

Registration Renewal FAQ

This document is intended to supplement the Question & Answer section of the [CPE Policy](#) and addresses many of the common inquiries received from members.

ACCESS

Where do I access the online renewal system?

Online renewal can be accessed directly at [MyNLCSW.ca](#). If accessing the system through [NLCSW's website](#), there is a yellow MyNLCSW button located at the top of the homepage.

Can I access the online renewal system using any web browser?

Supported browsers include Internet Explorer **10 or greater**, Edge, Firefox, Chrome and Safari.

What credentials are required to access the online renewal system?

You will need your NLCSW registration number and password. For those renewing for the first time, your password would have been issued by email as part of the initial application process.

What if I forget my registration number?

Registration numbers are available throughout the year using the [online member search](#) available on the NLCSW website. Also, the [MyNLCSW.ca](#) login page offers a *Forgot my Registration Number* feature whereby you can type in your name and the registration number matching your name is automatically generated.

What if I forget my password?

From the login page of [MyNLCSW.ca](#), you can click on the *Forgot my Password* link. You will be required to enter the email address NLCSW has on file for you. You will receive an email at this address providing you with instructions to specify your own password. If the email address you type does not match NLCSW's records, you have the option to input another email address or enter your date of birth and a request will come to NLCSW staff to email your password to you.

To ensure there are no delays in the renewal process, we recommend that members create their own unique password using the *Forgot my Password* option through [MyNLCSW.ca](#) in advance of annual renewal.

I am unable to login after inputting my registration number and password?

This is likely a browser issue. We recommend trying another browser and/or another computer.

Why is the logo and name displayed throughout the online system Newfoundland and Labrador Association of Social Workers (NLASW)?

The NLASW's name changed to the Newfoundland and Labrador College of Social Workers on September 30, 2020. Given the timeframe, scope of work involved with changing the name throughout the online system and to ensure a smooth and efficient renewal process, references to NLASW will continue to be seen throughout the online system as part of 2021 renewal.

ANNUAL RENEWAL

When is my renewal due?

The deadline to renew is midnight February 15 (Island time) after which a \$50 late fee is applied. An additional \$50 late fee (for \$100 in total) is applied to renewals received after the legislative deadline of February 28.

Will I need to contact the NLCSW office to receive renewal details?

No. Members will automatically receive details regarding renewal by email in mid-January. Members can update the email address on file with NLCSW at anytime during the year using the *Update My Profile* option available through MyNLCSW.ca.

The annual online renewal process is broken down into 10 steps. The following Q&A addresses common questions related to specific steps.

If you are unable to proceed past a certain step in the process, scroll up to the top of the page for any potential error messages/additional information that may be required.

PERSONAL INFORMATION

My last name recently changed. What documentation do I need to submit?

Under the full name section of the personal information step, there is a 'change' button available which provides the ability to upload current government-issued photo identification containing your new name (e.g., driver's license). This information can also be updated at any point during the registration year using the *Update My Profile* feature available through MyNLCSW.ca.

MEMBERSHIP: ACTIVE REGISTRATION OR NON-PRACTICING MEMBERSHIP

Active registration with the NLCSW grants the Registered Social Worker (RSW) designation which is required to use the title social worker or to practice within the scope of the social work profession in this province.

A non-practicing membership is available as an option only at registration renewal for current RSWs and non-practicing members who will not be engaged in the practice of social work in Newfoundland and Labrador as defined by the Social Workers Act due to retirement, unemployment, extended leave or residing in another jurisdiction.

I am currently a registered social worker and will be on a leave of absence prior to the start of the 2021 registration year? What are my renewal options?

If your leave starts before March 1 (the start of the 2021 registration year), you may choose to:

- Option 1: Renew as a registered social worker
Select the *active registration* option as part of Step 2 of online renewal. The fee for active registration is \$400. This option permits you to return to practice anytime during the registration year without any delay or having to meet any other requirements.
- Option 2: Renew as a non-practicing member
Select the *non-practicing membership* option as part of Step 2 of online renewal. The fee for non-practicing is \$150. This option permits a conversion to active registration at any point during the 2021 registration year by completing the online application to switch from non-practicing to active which includes payment of the \$250 fee difference.

Non-practicing members are not eligible to use the title social worker, registered social worker or engage in the practice of the profession.

- Option 3: Registration Lapse
Select the *Not Renewing My Current Membership* located on the Welcome page following MyNLCSW login. Your registration status will be switched to inactive as of March 1, 2021.
 - If you return to practice during the 2021 registration year, you will need to complete the online reinstatement form which includes payment of the \$450 fee and submit an original certificate of conduct with vulnerable sector inquiry (must be dated within 3 months from the date of application).
 - Members considering an extended registration lapse are encouraged to review re-entry to practice provisions found under the [active registration sub-menu](#) on the NLCSW website.

I am currently a registered social worker and will begin a leave of absence shortly after the start of the registration year. Do I still need to renew?

Yes. If your leave starts after March 1 (the start of the 2021 registration year), you are required to renew your active registration. The *Social Workers Act* covers both title and scope of practice which

means that anyone who is employed in a position titled *social worker* or practicing within the scope of the profession are required to renew their registration even if they only intend to practice for a short period during the 2021 registration year.

I am working but not currently in a social work position. Can I renew as non-practicing?

This statement reflects a common misconception that a position needs to be titled *social worker* to be considered *employed in social work*. As a first step, it is important to reflect on the following question - *Are you using your social work knowledge, skills and abilities in the position?* If the answer is yes, you are employed in social work.

Non-practicing is not an option as it is only available to those who are unemployed/not employed in any capacity, on leave from employment, retired or residing in another jurisdiction.

CPE (CONTINUING PROFESSIONAL EDUCATION)

Registered social workers are required to complete a minimum of 40 continuing professional education credits each registration year. Registered social workers are required to attain at least 20 CPE credits for participating in activities in the required credits category. The remaining balance of CPE credits may come from either the required or the elective credits category.

What is the purpose of the transfer button located on the CPE page of the online renewal process?

The transfer button is used to transfer over credits recorded throughout the registration year using the *Update My CPE* feature available through MyNLCSW.ca. We encourage all members to use this feature throughout the registration year to streamline the renewal process. If you did not avail of the *Update My CPE* feature during the 2020 registration year, you will need to manually enter your CPE hours as part of the CPE step.

What are the CPE requirements for non-practicing members?

While NLCSW strongly encourages the annual submission of CPE credits for all non-practicing members, this membership can be maintained indefinitely without the submission of CPE credits for those not seeking a return to active practice. Effective March 1, 2019, there are re-entry to practice requirements for non-practicing members with no membership lapse returning to active social work practice. Detailed information is available under the [non-practicing membership sub-menu](#) on the NLCSW website.

Are CPE credits submitted based on the calendar year or registration year?

The submission of CPE credits is based on the registration year which runs from March 1 to February 28. Members submit credits accumulated during the previous registration year (e.g., 2020) when renewing for the upcoming registration year (e.g., 2021). CPE credits for events occurring in January

or February that are not completed when online renewal is submitted can be claimed the following registration year.

What is a CPE credit?

One CPE credit equals one hour spent in a CPE activity. Social workers can claim credit to the nearest .5 credit (30 minutes).

Sample Calculation:

	<u>Hours</u>	<u>Minutes</u>
Online 1-day Conference 9:00 a.m. – 5:00 p.m.	8	480
Less: Two 15 min breaks		30
Less: 1 hour lunch break		60
		390 minutes

$390 / 60 = 6.5$ CPE Credit Hours

How do I know if an event/activity qualifies for CPE credits?

Any activity that maintains, develops or promotes your social work knowledge, skills, and abilities qualifies for CPE credits under the policy.

The CPE policy was designed to cover a broad range of activities and to provide members with flexibility in meeting the annual CPE requirement. As the policy is expansive, there can be a degree of professional judgment involved when determining if and where an event fits under the policy. In terms of the distinction between required vs elective credits, it is important to consider 1) if it is enhancing your social work skills and 2) is transferable across the profession. If the answer to both is yes, it would tend to fall under required.

All CPE offered by NLCSW falls under required (e.g., all CASW/NLCSW webinars offered during 2020 would fall under workshops).

For more information, members can consult the [CPE Policy sub-menu](#) on the NLCSW website. This submenu contains a link to the policy as well as a CPE self assessment tool, examples of CPE, sources of CPE, and an accreditation breakdown for the CYFS training modules.

Calculating Carry Over of CPE Credits:

A maximum of 20 **required** credits can be carried from the current to the next registration year under the following circumstances:

- More than 40 CPE credits have been submitted on the renewal form
- Of these 40, there are more than 20 in the required category
- It is important to note that only required credits can be carried forward.

Carry over is calculated automatically as part of the CPE step in the online program but we do receive inquiries from members regarding how it is calculated.

Example 1:

Total	Required Credits	Total	Elective Credits	34	Total Required CPE Credits
	Courses	30	Self-directed Learning	30	Total Elective CPE Credits
10	Conferences		Mentoring	4	Credits Carried Over from 2019
24	Workshops		Committee Work	68	Total CPE Credits for 2020 Registration Year (Total Required + Total Elective + Carried Over)
	Field Instruction (Category is capped. Refer to CPE Policy.)		In-service Training	??	Available Credits to be Carried Over to 2021
	Professional Education Service (Maximum 10 credits)		Public Education Service		

Example 1 meets the carry over criteria. The number of credits to carry over would be calculated as follows:

Total required CPE Credits + Credits carried over from 2019 – 20 (# of required credits you need as a minimum) = Available Credits to be Carried Over to 2021
 $34 + 4 - 20 = 18$ available credits to be carried over to 2021

Example 2:

Total	Required Credits	Total	Elective Credits	17	Total Required CPE Credits
	Courses	9	Self-directed Learning	9	Total Elective CPE Credits
8	Conferences		Mentoring	14	Credits Carried Over from 2019
9	Workshops		Committee Work	40	Total CPE Credits for 2020 Registration Year (Total Required + Total Elective + Carried Over)
	Field Instruction (Category is capped. Refer to CPE Policy.)		In-service Training	??	Available Credits to be Carried Over to 2021
	Professional Education Service (Maximum 10 credits)		Public Education Service		

Example 2 does not meet the carry over criteria. As the total number of CPE credits submitted equals 40, there are no available credits to be carried over to 2021.

Can I claim courses completed for my Bachelor of Social Work (BSW) degree as CPE credits?

Courses completed as part of the BSW degree cannot be claimed as CPE as completion of the BSW degree is required as the baseline for registration.

CPE Audit:

How will I know if I am audited in a given registration year?

The audit of CPE credits is included as part of the annual renewal process. Five percent of registered social workers are randomly selected to participate. Social workers who have been selected for the audit will be notified by email when the online system opens in January. Audit details would be submitted as part of the CPE step in online renewal and would include listing the hours, title and date of CPE completed during the preceding registration year. Any member who has availed of the *Update My CPE* feature during the 2020 registration year would be able to transfer information recorded under this feature to the CPE step of online renewal.

Proration, Waiver and/or Deferral of CPE Credits:

As found on pg. 6 of the CPE Policy:

Proration of CPE credits is available to *first time registrants (e.g., only registered in September 2020)* and *registered social workers who were on leave (e.g., maternity leave, sick leave) during the preceding registration year*. The purpose of proration is to recognize that in a given registration year, a social worker may be unable to meet the minimum CPE requirements because of circumstances related to leave. Prorating of credits refers to calculating the minimum required credits in proportion to the period of the year during which the registered social worker was working. **Registered social workers who work part time or were unemployed during the registration year are not eligible for proration of credits.**

Waiver of CPE credits may be granted to registered social workers who are not eligible for proration but who have been prevented from completing the required minimum credits because of exceptional circumstances. Waiver of CPE credits refers to absolving the registrant from having to complete any further CPE for the previous year of registration.

Deferral of CPE credits may be granted to registered social workers who are not eligible for proration or waiver of the required minimum credits. Deferral of CPE credits refers to delaying the completion of the required minimum credits until a designated time during the upcoming registration year. Deferred credits are completed in addition to the required minimum 40 credits, for that upcoming year.

Any actively registered social worker who does not meet minimum CPE requirements will be required as part of the CPE step in online renewal to detail the reasons as to why.

Proration Example: I have been on sick leave for 4 months during the registration year. How many CPE credits must I submit?

The proration formula breaks down as follows:

40 CPE credits annually/12 months = 3.3. credits per month

8 months worked/4 months leave = 8 x 3.3 = 26 CPE credits

26/2 = 13 required CPE credits as a minimum, the remaining balance may come from the required or elective categories.

EDUCATION

I am currently registered and have completed my MSW during the registration year. What do I need to supply as proof of completion as part of registration renewal?

The NLCSW office will accept a copy of the degree, a letter from the registrar's office or a copy of the transcripts indicating that the MSW has been conferred. This can be uploaded directly as part of the education step. This information can also be updated at any point during the registration year using the *Update My Profile* feature available through MyNLCSW.ca.

PAYMENT

How much is the annual renewal fee?

The current active renewal fee is \$400. The non-practicing membership fee is \$150.

What are accepted methods of payment?

Online payment options include Visa or MasterCard.

Payroll deduction is also an option through the Government of NL, regional health authorities and some community agencies. Payroll deduction fees, however, are collected one year in advance (e.g., for 2021 renewal, fees were deducted by employers throughout the 2020 calendar year). If you are not currently availing of payroll deduction, we recommend you connect with your payroll department for more information.

I have entered my credit card details on the payment step, but nothing is happening. What should I do?

As a first step, please ensure you have entered your credit card expiry in the required format which is 2 digits for the month and the full 4 digits for the year (e.g., MM/YYYY). Also, confirm your card matches the available payment option the online payment options. Visa debit cards are not accepted.

Is the registration fee prorated based on the time worked in a given registration year?

A license to practice social work is issued for the duration of a registration year. Therefore, the registration fee is not prorated.