

Suitability for professional training policy

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Table of contents

Section 1: Overview	2
1.1 Purpose	2
1.2 Scope	2
1.3 Responsibilities	3
1.4 Definitions	3
Section 2: Policy and procedures	4
2.1 General principles	4
2.2 Disclosure process	6
2.3 Review of disclosures and referrals	9
2.4 Suitability procedures - stage one: early resolution	10
2.5 Suitability procedures - stage two: suitability panel	11
2.6 Suitability procedures - stage three: appeal board review	13
2.7 Representation	14
2.8 Confidentiality	14
2.9 Relationships	14
Section 3: Relevant references	15
3.1 Social work regulator standards and guidance	15
Section 4: Annexes	15
4.2 SWE professional standards	15
4.3 Examples of issues that might trigger investigation under this policy	16
4.4 Social media guidelines	17

Section 1: Overview

1.1 Purpose

1.1.1 Frontline recruits and develops outstanding individuals to become social workers and leaders to transform the lives of the most vulnerable children and families. As such, safeguarding is at the heart of what we do. Our ultimate aim is to protect and promote the welfare of children and families, however, we also strive to ensure the safety and wellbeing of our staff, participants, partners and all those who come into contact with the charity, and make every encounter with Frontline a positive one.

1.1.2 The Master's in Advanced Relationship Based Social Work Practice with Children and Families is both an academic and professional award. Upon successful completion of Year 1 you are required to apply to register with Social Work England (SWE), England's current social work regulator. This is a requirement for Year 2 when you begin your Assessed and Supported Year in Employment (ASYE) as an employee of the local authority. As such, Frontline, like all approved social work programmes, is required to assess both the academic ability *and* suitability of participants both prior to their registration and throughout the programme to ensure they are able to meet the social work regulator's fitness to practise requirements..

1.1.3 This policy and procedure exists to ensure that all those recruited onto the Frontline programme are of appropriate suitability to train to become a health and care professional and able to interact safely with children and their families and carers. It also exists to ensure that applicants and provisionally registered participants will be able to take part in the programme safely and effectively, given any health conditions and disabilities, and meet the social work regulator's standards for registration upon completion of their qualifying year.

1.2 Scope

1.2.1 This policy and procedure applies to applicants up to the point of their official full registration with Lancaster University. Applicants who have not yet met all entry requirements will be permitted to provisionally register with Lancaster and commence the Summer Institute whilst the process of meeting the remainder of the entry criteria takes place. Provisionally registered participants will therefore also be considered under the Suitability for Professional Training policy. Once participants are fully registered with Lancaster University, the fitness to practise policy becomes applicable in place of the

Suitability for Professional Training policy.

1.2.2 This policy is available on the Frontline Connect portal.

1.3 Responsibilities

1.3.1 The delivery director is responsible for this policy and ensuring its implementation across the organisation.

1.3.2 The suitability coordinator and selection advisors are responsible for enacting the procedures.

1.3.3 Applicants, provisionally registered participants and fully registered participants are responsible for maintaining their suitability for professional training and practice by adhering to the social work regulator's standards and guidance associated with: conduct, performance and ethics; health and character; health, disability and becoming a health and care professional and fitness to practise (see section 3.1).

1.3.4 Applicants and provisionally registered participants are also responsible for informing the selection advisor of any changes to their circumstances that may have an impact on their suitability or fitness to practice, whilst fully registered participants should notify their head of region. This may include but is not limited to: the acceptance/acquisition of any cautions or convictions and/or involvement in/with any other *relevant* criminal matters, unprofessional behaviour/misconduct and/or social work services as well as any *relevant* changes to their physical and/or mental health/wellbeing.

1.4 Definitions

Applicant An individual who has applied to the Frontline programme and been offered a conditional place, but who is yet to complete the necessary pre-programme admissions and/or suitability checks and is not yet at the point of formal registration with Lancaster University.

Provisionally registered participant An individual who is still undergoing or has outstanding pre-programme admissions and/or suitability checks, but who has commenced study on the Frontline programme and completed Lancaster University's online pre-registration process. Full registration and confirmation of student status with Lancaster University will only be confirmed subject to the individual completing their outstanding checks and meeting the necessary admissions and/or suitability criteria.

Fully registered participant	An individual who has successfully met all the necessary pre-programme admissions and suitability checks, completed Lancaster University's online pre-registration process, and for whom Lancaster University has officially registered on the programme and confirmed student status.
Spent conviction or caution	The Rehabilitation of Offenders Act (ROA, 1974) enables some criminal convictions to become 'spent' after a 'rehabilitation period'. However, social work is exempt from the provisions of this Act, therefore, information relating to criminal matters may need to be disclosed, even if they would otherwise be considered 'spent'.
Relevant criminal matters	For the purpose of this policy, relevant criminal matters include convictions, cautions, reprimands or warnings which would be disclosed as part of an enhanced Disclosure and Barring Service (DBS) check as well as any others criminal matters that could impact upon your suitability to undertake the programme (e.g. Community Resolution, depending on the nature of the incident that led to this).
Filtered conviction or caution	Filtering is the term that the DBS use to describe the process which will identify and remove cautions and convictions from the disclosure certificate that should no longer be disclosed due to changes to legislation. A filtered caution or conviction is one that would not appear on a DBS check and should not be disclosed.
Specified offences	Specified offences are those that are exempt from the filtering process; any offence that is included in this list will never be filtered and should always be disclosed.
Fitness to practise	Having the skills, knowledge, character and health to practise the social work profession safely and effectively.
Placeability	Whether a suitable practice learning experience placement can be found for an individual.
Qualifying programmes	Programmes that enable students to apply to the social work regulator for registration as a qualified social worker.
Qualifying year	Upon successful completion of Year 1 you are required to apply to register with Social Work England (SWE), England's current social work regulator. We refer to this as your 'qualifying year', as this is when you will be professionally qualified as a social worker.

Section 2: Policy and procedures

2.1 General principles

- 2.1.1** Suitability for professional practice is governed by the social work regulator and all applicants must satisfy certain criteria before enrolling onto the programme.

- 2.1.2** The suitability process is designed to consider information pertaining to an applicant's character and behaviour/conduct, including relevant criminal matters, misconduct and social work involvement, as well as relevant health conditions and disabilities.
- 2.1.3** If a suitability check or third-party information (i.e. an employer reference) raises a concern about an applicant's or provisionally registered participant's suitability for social work training and their ability to meet the social work regulator's criteria of fitness to practise at the end of the qualifying year, the suitability procedures outlined in section 2.3 to 2.5 will be followed as appropriate.
- 2.1.4** All applicants and provisionally registered participants will be treated respectfully and fairly throughout the suitability checks and procedures.
- 2.1.5** Frontline is committed to complying with the Equality Act 2010 and to ensuring that the procedures outlined in this document are both relevant and proportionate. It is also committed to enabling diversity and fair access to the profession of social work.
- 2.1.6** Where health conditions, disabilities and/or learning needs are disclosed that do not prevent the meeting of SWE's Professional Standards, Frontline is committed to ensuring that reasonable adjustments are made to enable equal access to the programme.
- 2.1.7** All offers remain conditional until all suitability checks are returned and deemed satisfactory and/or decisions regarding necessary actions have been agreed, prior to which only provisional registration on the Frontline programme is permitted.
- 2.1.8** Applicants who withdraw and re-apply to the programme or defer the qualifying year are required to complete the suitability checks again, even if their circumstances regarding suitability have not changed.
- 2.1.9** Where an applicant or provisionally registered fails to disclose relevant information that is later revealed (e.g. through a professional body/health care professional such as the Disclosure and Barring Service/a General Practitioner), where this includes information that is materially different to that declared by the applicant, further information, assessment or re-assessment may need to be sought/undertaken/convened re-convened through the relevant policy and procedures.

2.2 Disclosure process

- 2.2.1** Applicants who are successful at the assessment centre and meet eligibility requirements will be offered a conditional place on the Frontline programme.
- 2.2.2** The conditions of the offer include satisfying a number of checks associated with an applicant's conduct, character and health and disability in order to ensure their suitability for professional training and starting practice. Some matters may also have implications for the practice learning opportunities available to an applicant which also necessitates consideration of placeability.
- 2.2.3** Suitability checks are often commenced as early as possible following successful completion of the assessment centre (usually alongside eligibility checks) in order to avoid delays and ensure the best possible experience for applicants. This means that on occasions suitability processes may take place before information relating to an applicant's eligibility (e.g. qualifications and references) has been received and considered by Frontline. In such cases any decision to proceed with a conditional offer is always provisional to successful completion of admissions processes, which take precedence over suitability processes at this stage.
- 2.2.4** Where admissions checks highlight a concern that calls into question an applicant's suitability for the programme (i.e. a reference from a former employer indicates that the applicant may be unsuitable to work with children and vulnerable families and/or they have failed to meet several of Frontline's core competencies), this may consequently become an issue of suitability for professional practice. If it does, suitability procedures will be followed as outlined in sections 2.4 and 2.5.
- 2.2.5** Suitability checks are normally conducted by means of self-declaration/disclosure, alongside official verification checks (i.e. through Disclosure and Barring Service [DBS], and GPs).
- 2.2.6** Those accepting a conditional offer of a place on the Frontline programme are required to:
- complete a Suitability Self-Declaration form

- submit an application for an enhanced DBS check including barred lists (and undergo necessary Overseas Police Checks/criminal record certificate where necessary)
- submit a GP verified Health Disclosure form (and undergo further Occupational Health assessment where necessary)
- Complete a Lancaster Disability Registration form to assess whether an Inclusive Learning and Support Plan (ILSP) will be required to support their learning whilst on the programme, where necessary.

Suitability Self-Declaration form

2.2.7 The Suitability Self-Declaration form requires disclosure of information relating to:

- *relevant* criminal matters;
- inclusion on any barring lists;
- unprofessional behaviour or misconduct (such as disciplinary findings, sanctions or restrictions imposed by a university or other education/training provider, employer and/or regulatory body);
- *relevant* involvement with social work services; and
- *relevant* health conditions/impairments and disabilities.

DBS check

2.2.8 In addition to the self-disclosure of relevant criminal matters, applicants are required to submit an application for an enhanced DBS check, including barred lists, for both the child and adult workforce. This will be completed via an external provider (a registered Umbrella Body) who process DBS checks on behalf of Frontline.

2.2.9 It can take up to 60 business days for a DBS check to be issued and sent to the applicant for submission.

2.2.10 Once complete, DBS information is sent to the suitability coordinator, who notifies the selection advisor of any content/disclosures detailed.

2.2.11 Applicants who have lived outside the UK within the 5 years prior to DBS forms being sent out will be required to obtain a criminal record certificate ('letter of good conduct') from every country in which they lived for a period of 6 months or longer within the last 5 years. This applies to periods where the applicant was aged 18 or over only. Any costs

associated with obtaining such certificates are the responsibility of the applicant. If an applicant is unable to provide this documentation (for example, if the country does not have a procedure for issuing certificates), Frontline will carry out further checks, such as requesting additional references to cover the time spent overseas.

2.2.12 All applicants must present their DBS certificate to the consultant social worker (CSW) within their allocated local authority prior to commencing the practice learning element of the programme. Applicants or participants who are reallocated to a different local authority or unit must present their DBS certificate to the CSW within their newly allocated local authority or unit prior to commencing or continuing their practice learning.

2.2.13 Some practice learning experience settings may require a new DBS check to be undertaken for that particular local authority. Where this is a requirement, the local authority will normally bear the cost of this themselves, and commencement of the practice learning experience may be delayed until this further clearance is received. In some rare cases this may also apply to contrasting learning experience settings.

2.2.14 Local authorities may share a participant's DBS information with contrasting learning experience settings on a 'need to know' basis as dictated by the needs of the service and its client group.

Health disclosure form

2.2.15 In addition to the self-disclosure of relevant health conditions/disabilities and adjustment needs, applicants are also required to submit a GP verified Health Disclosure form.

2.2.16 In cases where a relevant health condition and/or disability is disclosed, the selection advisor will review the information that is provided by the applicant and make a decision as to whether further screening/assessment is required (for example by an Occupational Health clinician).

2.2.17 If it is thought that an Occupational Health (OH) assessment is required, the selection advisor will make a referral, via an external provider to facilitate this. This may be undertaken either prior to and/or following receipt of the Health Disclosure form.

Third party referral

2.2.18 Information relating to the potential suitability of applicants and provisionally registered participants can also be provided by third parties (such as the police, members of the public, Frontline, and/or other participants). This may or may not be in the form of a complaint.

2.2.19 Any academic or employment references that contain information pertaining to suitability matters (e.g. disciplinary findings) will be passed to the selection advisors for consideration.

2.2.20 In such instances, this information would be responded to as outlined below or by initiating other policies or procedures as necessary.

2.3 Review of disclosures and referrals

Investigation

2.3.1 Where applicants and provisionally registered participants make any kind of relevant suitability-related disclosure and/or such information is revealed during the verification process or by a third party, this will initially be considered by the selection advisor (a qualified social worker). They may contact the applicant to determine its relevance and/or ask them to submit further reflective or contextual information.

2.3.2 Depending on the nature of the information that is disclosed or referred, the selection advisor may also seek further information and/or assessment from other agencies or professionals (such as former/current university or other education/training provider or employers, social work agencies, police, occupational health provider or third party).

2.3.3 If Frontline is concerned that a criminal offence may have been committed, it may refer the matter to the police, whether or not this has already been done by another party.

Assessment

2.3.4 After review of the disclosure or referral and any other available information, the selection advisor will assess whether anything has been identified that may have an impact on the applicant or provisionally registered participant's suitability for professional practice. If it has, suitability procedures will be followed as outlined in sections 2.4 and 2.5.

- 2.3.5** In cases where relevant criminal matters are disclosed before being fully registered with Lancaster University as a student, the applicant or provisionally registered participant will *always* be asked to attend a suitability panel (see section 2.5). In cases where the matter is so serious in terms of the risk that is posed to others, a provisionally registered participant's place on the programme may be delayed/suspended while the matter is considered.
- 2.3.6** In cases where the information disclosed relates to unprofessional behaviour/misconduct, relevant social work involvement and/or health or disability needs, the selection advisor (in consultation with the delivery director or nominated senior manager where necessary) will consider the information that has been provided in order to establish what, if any, further action is needed and whether this can be addressed through early resolution or requires implementation of stage two.
- 2.3.7** In cases concerning conduct-related suitability (i.e. misconduct/unprofessional behaviour), the selection advisor will also complete a risk assessment in respect of how the matter/s disclosed might interact with the nature of the training and requirements of the programme, which will be used to determine whether a suitability panel is needed and/or circulated to panel members in advance of a suitability panel (if necessary).

2.4 Suitability procedures - stage one: early resolution

- 2.4.1** In some cases, a suitability-related matter can be resolved through implementing actions such as sharing information (relating to a previous disciplinary finding/relevant social work involvement or health and disability/adjustment information/OH report for example) with the relevant members of the proposed or allocated local authority and/or holding a meeting between representatives from Frontline and the local authority and the applicant or provisionally registered participant to discuss ways in which any agreed measures (e.g. monitoring/reasonable adjustments) can be implemented and how they can be best supported during their practice learning experience.
- 2.4.2** In cases where regional allocation has not yet taken place, this will be considered by the selection advisor (in consultation with the delivery director or nominated senior manager where necessary) who will make a provisional recommendation as to the next steps. Once regional allocation has taken place, all suitability related information will be made

available to applicants' allocated head of region who will consider any provisional recommendations that have been made and, if ratified by them, take the necessary steps.

- 2.4.3** Although the head of region will oversee this process, it may be the practice tutor or relationship development manager who is involved in facilitating the discussions/meetings associated with this (i.e. depending upon who is best placed to monitor performance and changes and/or coordinate necessary support and adjustments during the practice learning element of the programme).
- 2.4.4** If, following completion of this stage one (early resolution), concerns surrounding suitability remain unresolved or are further heightened, the head of region can request initiation of stage two (suitability panel).
- 2.4.5** Alternatively, following review of the information collated at the disclosure stage of the process, the head of region can request initiation of stage two immediately.
- 2.5 Suitability procedures - stage two: suitability panel**
- 2.5.1** If a suitability-related matter is not thought to be appropriate for early resolution, or is unable to be resolved through this process, a suitability panel will be convened.
- 2.5.2** The purpose of the panel is to enable an informed, evidence-based and collective decision to be made (taking account of the social work regulator's standards and guidance) in respect of an applicant or provisionally registered participant's suitability for professional training and practice and their placeability within a local authority Children's Services team.
- 2.5.3** Applicants/provisionally registered participants will be given prior notice of the suitability panel as well as the opportunity to submit a reflective account and other supporting evidence prior to this taking place.
- 2.5.4** Suitability panels are made up of representatives from Frontline and its partners and may include a combination of the following: Chair/nominated chair, head of region, principal practice tutor, local authority representative, selection advisor, suitability coordinator and notetaker, university representative and applicant/participant.

- 2.5.5** The attendance of the applicant/provisionally registered participant is compulsory as their suitability cannot be considered in their absence. If the applicant/provisionally registered participant chooses not to attend, Frontline may not be able to proceed or continue with their offer or practice learning experience.
- 2.5.6** The suitability coordinator will circulate all of the necessary information to those attending the panel (i.e. reflective account, other supporting information, results of the initial investigation and risk assessment) in advance of it taking place.
- 2.5.7** Where possible, the members of the suitability panel will be from the region and local authority to which an applicant or provisionally registered participant is allocated (e.g. head of region and local authority representative). However, where this is not possible the panel members may be drawn from alternative regions and local authorities. In such cases the suitability coordinator will notify the allocated region and local authority that a panel is taking place and share the minutes of the panel with them retrospectively. The head of region will subsequently make the assigned CSW aware of the offence and penalty/sanction that has been disclosed and considered as well as the outcome of the suitability panel.
- 2.5.8** The applicant/provisionally registered participant will have the opportunity to present information in support of their case and panel members will be able to ask questions and/or seek further information that may be relevant to their suitability for professional training and practice.
- 2.5.9** If stage two suitability procedures are taking place after commencement of the Summer Institute Frontline may, at its discretion, suspend a provisionally registered participant's place on the programme until the suitability panel has taken place.

Panel outcomes

- 2.5.10** The suitability panel will determine one of the following outcomes following the panel hearing:
- Proceed with conditional offer (in the case of applicants) or place (in the case of provisionally registered participants) on the Frontline programme (with/without actions)

- Defer conditional offer (in the case of applicants) or place (in the case of provisionally registered participants) on the Frontline programme (with/without actions and/or recourse to a further suitability panel)
- Withdraw conditional offer (in the case of applicants) or place (in the case of provisionally registered participants) on the Frontline programme

2.5.11 Ordinarily applicants and provisionally registered participants will be informed of the outcome of the panel within 24 hours. In some situations an outcome may be delayed in order to allow necessary actions to be undertaken, such as the gathering of further information, before a decision can be reached.

2.5.12 All of the processes and stages outlined above may take place before GP and DBS information has been received by Frontline. If the decision is made to proceed with a conditional offer following stage one or stage two of the suitability procedures, an applicant or provisionally registered participant cannot be fully registered and their readiness for practice cannot be confirmed until after the verification process has taken place and all other suitability criteria have been met.

2.6 Suitability procedures - stage three review

2.6.1 If an applicant or provisionally registered participant is not satisfied with the outcome of the suitability panel, they may be eligible to request a review if they have evidence that:

- the applicant was prejudiced by a failure of the Panel or its officers to follow the procedure as set out above or by a breach of the requirements of natural justice; or
- exceptionally, substantial new evidence, not previously available to the panel, is identified.

2.6.2 An intention to request a review by the applicant or provisionally registered participant must be submitted to the Suitability team within 10 working days of the receipt of the outcome.

2.6.3 If valid procedural grounds have been determined, then the Chief Programmes Officer (or nominated representative) will consider the review.

2.6.4 The decision of the Chief Programmes Officer (or nominated representative) will be final and consist of one of the following decisions:

- The confirmation of the original decision(s); or
- The referral back to the Panel (if the process has not been followed and/or if new evidence is made available).

2.7 Representation

2.7.1 Any applicant or provisionally registered participant whose suitability is being investigated under this procedure is entitled to representation and support throughout the process. This could be from someone such as a friend, colleague or union representative.

2.7.2 The applicant or provisionally registered participant will still be required to answer questions about the suitability-related issues.

2.7.3 Where the applicant or provisionally registered is to be accompanied by a legally qualified representative they must inform Frontline within 5 working days prior to the hearing. Frontline reserves the right to have the services of their own legal representative at the hearing.

2.8 Confidentiality

2.8.1 Information disclosed throughout the suitability checks and procedures will usually be confidential within the boundaries of Frontline's admissions team, suitability team, relevant regional programme team and appropriate staff in the allocated local authority and awarding university. Where adjustments are required for academic purposes, Frontline's academic registry team may also be notified.

2.8.2 Where it is appropriate for Frontline to discuss relevant issues with the local authority or university on an anonymised basis, this will be done. It should be recognised this will not always be appropriate.

2.8.3 When a matter is referred to a suitability panel, relevant information will be disclosed to the panel members.

2.9 Relationships

2.9.1 Applicants and provisionally registered participants are required to notify their allocated Head of Region or Practice Tutor of any personal or familial relationships with another participant or colleague in their allocated local authority, in order for Frontline to assess

whether it is necessary to re-allocate them to an alternative placement.

- 2.9.2** Failure to disclose such a relationship may indicate a concern about their suitability for professional practice and result in commencement of the suitability or fitness to practise procedures.

Section 3: Relevant references

3.1 Social work regulator standards and guidance

3.1.1 As of 2 December 2019 the regulation of social workers was transferred to Social Work England (SWE).

3.1.2 The following guidance from both HCPC and SWE has been consulted in developing this policy and procedure and must be read and adhered to by applicants, provisionally registered participants and fully registered participants:

- [HCPC guidance on conduct and ethics for students](#)
- [HCPC standards of conduct, performance and ethics](#)
- [HCPC guidance on health and character](#)
- [HCPC guidance on health, disability and becoming a health and care professional](#)
- [SWE fitness to practise rules](#)
- [SWE professional standards](#)
- [SWE professional standards guidance](#)

Section 4: Annexes

4.2 SWE professional standards

4.2.1 SWE's standards of conduct, performance and ethics that applicants and participants are required to adhere to at all times are as follows:

1. Promote the rights, strengths and wellbeing of people, families and communities
2. Establish and maintain the trust and confidence of people
3. Be accountable for the quality of my practice and the decisions I make
4. Maintain my continuing professional development

5. Act safely, respectfully and with professional integrity
6. Promote ethical practice and report concerns

4.2.2 Further guidance on these standards is available and should be read at:

https://socialworkengland.org.uk/wp-content/uploads/2019/09/Professional_Standards_Guidance_FINAL.pdf

4.3 Examples of issues that might trigger investigation under this policy

4.3.1 Criminal or related matters

- Conviction for certain criminal offences;
- Domestic circumstances and alleged offences where the police have been called, or where there are safeguarding issues involved.

4.3.2 Conduct/behaviour

- Falsification of academic records;
- Extensive or repeated plagiarism;
- Extensive or repeated attendance issues;
- Inappropriate use of social media;
- Employment in a role outside the programme that might compromise professional identity/reputation or self or the profession;
- Issues that cast doubt on an applicant or participant's honesty/integrity/fitness for practice;
- Inappropriate behaviours or actions with other applicants, participants or staff (e.g. threatening behaviour, racist/sexist language, dishonesty);
- Non-disclosure of a personal or familial relationship with a colleague in the local authority;
- Actions which might cause injury or put the health and safety of others at risk;
- Theft or misuse of property;
- Attending classes or entering any other learning environment whilst under the influence of alcohol or drugs (including 'legal highs'). Please note that where applicants or participants are taking prescribed medications that may affect their performance or conduct at any time during their dealings with the Frontline or participation on the Frontline programme, this should be declared to a member of staff as soon as possible;
- The expression of any extremist views (or the provision of any material or encouragement or support for individuals or groups expressing extremist views) that have the potential to incite discriminated, harassment, bullying or violence towards others;

- Making false and/or malicious allegations regarding a fellow applicant or participant.

4.3.3 Applicants and participants should be aware that their conduct in their private life may adversely impact on their standing as prospective social workers and may therefore be relevant for consideration under this suitability policy.

4.3.4 Health and disability

- Health and/or disability issues where the applicant/participant is not able to adequately manage their condition(s) such that their ability to practice safely is compromised.

4.4 Social media guidelines

4.4.1 As potential professionals with a unique social contract and obligation, applicants and participants must be aware of the public nature of social networking sites and online blogs and forums and the permanent nature of information posted to them.

4.4.2 While these sites offer potential to improve communication with friends and colleagues, they are also a potential forum for lapses of professionalism and professional behaviour. These sites may give the impression of privacy, but postings and other data should be considered in the public realm as visible to many people, even under the most stringent of privacy settings.

4.4.3 Frontline has adopted the following guidelines to assist applicants and participants in safely and responsibly using these sites and media. They should be followed when participating in social networks personally and/or professionally, whether using personal devices or devices in the workplace.

- Consider carefully whether to refer to your professional status on social media so as to avoid adverse responses to postings and any allegations of bringing the profession into disrepute;
- Check your privacy settings and restrict access where possible (advisable);
- Avoid endorsing or posting content that is unsuitable for trainees or qualified staff in the social work profession;
- Ensure your actions do not reflect poorly on the reputation of Frontline and your practice learning/contrasting learning experience settings;

- Don't share your social media details with the children or families you meet through your practice learning settings and do not interact with them on social media;
- Don't use social media to voice opinions about peers, lecturers, practice or contrasting learning experience providers, children and families within a caseload or any professional with whom you may be working;
- Don't bully, harass or verbally abuse others through racist, sexist, homophobic or other offensive behaviour;
- Seek to speak on behalf of Frontline or your practice or contrasting learning experience provider.