framework. By the 11 month of your ASYE, and with the support of your line manager and ASYE Assessor you must have evidenced that you have met the required national ASYE and Croydon practice standards to successfully pass the ASYE programme.

Assessment and Progress Reviews

During your ASYE year, you will be thoroughly assessed via the Post Qualifying Standards (KSS) and PCF and demonstrate your progressive development. The assessment of your progress will be formally reviewed at 3, 6 (9 months if required) and 11 months. The Record of Support and Progressive Assessment supporting guidance document informs the actual Record of Support and Progressive Assessment (RSPA/ROSPA) which is completed by your ASYE Assessor throughout your ASYE year. <https://www.skillsforcare.org.uk/Learning-development/social-work/Updated-ASYE-documents.aspx> (Please note, we are currently piloting new paperwork)

Your ASYE Assessor, relevant L&OD staff and Line Manager, will monitor and review your progress at regular intervals. Your ASYE supervision sessions provide an opportunity to discuss and evidence progress and these feed into your formal progress review meetings. Reviews should be informed by timely delivered evidence of your developing professional knowledge, skills and practice.

Your objectives will be formally reviewed and updated in line with the PQS (KSS) and PCF, and recognise your strengths and areas of development – these should be integrated into your Critical Reflective Log (CRL) and Professional Development Plan. You should maintain a record of evidence/work products which evidences your progress via your on-going and final portfolio.

Your formal review meetings should include you, your line manager, your ASYE Assessor and any other relevant parties.

The formal review timeline:

- Support and Assessment Agreement as part of the Record of Support and Progressive Assessment (RSPA) – within first 4 weeks
- Review meeting at 3 months – with the up to date RSPA and CRL, this is completed by ASYE Assessor/line Manager with a written contribution from NQSW.
- Review meeting at 6 months - with the up to date RSPA and CRL, this is completed by the ASYE Assessor/line manager with a written contribution from the NQSW.
- Final review meeting at 9 months - with the up to date (final) RSPA and CRL – which comprises the final ASYE portfolio - this is completed by the ASYE Assessor/line Manager.
- An additional review at 11 months- can be held if required. This review is discretionary and is usually only held if the NQSW is struggling or is at risk of failing their ASYE and it is used to inform the impending 11-month review.

Your ASYE Assessor will be looking for examples of capability and performance across all the areas of your work and practice, using many sources of evidence. Your Assessor will want to see that you are meeting the level descriptors for NQSW on the PCF, supported by the PQS (KSS)

You will need to provide evidence of your progress at each review meeting. The review and allied assessment will also measure whether or not you have made effective use of a wide range of learning and development opportunities. You will need to demonstrate progressive development throughout the year.

Sources of evidence are identified through supervision, observations, on-going case work, service user and carer feedback, professional feedback and your critical reflection log (containing your Professional Development Plan also).

Your ASYE Assessor will review (audit) some of your case, and other, recordings as this helps to give a 360 view of your practice and this process helps the Assessor to triangulate their evidence. These case reviews will be carried out with the knowledge of your line/senior manager.

By the end of the ASYE Newly Qualified Social Workers will have consistently demonstrated practice in a wide range of tasks, roles and responsibilities, and have become more effective in their interventions, thus building their own personal/professional confidence, and earning the confidence of others. They will have become 'experts' in specific settings and with specific service users and have demonstrated their ability to work effectively on more complex cases in more complex situations/environments. They will appropriately seek support in supervision, whilst starting to exercise initiative and evaluate their own practice. The NQSW would have reached the appropriate end of ASYE level descriptor.

Observation of Practice

Over the course of the ASYE, you will have a minimum of three observations of practice with at least two of these being completed by the ASYE Assessor. Observations may be undertaken by the ASYE Assessor, Line/Team Manager. It is expected that the Line Manager completes at least one observation. All observations must be completed by the Observer and the NQSW using the Skills for Care Direct Observation Template

Portfolio Development

It is the responsibility of the NQSW to make effective use of the support given, including a reduced caseload and development time, in order to complete the evidence requirements for the ASYE portfolio. The Portfolio of Evidence presented by the NQSW allows Croydon's ASYE Moderation Panel to determine progress against the PQS (KSS) and PCF.

Training and Support Offer to NQSWs

The Launch Day programme offers a variety of information and learning about the programme and those involved and their roles and responsibilities.

Monthly PQS Workshops and Action Learning Set

The workshops and action learning are mandatory and part of your monthly ASYE protected time. The sessions are now virtual during Covid times and you should log in promptly. Both of these events are facilitated by specialist trainer who might be supported by a social worker social or other appropriate professional. The workshops provide opportunities to learn key knowledge and skills in your first year of practice – all learning is linked to the Post Qualifying Standards and the Professional Capabilities Framework.

Mandatory Training

All NQSWs will be expected to complete all our mandatory training:

ASC MANDATORY TRAINING OFFER				
Course Title	Learning Type	Audience		Frequency
		Staff	Practitioner / Manager	
Safeguarding Adults Level 1 – Understanding Effective Adult Safeguarding	Face to face / eWorkshop	✓		Every 3 years
Safeguarding Adults Level 2 – Applying the Safeguarding Framework	Face to face / eWorkshop		✓	Every 3 years
Safeguarding Adults Level 3 – SAMs	Face to face / eWorkshop		✓	Every 3 years
Safeguarding Children Level 1	eLearning	✓	✓	Every 3 years
Safeguarding Adults and the Law: The Legal Context	Face to face / eWorkshop	✓	✓	Every 3 years
MCA/DoLS Level 1 – Awareness	Face to face / eWorkshop	✓		Every 3 years

ASC MANDATORY TRAINING OFFER

Course Title	Learning Type	Audience		Frequency
		Staff	Practitioner / Manager	
MCA/DoLS Level 2 – Improving your assessment reports	Face to face / eWorkshop		✓	Every 3 years
Care Act 2014: Legal Update	Face to face / eWorkshop	✓	✓	Every 3 years
Domestic Violence and Abuse	Face to face / eWorkshop	✓	✓	Every 3 years
Workshop to Raise Awareness of Prevent	Face to face / eWorkshop	✓	✓	Every 3 years
Modern Slavery	Face to face / eWorkshop	✓	✓	Every 3 years
Introduction to Financial Abuse	Face to face / eWorkshop	✓	✓	Every 3 years

Additional Workshops are normally provided on:

- Adult Attachment
- Unconscious Bias
- Emotional Resilience

ASYE Assessor Drop in Sessions

The ASYE Assessor Drop in sessions takes place every two weeks and provide an informal space for the NQSWs to receive support in an informal way Buddy System pairs current NQSWs with a former NQSW to offer support in an informal way. These sessions might also be used to provide additional workshops that the NQSWs might find helpful. We have introduced these as extra support during the pandemic and the current plan is to continue them at present.

Additional Learning Opportunities

Learning and development events are offered to all NQSWs but it is also important that your Professional Development Plan highlights your identified individualised needs which is accompanied by a plan on how to meet these needs.

The core learning objective in your first year is to learn and apply your knowledge and skills confidently and competently to your practice across a range of increasingly complex situations (i.e. linking theory and legal framework to practice)

- **Post Qualifying Standards Self-Assessment Audit Form** should be used to track your progress; identified areas for development should be included in your Professional Development Plan (which is part of your Critical Reflection Log)
- Adult Social Care provides on-going training courses which can be accessed via the 'Croydon Learning'. (Sometimes called 'Learning Pool') portal. You should gain your manager's authorisation to attend any relevant course before you book.
- Children's Social Care and **multi-agency safeguarding training** is provided by the Croydon Safeguarding Children Partnership (CSCP) and can be accessed by 'Croydon Learning'. These courses will help you to build your external professional networks. You should gain your manager's authorisation to attend any relevant course before you book.

Protected Development Time

As part of your ASYE programme you will be provided with protected development time. You will need to clearly record in your Critical Reflection Log how you have used this protected time. In Croydon, protected development time is taken in the following ways:

- ASYE Learning Set (PQS Workshop) and Action Learning Sets
- Study day

The above events add up to two days monthly protected of development time.

Quality Assurance and Measuring Impact

The programme will be quality assured for consistency, fairness and impact. By evaluating the programme this enables confident decisions to be made about the quality of the current ASYE programme as this can shape our future ASYE programme.

The ASYE Internal Moderation Panel

The main purpose of the ASYE panel is to review ASYE Portfolios against the PQS, (KSS and PCF) and Croydon practice standards. It could be regarded as a 'gatekeeping' process to the Croydon social work workforce and the national social work workforce. The panel sits at month 11 of your ASYE and:

- Ratifies the pass/fail recommendation made by the Line/Team Manager and ASYE Assessor in relation to the NQSW's progress and development
- Ensures standards of quality across the programme
- Provides collective support and advice to the NQSW as part of the feedback from the moderation panel.
- Identifies improvement and developments for the ASYE programme
- Shares best practice within and outside of Croydon

The completed and final ASYE portfolio is the responsibility of the NQSW and it must be delivered at least one week before the panel date-closer to the time, we will advise to whom the portfolio is sent and in what format. There could be serious consequences for the NQSW if this deadline is not met as the portfolio may not go to panel and the NQSW will not be able to graduate from their ASYE.

The ASYE Internal Moderation Panel meets at the end of the ASYE year and it looks

at all relevant NQSW portfolio. The ASYE panel comprises of senior managers and senior social work practitioners. Feedback will be provided to the NQSWs after the panel.

External ASYE Moderation

In order to support the continuous development and quality assurance of our ASYE scheme Croydon Children's Social Care Council is a member of local and regional ASYE partnerships which are managed by Skills for Care. The local (SW London and Surrey) partnership requires us to annual submit a 10% sample of ASYE Portfolio's which are considered to be exemplars, borderline or fail. The NQSW and their ASYE Assessor will be advised if their portfolio is submitted for external moderation.

Completion of the ASYE Programme

Once the NQSW has submitted their portfolio the Croydon internal ASYE moderation panel will confirm a pass or fail, based on the recommendation made by the ASYE Assessor. There is no scaled grading used; only a pass or fail can be achieved.

Upon successful completion of their ASYE, the NQSW will received a confirmation email from a senior manager confirming this.

Additionally, when a NQSW passes their ASYE they will receive a Skills for Care (national) certificate confirming successful completion and their name will be recorded on the national ASYE database. Skills for Care will also record all ASYE failures and the NQSW will not receive a certificate in this instance.

The Team Manager for the NQSW will receive confirmation from the ASYE panel that the NQSW has passed or failed. If the NQSW has passed their ASYE they will be progressed from their NQSW (grade 9) position to the bottom of the main social worker grade 10. The Team Manager is responsible for liaising with HR to complete a change of circumstances form for this progression.

Unsatisfactory Progress and Appeals

If a NQSW fails their ASYE they will not receive a Skills for Care (national) ASYE certificate. However, their name will remain on the Social Work England register.

Unsatisfactory Progress - as detailed under [Contractual Requirements](#), the NQSW's continued employment at Croydon as a Social Worker is dependent on successful completion of their ASYE. An NQSW who fails their ASYE cannot continue to be employed within Croydon in a qualified social worker position and steps will be taken in accordance with Croydon Probationary or Capability Procedures; this may include terminating employment or redeployment to a non-social worker role.

Appeal Process - an NQSW who fails their ASYE programme can lodge a review/appeal against the panel decision. This appeal must be submitted in writing to the Chair of the panel within 7 working days of receipt of the written confirmation of the fail decision together with a summary of the grounds for appeal. Appeals against the panel decision will be linked to Croydon's Probation and Capability Procedures with a senior manager making the final decision about the grading.

Raising Concerns and Feedback

Raising Concerns - If you have concerns about any aspect of the content or delivery of our ASYE programme, you should act on these as quickly as possible. In the first instance you should raise your concerns informally with your Line Manager, ASYE Assessor or Team Manager. If the concerns need to be raised more formally you should contact the ASYE Co-ordinator. If the concerns remain, the matter will be escalated to the Director of Adult Social Care.

Feedback – In order to continually develop and improve the ASYE programme each

NQSW will be asked to complete an on-line survey to comment on various areas of the programme and where possible suggestions on what we could do differently. This will be co-ordinated by the Academy Learning and Development team.

Social Work England (SWE) Requirements

It is the NQSWs responsibility to ensure they apply for, and gain, SWE registration before they commence their ASYE. No NQSW will be accepted onto the ASYE programme without a SWE registration number as this is required for their ASYE registration on the Skills for Care/DfE ASYE portal and to practice as a social worker/NQSW in England.

In order to support best practice and maintain SWE registration, NQSWs are encouraged to keep a record of their CPD on the relevant section of the SWE portal. Whilst SWE are keen not to specify any particular format or design for CPD entries they do state that any submission could include:

- List of CPD activities.
- Summary of recent work.
- Statement of how the PQS and PCF have been met.
- Supporting evidence showing the engagement and benefit of learning opportunities attended.

SWE emphasise that CPD is ANY learning – conferences, research, reading of journals, team meetings, or a conversation in which learning was developed – anything that helps develop an NQSW's practice. For more information visit the [SWE Website](#).

Second Year in Employment

Once appointed as a qualified social worker it is important to maintain your CPD, mapped against the PQS and PCF. In your second year of employment it is suggested that further learning opportunities are accessed, through Croydon Learning and

Development Offer.